

C911 RESPONSES TO VENDOR RFP QUESTIONS

July 8, 2019

(Answers in RED)

Motorola Questions

1. Please provide specific training requirements (e.g. number of students in each role, number of shifts, location, instructor led or otherwise, etc.)

Number of students 22, days and nights shifts start at 0700 and 1900 7 days a week. Vendor will recommend training type. Some or most will require hands on training by instructor led. Train the trainer will be used for in house training in the future and for refresher training.

2.1.5.2/1.5.3 The RFP states “The successful proposer shall evaluate the existing control station system and provide a one-for-one functionality equivalent replacement or better” but the cost sheet does not contain a line item for control station system replacement. Are we expected to price this as part of the base bid or an option?

If the vendor recommends a new control station system it must have a justification and be priced as an option item.

3.1.6 Desktop remote control station operation as a cost option. Pricing sheet does not contain a line item for this. Please clarify if we are to provide the optional costs.

Include as a cost option

4. Please clarify if we are to quote dedicated UPS for the proposed system and if so what is the required up-time in case of a power outage.

911 has a building UPS for the positions and console equipment. If any additional backup power is recommended the Proposer should include it as an option.

5. Does the 911 center require Instant Recall Recorder (IRR) as an option or as part of base bid?

Each position requires an Instant Recall recorder. It must be included in the bid.

6. Does the 911 center require system health monitoring as an option or as part of base bid?

If health monitoring refers to a vendor provided off-site monitoring then the answer is No. If it is a local feature then pricing should be included as an option item.

Avtec Questions

Page 8, 1.1 Existing Dispatch Consoles Overview, "... In addition to dispatch functions each dispatch position provides paging signaling, communications with local City and County Public Works, interoperability with adjacent counties and Region and other alerting functions. Subscriber units on the radio system are purchased, owned and maintained by each of the agencies so they are a mixture of multiple manufacturers with differing features. The proposed console system will include evaluation of how each proposal maintains the current subscriber unit features and how well the proposed console system will perform when Cowlitz 911 transitions to a new (possibly P25) radio system."

1. Regarding the reference to paging signaling, what paging formats are currently used? We assume it is tone and voice and that alpha numeric paging is not required.

QCII

2. Regarding the reference to interoperability with adjacent counties and regions.
 - a. We assume this refers to the CRESA 800 MHz system?

See the bottom of page 8 for details

"The current console system can communicate on the regional frequency with four adjacent counties through the CRESA 800 MHz system. Cowlitz 911 can transmit and receive directly on the Lewis County, Wahkiakum and LERN, Oregon State Patrol, Columbia County radio systems and they can do the same on the Cowlitz system. Clark County has transmit and receive capabilities on the Main and Control 1 Cowlitz frequencies. **This capability must be retained in a new console system.**"

- b. What is the method of interface and quantity of each type?

See the answer to Question 2a above.

- c. What is the method of interface to Cowlitz Fire District #5? This is not mentioned in the RFP and is on a DMR system.

The audio is fed from the JPs Voter to the DMR system audio input.

2. Regarding the reference to other alerting functions, what alerting methods and quantity of each are currently used?

**Radio Alert tones are activated by the console (standard radio alerting tones)
Motorola MBC1200 (emergency signaling) only used on one channel.**

4. Regarding the reference to current subscriber unit features, what radio infrastructure does each operate on?

The Cowlitz 911 radio system is used by all agencies except for Fire District 5 which utilizes NXDN technology. Audio is sent to its transmitter on the NXDN system.

- a. What features are currently used on each?

Regardless of the feature sets on subscriber radios only transmit and receive analog audio as used on the C911 system.

- b. There is a reference to emergency calling in Appendix A on pg. 13, is that a capability today? What protocol is currently used for this feature?

That is an available feature of the Motorola console system. It is not used by C911. The feature may be used in the next generation radio system. Assume it to be P25.

Pages 8-9, 1.1 Existing Dispatch Consoles Overview, “The current console system can communicate on the regional frequency with four adjacent counties through the CRESA 800 MHz system. Cowlitz 911 can transmit and receive directly on the Lewis County, Wahkiakum and LERN, Oregon State Patrol, Columbia County radio systems and they can do the same on the Cowlitz system. Clark County has transmit and receive capabilities on the Main and Control 1 Cowlitz frequencies. **This capability must be retained in a new console system.**”

- 1. We need to understand the method of interface for the existing radio systems and quantity of each type?

800 INTEROP	T8R8	T8 Standard
800 PSAP 1-4	T1R1	T1 Standard
BACKUP FOUR	T14R14	T14 Standard
BACKUP ONE	T14R14	T14 Standard
BACKUP THREE	T14R14	T14 Standard
BACKUP TWO	T14R14	T14 Standard
CCSO	T1R1	T1 Standard
Fire F1 Main	T1R1	T1 Standard
Fire Ops 2	T1R1	T1 Standard
Fire Ops 3	T1R1	T1 Standard
Fire Ops 4	T1R1	T1 Standard
Fire Paging RX	RX Only	T1 Standard
Kelso PD F1	T1R1	T1 Standard
Lewis County	T1R1	T1 Standard
Longview City	T2R2	T2 Standard
Longview PD F1	T1R1	T1 Standard
Longview PD F2	T1R1	T1 Standard
L-TAC	T1R1	T1 Standard
NAWAS	T1R1	T1 Standard
STATE DEM	T4R4	T4 Standard

TacomaCtyLight	T1R1	T1 Standard
VCALL/VTAC	T8R8	T8 Standard
Bc1200	T1R1	T1 Standard
		NO BASE
Nat LERN	Dual Receive	TYPE
		NO BASE
W S P	Dual Receive	TYPE

2. Regarding the “Clark County has transmit and receive capabilities on the Main and Control 1 Cowlitz frequencies”, how does that interact with the Cowlitz console system?

911 has two CRESA 800 control radios listed above as 800 Interop and 800 PSAP 1-4. No other console interface exists currently.

- a. What features/capabilities are being asked to be retained?

Only voice transmission is in use.

Pages 9, 1.2 New Console System Compatibility, “**Appendix A** lists all of the features of the Motorola Gold Elite Consoles being replace. Not all of the listed features are currently in use since the existing radio system is conventional. The proposed console system must replicate the listed Gold Elite functions.”

1. It would be good to understand which features they are using out of the list on Appendix A. What features are you currently using?

All of the listed features must be included. The currently used features are only the analog voice features typical to a conventional radio system.

Page 10, Statement of Work, 1.3 Dispatch Console Configurations, “Consoles should be proposed ... to include administrative PSTN /PABX telephone lines. This shall include the ability to support dual audio jacks, as well as dual foot pedals for user training or manager monitoring purposes, and special TX buttons for ADA accommodation.

1. Regarding the reference to administrative PSTN /PABX telephone lines, what is the method of interface and quantity of each type?

No telephone interfacing is required.

2. Regarding the reference to dual foot pedals for user training, what is the use case for the second pedal? Typically, one pedal is for the PTT function on the selected radio resource.

For the trainer to use.

3. Regarding the special TX buttons for ADA accommodation, what is the use case for the accommodation? For example, a dispatcher in a wheel chair that cannot use a foot pedal to initiate the PTT function.

For any reasonable accommodation

Page 11, 1.3.1 Proposer Integration Requirement with Existing PSAP Technology, "Proposers should use the site visit to capture all PSAP technologies for interfacing. The Proposer shall successfully integrate its radio and dispatch console solution to all these various systems. This includes disclosing all CAD interface features available via API licensing and associated licensing cost(s). Cowlitz 911 will not accept any reduction in current operational capabilities or functionality due to Proposer inability to successfully interface and integrate into critical PSAP technologies."

1. Please identify all PSAP technologies for interfacing. CAD/API/Headset sharing to phone system.

As described above. The current system is a conventional radio system and the console is used in the conventional mode for such a system. The proposer should understand that the inclusion of 911, CAD and RMS on a console is a common requirement in dispatch centers.

Page 11, 1.3.1 Proposer Integration Requirement with Existing PSAP Technology, "There is an alarm on the existing radio consoles that activates a blue flashing light in the lunchroom, this is used to get a dispatcher back to the floor in a hurry when the dispatchers become overwhelmed and need an employee to respond to the dispatch floor that might be on a break."

1. What triggers the alarm?

The Dispatcher through a manual switch

2. Does the current console use a relay to activate the blue flashing light in the lunchroom? What does the relay drive?

The console uses a dry contact closure aux/io to activate the light.

3. Will the blue flashing light remain?

Yes

4. What is the make and model of the blue flashing light?

Unknown

Page 11, 1.3.1 Proposer Integration Requirement with Existing PSAP Technology, "There is a NAWAS phone on the wall in the back computer room, there is two way radio communications from our dispatch console to the state DEM office."

1. What is the method of interface to the NAWAS phone and how is it used? Is there only one?

Wireline. There is only one.

2. What is the current interface to the two-way radio communication from the console in the State DEM office and how is it used?

Wireline. It is used to check in.

3. Is this NAWAS phone used only for in-bound calls or also out-bound?

Both inbound and outbound using a standard 4-wire base interface module

Page 11, 1.3.1 Proposer Integration Requirement with Existing PSAP Technology, "There are several alarms that are monitored in the Dispatch Center that are interfaced with our radio console, alarms for the courtrooms, Records, and the auditor's office will have to be maintained on the new consoles. There are also video monitors controlled at the consoles that must be maintained."

1. How many alarms are there?

See Below

2. What is the method of interface?

Davis Alarm	Input	Momentary
Signal Alarm	Input	Momentary
Aber Alarm	Input	Momentary
CHgts Alarm	Input	Momentary
Rainier Alarm	Input	Momentary
Speelyai Alarm	Input	Momentary
Coldwater Fuel	Input	Momentary
Abernathy Fuel	Input	Momentary
Col Hgts Fuel	Input	Momentary
Speelyai Fuel	Input	Momentary
Family Court	Input	Latching
Rainier Fuel	Input	Momentary
Dist. Clerk	Input	Latching
Dist. Clerk?	Input	Latching
Family Crt.	Input	Latching
CONTROL 1		
BUSY	Input	Momentary
Sup.Crt.#7	Input	Latching
Judge Haan	Input	Latching
YourNextAuxio	Input	Latching

Sup.Crt.Admin	Input	Latching
County Clerk	Input	Latching
ID Reset	Output	Momentary
Juvenile Panic	Input	Latching
Records	Input	Latching
South Door	Output	Momentary
Dist.Crt.#6	Input	Latching
Dist.Crt.#5	Input	Latching
Dist.Crt.#4	Input	Latching
Sup.Crt.#3	Input	Latching
Sup.Crt.#2	Input	Latching
Sup.Crt.#1	Input	Latching
DEM Door	Output	Momentary
Break Room	Output	Latching
West Door	Output	Momentary
North Door	Output	Momentary
Fire Alarm	Input	Latching

3. What type of notification appears on the console when one is activated?

Screen icon turns red and audible alarm sounds

4. When/how is the alarm cleared?

Audible alarm is silenced by clicking button on toolbar. Once alarm has cleared a click on the icon clears red to green.

5. What is required to maintain the existing video monitors?

Aux/io output can be used to control video switcher.

6. Is there an actual integration between the console and the monitor?

Not at this time

Page 11, 1.3.2 Radio Based Fire Station Alerting (FSA), "Cowlitz 911 alerts fire stations to active calls using a Zetron Model 25 system which is integrated with the Hexagon Intergraph CAD system. Replacement of the existing VHF paging infrastructure is not a requirement of the RFP, however, the Proposer shall study the existing system, and include as a cost option within their proposal ..."

1. Is the Model 25 pager integrated in any way with the existing console?

No

2. Can we replace the Model 25 with our own paging encoder and an Outpost?

Cost of Intergraph CAD interface would need to be included.

3. How is the Model 25 integrated into the radio system currently?

2-Wire E&M. If C911 partners with CRESA in the future, the Fire Station Alerting will transition to Locution Systems.

Page 8, Statement of Work, 1.1 Existing Dispatch Consoles Overview, "... Subscriber units on the radio system are purchased, owned and maintained by each of the agencies so they are a mixture of multiple manufacturers with differing features. The proposed console system will include evaluation of how each proposal maintains the current subscriber unit features and how well the proposed console system will perform when Cowlitz 911 transitions to a new (possibly P25) radio system."

1. Regarding the reference to a new radio system, what brand of radio system does the Authority anticipate moving toward? As the Authority has indicated, capabilities vary by manufacturer and the response from the console bidders depends on the radio infrastructure the Authority intends to purchase.

There is no current plan other knowing it will be P25. There have been discussions regarding joining with CRESA's Motorola system

2. Are bidders supposed to quantify the cost of an interface to a radio system that does not currently exist as part of this procurement?

P25 has standard interfaces. The proposed consoles must have that capability. Bidders should provide cost estimates for reference purposes only.

- a. Can bidders assume that a standards-based interface will be available for the transition or will it be proprietary limiting a response to that specific vendor?

There is no current plan other knowing it will be P25. There have been discussions regarding joining with CRESA's Motorola system. It is reasonable to make the referenced assumption.

Page 9, Statement of Work, 1.1 Existing Dispatch Consoles Overview, "... Ultimately, when Cowlitz 911 replaces its radio system the new consoles must seamlessly be connected to a new P25 radio system(s). Proposers must detail any risk to successfully performing these activities ..."

1. Please clarify the statement, "must seamlessly be connected to a new P25 radio system(s)." Are bidders supposed to quantify the cost of an interface to a radio system that does not currently exist as part of this procurement?

No, but bidders are urged to provide an educated estimate.

a. If so, what level of talk-path capacity should the solution be based upon?

Unknown at present but the operational requirements for a new system would be similar to current operational procedures.

2. Please clarify if the Authority will require the future radio infrastructure vendor to provide a standards-based interface so that the consoles proposed will be able to interoperate in the future?

P25 has standard interfaces. The proposed consoles must have that capability. Proposers can estimate the costs with the appropriate caveats.

a. If standards-based interfaces are not specified, then this procurement is essentially a sole-source procurement from a single vendor.

You may assume that the interfaces will not be sole source.

Pages 10, Statement of Work, 1.3 Dispatch Console Configurations, "Consoles should be proposed ... to include administrative PSTN /PABX telephone lines. This shall include the ability to support dual audio jacks, as well as dual foot pedals for user training or manager monitoring purposes, and special TX buttons for ADA accommodation.

1. Regarding the special TX buttons for ADA accommodation, what is the use case for the accommodation? For example, a dispatcher in a wheelchair that cannot use a foot pedal to initiate the PTT function would need an accommodation.

For any reasonable accommodation

Page 13, 1.4.8 Patches, "The console shall support patches, which involves temporarily combining two or more talk groups (or channels in a conventional environment) to a single, RF resource per site. A patch merges the entities into a common group, such that each member hears every other member."

Please clarify if the Authority will require the future radio infrastructure vendor to provide a standards-based interface to accomplish this capability so that the consoles proposed will be able to interoperate in the future? If a standards-based interface is not specified, then this procurement is essentially a sole-source procurement from a single proprietary vendor.

You may assume that the interfaces will not be sole source

Additional clarifications

No mention of the console layout and peripherals is included in the RFP.

Is vendor to provide PC's and servers?

Yes

Is vendor to provide monitors?

Yes

If so, touch screen or non-touch?

Proposer is to recommend whether or not to use touch screens. Both have advantages and disadvantages. Please justify the recommendation

What size?

20 to 24 inches will be satisfactory. The final decision is being discussed

How many jack boxes per position?

2

How many speakers per position?

4

Footswitch?

Yes

Desk mic?

Yes

Wired or wireless headsets? If so, how many?

No Wireless headsets are required

As stated in the RFP proposed console system must be complete in all respects. Vendors were invited to the site visit to be able to identify all aspects to bid. Most quantities are described in the RFP.

· Is there a need for Aux I/O to control doors, contact closures?

Yes.

Questions from Silke

Section	Headline	Rephrase	Question
1.14	Evaluations	Any award made as a result of this bid will be determined through a best value analysis.	Do you have a matrix for this best value analysis? How will the scoring of proposals be completed? Section 1.14 addresses the evaluation. A detailed matrix is being prepared.
1.1	Existing Dispatch Consoles Overview	The radio systems used by Cowlitz 911 are Motorola VHF conventional systems in a simulcast configuration for countywide coverage.	What type of interface is the simulcast system? Is it Motorola proprietary. The current system was custom designed and is not Motorola proprietary

1.1	Existing Dispatch Consoles Overview	Communications with local City and County Public Works, interoperability with adjacent counties and Region and other alerting functions. Subscriber units on the radio system are purchased, owned and maintained by each of the agencies so they are a mixture of multiple manufacturers with differing features.	What types of radio will the new console system need to interface with? Can Cowlitz E911 provide a list of interface specifications? The existing radios are of multiple makes and models. The current technology is analog. The subscriber units are of multiple brands with multiple feature sets which, for the most part, are not used.
1.1	Existing Dispatch Consoles Overview	User Agencies	Can you please provide a list of the radio systems in use for each agency in correspondence with the agency list? IE: Castle Rock Police, is this a Motorola SmartNet Smart Zone system, NXDN, trunked conventional? The C911 users all operate on the VHF analog simulcast system.
1.1	Existing Dispatch Consoles Overview	Ultimately, when Cowlitz 911 replaces its radio system the new consoles must seamlessly be connected to a new P25 radio system(s). Proposers must detail any risk to successfully performing these activities as well as defining any additional equipment that may be needed for the interim use of the new consoles with the existing system.	Do you plan on keeping the "legacy" radio system in operation for other uses? No plans have been discussed. This procurement is to replace the "legacy" consoles It is unlikely that the legacy system would be used.
1.1	Existing Dispatch Consoles Overview	The proposer shall detail their strategy for the cut-over phase of the console project...	please confirm there is sufficient space (including height), power and cooling in the radio room for a full size computer cabinet (typical APC NetShelter) with 3,000 but/h heat

			rejection.” The site visit should have provided clarification on this.
1.2	New Console System Compatibility	Cowlitz 911 is aware that functional capabilities beyond the open, standards-based ISSI and CSSI feature sets may be available in the proprietary domain.	Who is going to own being responsible for the CSSI interface hardware, software, and licensing? Not a part of this procurement
1.2	New Console System Compatibility	Appendix A: The proposed console system must replicate the listed Gold Elite Functions	Are there exceptions allowed, as some of the functions are proprietary to Motorola? Exceptions are allowed as long as there are explanations regarding the reason.
1.3	Dispatch Console Configurations	...equipment as required to support interface with Audio equipment, to include administrative PSTN /PABX telephone lines.	What model telephones are currently in use? No telephony interface exists on the current console. Phone system is Avaya
1.3.1	Proposer Integration Requirement with Existing PSAP Technology	Proposer Integration Requirement with Existing PSAP Technology: Cowlitz 911 will not accept any reduction in current operational capabilities or functionality	Can Cowlitz 911 provide a description or a list of the current operational capabilities or functionality? All of the listed features of the existing consoles are listed in the RFP.
1.3.1	Proposer Integration Requirement with Existing PSAP Technology	Stancil Logging recorder which was upgraded in 2017 48 channel logging with 6 instant recall terminals	Did this upgrade include digital/IP licenses? The existing consoles use Microsoft XP. The answer to this question is not known but any proposal which may require licenses should include them and the related costs. If the license is required by the recorder provider then it should be stated in the proposal.

1.3.2	Radio Based Fire Station Alerting (FSA)	Replacement of the existing VHF paging infrastructure is not a requirement of the RFP, however, the Proposer shall study the existing system, and include as a cost option within their proposal, any recommendations or proposals for an optional FSA system enhancement or FSA replacement.	<p>How many stations are currently present?</p> <p>The exact count is not known. Currently it is estimated that 15 stations are in use at 6 districts.</p>
1.3.2	Radio Based Fire Station Alerting (FSA)	Replacement of the existing VHF paging infrastructure is not a requirement of the RFP, however, the Proposer shall study the existing system, and include as a cost option within their proposal, any recommendations or proposals for an optional FSA system enhancement or FSA replacement.	<p>How many apparatus are being controlled at each station?</p> <p>Varies by district – average of 2 sets of tones per station = 30 apparatus</p>
1.3.2	Radio Based Fire Station Alerting (FSA)	Replacement of the existing VHF paging infrastructure is not a requirement of the RFP, however, the Proposer shall study the existing system, and include as a cost option within their proposal, any recommendations or proposals for an optional FSA system enhancement or FSA replacement.	<p>What format do you currently send out the alert? 2-tone, IP etc.</p> <p>If C911 partners with CRESA in the future, the Fire Station Alerting will transition to Locution Systems.</p>

1.3.2	Radio Based Fire Station Alerting (FSA)	Replacement of the existing VHF paging infrastructure is not a requirement of the RFP, however, the Proposer shall study the existing system, and include as a cost option within their proposal, any recommendations or proposals for an optional FSA system enhancement or FSA replacement.	<p>Are you looking for a replacement or enhancement to the FSA or the paging system?</p> <p>This is left up to the proposer as stated in 1.3.2</p>
1.3.2	Radio Based Fire Station Alerting (FSA)	Replacement of the existing VHF paging infrastructure is not a requirement of the RFP, however, the Proposer shall study the existing system, and include as a cost option within their proposal, any recommendations or proposals for an optional FSA system enhancement or FSA replacement.	<p>What is the make and model of the paging transmitter?</p> <p>Paging tones are transmitted via the VHF simulcast fire channel "Control 1". All paging is QCII</p>
1.3.2	Radio Based Fire Station Alerting (FSA)	Replacement of the existing VHF paging infrastructure is not a requirement of the RFP, however, the Proposer shall study the existing system, and include as a cost option within their proposal, any recommendations or proposals for an optional FSA system enhancement or FSA replacement.	<p>Can you please list all of the current formats of paging currently in use?</p> <p>QCII</p>

1.4.3	Radio Unit PTT ID	Not all of the current radios have the capability of generating user ID.	How many radios do you have that do generate and use the PTT ID? Unknown since it is not captured in the current system
1.4.5	Radio Disable	It is highly desired for designated, authorized staff to selectively disable or enable an individual radio based upon its subscriber ID number.	Is this capable on the existing Gold Elite? Enabling and disabling radios is typically only available through the actual Radio System Management Client and not at the dispatch. This is an optional requirement since it is not currently available.
1.4.14	Link Failure	The console shall visually notify the dispatcher of any IP link failure between the console position and the system central control equipment	Is you IP Network a stand-alone network or is it a shared network? Stand alone
Appendix A	Motorola Gold Elite Features	CAD	Is this a feature of the Gold Elite or integrated with the Gold Elite? With the proper interfaces this requirement can be accomplished by most CAD vendors
Appendix A	Motorola Gold Elite Features	Download	What data do you transfer from the Gold Elite to the computer's disk through local area network? Not in use at present.