



## CLARK COUNTY

### RFP #774

### CRESA P25 RADIO and i3 TELEPHONE LOGGING SYSTEM

### QUESTIONS and ANSWERS

UPDATED: 2/21/20

	QUESTION	ANSWER
1.	Does CRESA request or desire to record telephone audio from any telephone <u>not</u> an endpoint of the Solacom system?	Any call into or out of the Solacom Guardian, but not calls from the Admin PBX will be recorded.
2.	Does CRESA intend Solacom phone system at Backup site? If not, what phone system is used there? Brand, version, model of phone sets please.	Yes we intend to have a Solacom Guardian at our Backup site <b>and</b> we have an analog back up to for back up site as well that would like recorded. (In Case of Network loss) Handsets, Nortel T7316E Digital Display Phone (12) Switch, Nortel Norstar KSU MICS OX32 E/F/S 110V with 3 4 port trunk cards 14 Pots, 10 digit lines tied to it.
3.	How many incoming 911 trunks are there?	We are fully digital, we do not have trunks. We have capability for inbound 911 calls that 100 mg will allow
4.	Are the incoming trunks analog CAMA or SIP?	SIP
5.	Are dispatch and call taker positions separate or combined?	Combined
6.	Number of Call Taker positions to be recorded?	16 primary, 12 backup
7.	Number of Dispatch positions to be recorded?	16 primary, 6 backup
8.	Number of Solacom positions to be recorded?	16 primary, 12 backup
9.	Number of AQUA workstations?	3
10.	Number of CAD positions?	16 primary, 12 backup As a note we are not intending to have screen capture at the backup center positions.
11.	Do 911 call taker positions identified in the CAD database have a fixed association with one or more telephone extensions?	Currently, no workstation is associated to an extension. If you are referring to a position ID, then yes the workstations are configured to a position. We do not know if the Solacom Guardian will require association to extensions at the time of this response.
12.	Average number of phone calls being recorded per month (911 + any other lines)?	Varies based on the time of year, however average number of calls for July-Sept 2019 was 46,790 (roughly) per month
13.	Average length of recorded phone call?	1:48 (Same date/time range as question 12)
14.	Average number of PTTs on talkgroups being recorded per month?	Jan 2020 PTT count for recorded channels was 49,878. (stats pulled from GenWatch for recorded talkgroups)
15.	Average length of PTT on recorded talkgroups?	Average length of recorded audio 6 seconds per PTT

16	Text-911 text retention time required?	180 Days, same as audio for phone calls.
17.	What is the number of simultaneous talkpaths installed in the Motorola P25 system?	37 RF Channels Up to 68 CCGW Audio resources
18.	What version of Motorola AIS Interface will be used in 2020 as V7.19 / V7.20 were not released? It will be V2019.X.	TBD. Upgrade is slated for October we are going to assume it will be V7.19 but uncertain.
19.	How many MCC7500 consoles are deployed at each site?	@ CRESA 18 @ WSDOT backup center 7
20.	Are the analog radio channels connected to a CCGW?	Yes
21.	What is the network bandwidth available internal to CRESA?	1GB
22.	Is redundancy needed both at the primary site and the backup site or is the geo-redundancy considered enough redundancy?	No further redundancy is necessary, geo-redundancy is enough.
23.	What plans are there for failover on the Solacom system? Will there be multiple Solacom servers at each site or just one?	CRESA will have 1 Switch Server and a PBX server, back up site has the analog Norstar Switch which is also utilized. The other Solacom hosts will house the redundant server/failover servers for the Guardian call answering platform.
24.	Please confirm that all performance bond, insurance documents and EVerify information will be necessary and required upon formal award of RFP?	E-Verify: Shall be submitted before, included with their response or within 24 hours after submittal a recent copy of their E-Verify MOU or proof of pending enrollment.  The insurance documentation are required of the successful proposer at the time of awarding contract execution.  The performance bond we are reviewing and will be negotiated with successful proposer.
25.	Screen Capture: The requirements state 16 positions, 3 screens per position and 2325x1350 resolution. For what period of time will these screen capture / videos must these be retained by CRESA?	90 days with the ability to save off to another location as the need arises.
26.	Attachment C, can you please clarify quantities of the following that will be required for recording at both the primary (and duplicated at the Geo-Diverse backup) site? #VoIP Phones 1. For Admin-Only 2. For Integration with Solacom phone System? 3. #Analog Lines 4. # simultaneously recorded P25 radio talk paths 5. Other?	1. We do not record Admin Phones, no VOIP Phones attached to the "guardian", only if Solacom <u>requires</u> a VOIP phone at the workstations as a failover option then those would need to be recorded. In that case there would be 16 primary and 12 at back up site. 2. Solacom integrates "pbx" into their Guardian differently than we do today. For this reason I am saying "Administrative 10 digit lines", these are all PRI circuits and any connected will be expected to be logged. 1. There are currently 8 Incoming 10 Digit Lines 3. 1 Fixed Satellite line 2 pair, Analog 4. Up to 37 RF talk paths via trunked

		<p>radio system and up to 64 talk paths via CCGW connections</p> <p>5. Other</p> <ol style="list-style-type: none"> <li>1. Should each position require an extension on the Solacom Guardian those will need recording (if the positions need extensions to dial station to station they will be built off the PBX)</li> <li>2. 5 Circuit to Circuit Ring Down Lines</li> <li>3. Any outbound dialing will need recording, 2 PRI circuits that each have 23 channels and a backup which are shared with the PBX</li> </ol>
<p><b>27.</b></p>	<p>Can you clarify requirements to maintain existing OEM recording platform?</p> <p>Without written consent of the OEM, it would be illegal to reverse engineer the recording platform and impose upon the IP of the OEM for this RFP requirement.</p> <p>OR; since the VPI is a priority format for the OEM, will CRESA make available .wav files that can be maintained outside of the Nice IP?</p>	<p>Our desire is to have the ability to have access to the prior 180 days of radio recordings and 90 days of phone recordings per state public records mandates through the new recording system without having to search two different systems after cutover that was recorded on current equipment. Please describe how you would make this data available integrated into your system. Separated into a different costs line in the quote.</p>
<p><b>28.</b></p>	<p>Please confirm the mfg, model / type of radio console that will be in use for the integration with the recording system.</p>	<p>Motorola MCC7500. CRESA uses an AIS (utilizing an API from Motorola) for recording radio traffic today and analog connections via Motorola CCGW.</p>