



April 15, 2020

**ADDENDUM No. 8**

**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.*

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

QUESTION 1: 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 1: The Regional District is currently using FDM CAD. However, the RDFFG is looking at options to replace the current FDM CAD. Therefore, the RDFFG's want is for the new data and media logging system to be able to integrate with the current FDM CAD. Please state in the space provided below if the system in your proposal is able to integrate with FDM CAD:**

**Does the data and media logging system integrate with FDM CAD? Yes \_\_\_\_\_ No \_\_\_\_\_**

**While the RDFFG's future CAD is unknown at this time, it is expected that the new CAD acquired by the RDFFG will be a leading industry product (Examples: Hexagon's Intergraph, Versaterm's vCAD, Central Square's CAD Enterprise). Please state in the space provided below if the system in your proposal is able to integrate with leading industry standard CAD products, as noted above.**

**Does the data and media logging system integrate with leading industry CAD products (Examples; Hexagon's Intergraph, Versaterm's vCAD, Central Square's CAD Enterprise)? Yes \_\_\_\_\_ No \_\_\_\_\_**

QUESTION 2: 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 2: The dispatch console system will be determined once this RFP process is complete as it is part 1 of this three-part RFP. The data and media logging system will only be required to integrate with the new dispatch console system, not the current system that will be replaced. The data and media logging system must be able to integrate with leading industry standard dispatch console products (Examples: Zetron, AVTEC, Motorola, Intertalk). Please state in the space provided below if the system in your proposal is able to integrate with leading industry standard dispatch console products, as noted above.**

**Does the data and media logging system integrate with leading industry standard dispatch console products (Examples: Zetron, AVTEC, Motorola, Intertalk)? Yes \_\_\_\_\_ No \_\_\_\_\_**

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**The 10 console positions specified in section 1.15 are configured to answer incoming calls and dispatch. All 10 positions are combined call taker and dispatch positions.**

QUESTION 3: In Appendix C-3 Section 1.2 – Is integration also required to the current TELUS ANI/ALI system for non-NG911 calls?

**ANSWER 3: Integration is not required to the current TELUS ANI/ALI system. The new dispatch center will have a new call handling system which will connect to the TELUS NG9-1-1 system (ESInet). The data and media logging system will be connected to the new call handling system or the lines connected to it, to record NG9-1-1 and non9-1-1 calls.**

QUESTION 4: In Appendix C-3 Section 1.11 – The system shall support the following audio capture types:

- analog
- parallel digital extension phone
- trunk T1
- SIP

Does the recording system need all the interfaces installed at time of delivery? If so:

What is the model of digital PBX and what are the models of phone sets in use?

How many T1s and channel counts are required to be recorded?

**ANSWER 4: The device just needs to support those various types of interfaces, the interfaces required in the recording system are to be determined. As explained in the specifications the make and model of the call handling and dispatch console is unknown at this time as the RDFFG is purchasing all new equipment. The specifics of the call handling system and the dispatch console system will be known once the RDFFG awards those two portions of this RFP.**

**The call handling portion of this RFP specified analog lines for the non9-1-1 lines. From Appendix C-2 Section 1.14: The system must support a total of thirty-two (32) analog telephone trunks, sixteen (16) at each of the dispatch center locations for non9-1-1 lines. Depending on the call handling analog telephone interfaces this audio might be recorded by analog or by VOIP. There will be four (4) SIP connections from the City of Prince George phone system into the call handling/phone system. Using T1's for twelve (12) telephone lines at each dispatch center (with four (4) analog lines at each center) was an option RDFFG asked for in Appendix D-2 – Call Handling/Phone System optional item #4 but are currently planning on using analog telephone lines.**

QUESTION 5: In Appendix C-3 Section 1.15 - The system must record dispatch console audio at both dispatch centers for the 10 consoles. Total of 40 channels:

- console telephone
- console select channel
- console un-select # 1 channel
- console un-select # 2 channel

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Is this a total of 40 at both centers? Or 20 at each center?

Will these audio sources be IP, analog, or a combination? Please provide the breakdown.

**ANSWER 5: The system will be recording four channels per each console which equals 40 channels total. There are 6 consoles at the primary dispatch center (24 channels) and 4 consoles at the backup center (16 channels). There is an additional requirement to record the phone calls for the dispatch supervisor. The dispatch supervisor will be using a soft phone and a phone set. This would be required for both the primary and backup dispatch centers.**

**How the channels are to be recorded is to be determined when the RDFFG awards the successful vendor of the radio dispatch console system and the call handling/phone system portions of this RFP.**

QUESTION 6: In Appendix C-3 Section 1.16 – The system must record 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).

Is the count seventy-two or 56?

**ANSWER 6: The system must record audio at both dispatch centers for the fifty-six (56) analog radio interfaces; twenty-eight (28) at the primary and twenty-eight (28) at the backup site.**

CLARIFICATION 1: 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.

**SHOULD READ: The system must support a total of thirty-two (32) analog telephone trunks, sixteen (16) at each of the dispatch center locations for non-911 lines.**

CLARIFICATION 2: In Appendix D-2 Section 3 - Provide cost difference if using T1 PRI for telco lines instead of analog lines. In final configuration there would be a T1 PRI at the primary dispatch site and one at the backup site with ten (10) lines on each PRI. There will still be a requirement for four (4) analog lines at each location for connection to satellite or cellular units.

**SHOULD READ: Provide cost difference if using T1 PRI for telco lines instead of analog lines. In final configuration there would be a T1 PRI at the primary dispatch site and one at the backup site with twelve (12) lines on each PRI. There will still be a requirement for four (4) analog lines at each location for connection to satellite or cellular units.**

CLARIFICATION 3: Provide a cost difference if using SIP for telco lines instead of analog lines. In final configuration there would be ten (10) SIP lines at the primary dispatch site and ten (10) at the backup site. There will still be a requirement for four (4) analog lines at each location for connection to satellite or cellular units.

**SHOULD READ: Provide a cost difference if using SIP for telco lines instead of analog lines. In final configuration there would be twelve (12) SIP lines at the primary dispatch site and ten (10) at the**



**backup site. There will still be a requirement for four (4) analog lines at each location for connection to satellite or cellular units.**

**ADDITIONAL SECTION FOR OPTIONAL FEATURES AND EQUIPMENT FOR RADIO DISPATCH CONSOLE SYSTEM:**

CLARIFICATION 4: Addition to be made to Appendix D-1 Optional Features and Equipment for Radio Dispatch Console System.

**ADDITION: APPENDIX D-1 Section 15 - Please provide cost difference if using T1 PRI for telco lines instead of analog telephone lines. In final configuration there would be a T1 PRI at the primary dispatch site and one at the backup site with ten (10) lines on each PRI. There will still be a requirement for four (4) analog lines at each location for connection to satellite or cellular units.**

**In the space provided below please state the cost to provide T1 PRI telco lines instead of analog telephones lines at the primary dispatch site and one at the backup site with ten (10) lines on each PRI. \_\_\_\_\_.**

QUESTION 7: With the COVID situation changing on a daily basis and our resources and regulations with those changes, would it be possible to ask for another extension on this project?

**ANSWER 7: The RDIFFG will not be issuing a further extension to this RFP at this time.**

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)