



**Capital Projects & Purchasing Department
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**BID: CCSO-06
SHERIFF'S OFFICE
CAD & NG911 PUBLIC SAFETY SYSTEM**

BID DUE: WEDNESDAY, APRIL 25, 2018 at 2:00pm

Addendum #2
dated 4-18-2018

Questions and Answers

1. Please explain Service Requirements on **page 55, section 5. System Architecture, item j**, ***“Provide a detailed example of how the proposed system ensures remote survivability, in the event that all network connectivity to the host system is lost.”*** **ANSWER: Please delete *item 5j* from the document requirements.**
2. What is the user intent of the physical telephone instrument that will be placed at each position? Will any additional physical telephones be required? **Page 57, section 11. Call taker Workstation (CWS) Functions, item a**, ***“The CWS must allow call takers to have on-screen access to all telephone features and must include a physical telephone instrument. All standard telephone functions must be available via the Call taker workstation. At a minimum, these must include pick up an incoming call; hold; release; transfer/conference; dial/last number redial; initiate an outbound call; and retrieve a held call.”*** **ANSWER: Please delete *item 11a* from the document requirements.**
3. Please explain why you need to integrate multiple databases to generate reports. Which databases are you planning to utilize for these reports? **Page 61, section 21. Management Information System (MIS), item d**, ***“The reporting interface must be capable of integrating multiple databases into one report with the ability to add attachments to the call record.”*** **ANSWER: Please delete *item 21d* from the document requirements.**
4. Please explain **page 62, section 21. Management Information System (MIS), item m**, ***“The MIS must incorporate the NG-1-1 call data records and telephone information into a PC for efficient storage, search, and retrieval of vitally important data and accessible analysis of system performance.*** **ANSWER: Please delete *item 21m* from the document requirements.**

5. Does Colleton County seek to purchase a Geo-Diverse solution to accommodate multiple sites?

ANSWER: No

6. Does the County want a display board/monitor to show call activity? Please explain **page 62, section 23. CTS Monitoring and Administration, item f, "Describe your system's ability to display information such as the number of calls waiting in queue and longest queue time on the call takers' screens."**

ANSWER: Yes. The size of screen, wiring requirements and location installation will be negotiated prior to award of a contract.