



Purchasing Division

ADDENDUM NO. 1

DATE: April 13, 2023
FROM: City of Grand Junction Purchasing Division
TO: All Offerors
RE: 9-1-1 Phone System for the City of Grand Junction RFI-5221-23-DD

Offerors responding to the above referenced solicitation are hereby instructed that the requirements have been clarified, modified, superseded, and supplemented as to this date as hereinafter described.

Please make note of the following clarifications:

- 1. Question:** What are the total number of positions needed for the new call taking system?
Answer: 22
- 2. Question:** Is there a difference between “Call-Taking Positions” and “Dispatch Positions”?
Answer: No, not as far as the phone system is concerned.
- 3. Question:** Will the City continue to be “self-maintained” as they are today on the VIPER system?
➤ Currently and in the past, the City has employed manufacturer trained personnel on staff for any Day 2 support efforts associated to the VIPER system, such as software upgrades, daily remedy/repair issues. Will this mode continue with the new E911 Phone System?
Answer: TBD – We currently do this because historically we haven’t had qualified technical support within our region. If any of the vendors prove to have a support model we can trust and/or we move to a hosted solution, we may consider another path for supporting our 911 system. Otherwise, we do plan to continue a self-maintained support model.
- 4. Question:** What type of Day 2 Support does the City require for the 911 Telephony system?
➤ 24/7 Call-In Support?
➤ 24/7 Onsite Support?
Answer: For critical errors that are causing significant issues with system performance, we do expect 24/7 call-in support. For non-critical errors, a traditional business day support model would suffice. If we are dealing with a critical hardware failure that requires replacement – in most cases shipping the replacement equipment to us should meet expectations as we are capable of installing/replacing the equipment ourselves, assuming the vendor has given us the necessary training or guidance for that task.

5. **Question:** Please clarify the difference between “Support” versus “Maintenance” versus “Technical Support”.

➤ For example, how is “Support” different from “Technical Support” from the City’s perspective?

Answer: There may be some redundant terminology being used. For us, support/technical support has the same meaning. If the system has a problem and we need to work with the vendor to troubleshoot, this is our definition of support/technical support.

Maintenance would be hardware replacement or firmware, application and/or OS level upgrades that require planning and scheduling.

6. **Question:** Does the City require Preventative Maintenance Visits for maintaining the “health” of the 911 telephone system? If so, how often? Monthly? Quarterly?

Answer: We do not. We expect the vendor will be following their best practices for this which should include continuous remote monitoring or critical services and hardware. In most cases we assume this type of work can be done remotely. Also, if we continue to utilize a self-maintained support model, we do expect the vendor to make us aware of any critical updates that should be applied to the system through an agreed upon communication plan.

7. **Question:** What are you looking for, in terms of content for item # 5 below?
What are you looking for, in terms of content for item # 6 below?

INTEGRATION REQUIREMENTS

1. Tyler New World CAD
2. Network Time Protocol
3. Call Recording
4. IRR
5. Integration
6. Migration

Answer: **Integration**, Our current CAD system (Tyler New World) receives a data feed from the 911 Phone system to present information about the caller (Phone Number, Time Stamp, Location, etc.) We want to confirm that this integration between systems will continue to be an available feature going forward. The state of Colorado is also working on a call statistics program to cover every PSAP in the state. This program is still developing, but ensuring there is a mechanism in place to allow this external data feed would be helpful. A discussion of short-term future features such as Next Gen 911 and also touch on where the vendor sees their 911 platform in 5 years.

Migration would be the transition from the current system to the next system.

What can we export and load into the new system (Speed Dial Lists, Button functions, etc.) Expectations of testing and configuration needs. We would also see this as a detailed plan to move from System A to System B with all necessary resources available and in place to facilitate the move. It would also include in the plan, actions to revert to the previous system should the migration fail for any reason. This is a major event affecting our community, so ensuring a well-thought-out plan is in place and fully understood will help all parties involved. This would also be a good time to discuss redundancy and Disaster Recovery strategies.

The original solicitation for the project noted above is amended as noted.

All other conditions of subject remain the same.

Respectfully,

A handwritten signature in blue ink that reads "Dolly Daniels". The signature is written in a cursive style with a blue ink color.

Dolly Daniels, Senior Buyer
City of Grand Junction, Colorado