



Presidential Partners Consulting
St. Charles Parish 911 District
NG911 CPE Replacement
RFP Q&A Document
Updated 7/23/16

Item #	Section	Question	Answer
1		In reviewing the doc, one item we are not compliant with is the recorded announcements for the call takers for auto answer. We can have auto answer with our ACD, but just not their recorded voices. Will that disqualify our bid? Just wanting to not waste anyone's time.	It is a feature that the Parish is interested in. However, if this is not a function of your product, this in its self, will not disqualify your response.
2		Please confirm the due date and time. The RFP states that the proposal is due July 28, 2016, and accompanying legal notice states the due date of July 29, 2016.	July 29 th is the due date.
3		The bid due date of July 28 does not allow enough time for vendors to finalize bids after answers to questions are received. Considering questions will be received up until July 19, we do not expect answers will be available for at least couple of business days. We request RFP due date be extended to August 19.	At this point the answer is no. However, we will make every effort to promptly post answers to the questions posed in order to help you meet the deadline.
4		When will questions be answered?	No later than July 18, 2016
5		Will a performance bond be required?	No
6		The implementation and training timeline is a bit aggressive and does not appear to allow enough time for events such as vendor demonstrations, possible BAFO, and contract negotiations. What is driving the requirement that go-live operations must occur between 11/21 and 12/23? Based on our experience this system will be live within 120 days of contract execution, assuming that facilities are ready to include third party interconnections.	Hurricane Season, and other seasonal events common to the area.
7		What are the existing line counts for the PSAP (ring down, administrative, and CAMA trunks)? Do you see the "roll over" function changing?	5 CAMA, 5 business or administrative (911 rolls over to the 5 business lines) As for changing the roll over function, the client would like other options if appropriate.
8		Is the space for the backup equipment in the back up EOC?	There is no back room rack space at the EOC location. There may be space for the vendor to add a wall mounted rack.
9		Is their cable between the communications center building and the EOC?	Yes, there is fiber and the current switch is a 100MB switch.

10		Should support for year 2 through 5 be bid as an option?	Yes
11		Should Text to 911 be included or bid as an option?	Bid as an option.
12		For training, what is the headcount for dispatchers, trainers, management, and system administrators?	6 - Administrators 12- Communication Specialist 8 - Supervisors 5 - I.T. Technicians
13		Are they using NetClock, what is the model and does it have an NTP port and will the new system use the existing clock.	Yes, it is a NetClock and we are attempting to determine if it is NTP compliant.
14		Can we post the RFP in word?	Yes, we will and we will distribute it.
15	3.7	GIS please provide clarification	Geographic Information System. The NENA definition states: A system for capturing, storing, displaying, analyzing, and managing data and associated attributes, which are spatially referenced.
16		What is the correct close date? The RFP has July 28 th and the legal notice July 29 th .	July 29 th .
17		Is the ALI circuit 2.4 or 9.6 baud?	It is 9.6
18		Is there sufficient conduit between the equipment room and the dispatch floor?	Undetermined at this point, dependent upon vendor requirements. (Attempting to gain addition information)
19		Are there any ring down circuits?	No
20		Are any of the business lines PRI?	Indicated by billing as POT's.
21		Is the system to be designed as a geo diverse system or a single site system with a remote PSAP hanging off it?	A definite intent to have a remote. We are asking the vendors to provide the solution, which they think, is best.
22		Would you like to see the system quoted both ways?	If that's the way you can build it. Quote each option separately.
23		Is back up facility in the same building as PSAP	No
24		Is ESI net part of this solution and should it be quoted?	At this point not part of the solution. Will obviously be in the future of the system.
25		What is the current 9-1-1 equipment?	Zetron
26		Is there radio integration in the system?	Only headset integration.

		New Questions as of 7/22/16	
27	3.7	Please confirm that Vendors need to quote a mapped ALI solution.	<p><i>“All GIS data associated with call routing and plotting will be provided in a NENA NG standard format.</i></p> <p><i>The vendor will be required to work with the St. Charles Parish GIS personnel to ensure all GIS data elements required by both the service provider and St. Charles Parish are provisioned in the system and to arrange appropriate automated procedures for exchange of GIS data, system performance data and for resolving detected errors by either party.”</i></p> <p>The intent is that there must be data interoperability between the vendor’s solution and their current mapping and that the solution must meet the NENA NG Standard Format.</p>
28	Other Obligations Item 6	Can you please clarify if the penalties in page 3, section Liquidated Damages are still part of the RFP response?	<p>As stated in the first line <i>“St. Charles Parish Communications District may include in the contract penalty provisions for non-performance.”</i></p> <p>This is proposed language for liquidated damages and may or may not be included in the final contract since other solutions may be discussed with the selected vendor.</p>
29		Vendor is required to complete the Non-Collusion Affidavit. There was no affidavit included with the RFP. Please provide the required form.	A non-collusion affidavit will not be required to bid. There may be a requirement to complete the affidavit after vendor selection. The inability to comply, may preclude a vendor from final selection.
30	5.1.2	With regard to ongoing service management after the system is live, does St. Charles Parish require onsite technical support within a certain response time?	<p><i>“Customer Service Plan – The proposed solution must include a customer service plan which ensures the continuity of operations and regular/routine maintenance. The plan shall include a defined criterion for the identification of service levels (i.e. minor, major, critical etc.) which must be approved, and accepted by St. Charles Parish. “</i></p> <p>We would fully expect the vendor to define issues such as response times because that is a critical factor for public safety.</p>



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