

Commonwealth of Virginia Responses to Potential Offer Questions
For STARS RFP 2001-035
September 24, 2001

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The following provides responses to potential offeror questions for RFP 2001-035:

115-2 NA Vol. II, Pricing, SubLMRPhase1

Are Items E3.9, 10 & 13 considered spares? Meaning, over and beyond the battery and antenna that would already be included in Items E3.1, 3, 6 & 7.

RESPONSE: Spares are included in these numbers. The COV desires that portables come initially supplied with batteries at the amount of 1 ½ times the number of portables.

116-2 63 4.0 Para 10 Under scenario 1, should the offeror also submit a post warranty, maintenance proposal? For how many years? Is it the COV's intent for the system integrator to maintain the entire system during warranty in Scenario 1 & 2?

RESPONSE: Yes, as an option on a per year basis. Refer to section 4.9 which will be revised in the addendum.

Warranty and maintenance should be differentiated. Based upon current VSP Communications Division practices (which refers to Scenario 1 only), warranty work is an extension of maintenance. In the case of subscriber equipment, warranty work would be limited to the depot level (radio or MCT sent to the manufacturer for repair); a VSP technician would investigate the vehicle. For the infrastructure, warranty work would be accompanying VSP technicians to affect a repair of faulty equipment. The offeror should describe their concept of warranty and cost the process. In addition, the offeror is requested to include maintenance with warranty work as an option for Scenario 1 (included in Scenario 2).

117-2 231 6.3.8 This Section outlines the number of dispatch console operator positions required for the VSP and non-VSP users. The total outlined are as follows: Qty (16) non-VSP, Qty

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(56) VSP (Divisional), and Qty (4) VSP Training Center (note that the Department of Forestry quantity is not listed in this Section, but is detailed in Table F-2). The total quantity of 76 (Table F-2) dispatch consoles conflicts with the total quantity listed in the pricing section (Volume II, Page 887), which lists a total quantity of 72 dispatch consoles. Please clarify the total number of each “tier” of dispatch consoles required for each agency.

RESPONSE: *The offeror should use the numbers as indicated on the pricing forms (which represent the combination of both existing and total requested consoles). These numbers will be reviewed and necessary corrections will be included in an Addendum. Section 6 and Table F-2 represents only existing consoles and are correct as stated.*

118-2	233	6.3.8
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Please clarify whether offerors should quote “call director” phone equipment for each VSP and non-VSP dispatch center dispatch position.

RESPONSE: *Offerors should not quote “Call Director” phone equipment for any VSP or non-VSP dispatch center position.*

119-2	276	6.4.14.2
	289	6.4.14.9.I

Please clarify the two Sections listed above. Does “caller ID” refer to the same technology used by the phone company to display the phone number of the calling party on a regular POTS line? Is the “caller ID” information received by the current Orbacom console or is it received by another existing device and routed to the PRC CAD from that existing device?

Please refer Offerors to the specific Section and page of Appendix L that outlines the PRC CAD interface required for the dispatch console interface.

RESPONSE: *Yes, the “Caller ID” technology is the same as that used for a “regular POTS line.*

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The Orbacom console system does not receive Caller ID information. ANI/ALI messages are intercepted by commercially available eight-line display units and sent directly to the CAD system via an RS-232 interface. Section 6, paragraph 6.4.14.9, subparagraph I will be amended to clarify the description. Figure 6-5 will be added in the addendum to outline the Caller ID interface with CAD, Orbacom, telephones and switches.

The PRC CAD currently obtains the "Caller ID" information from MLX-82 units manufactured by TCI. The MLX-82 unit interfaces with the telephone and CAD systems. The MLX-82 units are installed in data cabinets located in each VSP Division Headquarters Dispatch Center equipment room.

Appendix L defines the Mobile Computer Command Interface for the VSP CAD systems. The dispatch radio console interface with the CAD system is not within the scope of this document. Section 6, paragraph 6.4.14.9, subparagraph I will be amended to eliminate the reference to appendix L.

120-2 289 6.4.14.9.I

Please explain what information is provided in the "answering position information" that is sent to the PRC CAD system on the "console system interface".

Please describe the information that is provided to the CAD system by the existing Orbacom console?

Does the existing Orbacom console receive E911 ANI / ALI information directly from the telephone line and display it?

This Section states that "Caller ID and Orbacom position information messages are matched up...". What information is provided by the Orbacom console to be "matched up" and "presented to the appropriate CAD terminal screen"?

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RESPONSE: The answering position information consists of a three-digit PIC position number. (i.e. the console position number of the answering dispatcher)

The Orbacom system sends an Off-Hook status message containing the following information fields:

- (1) 3 digit PIC position number*
- (2) 3 digit Orbacom Multiple Line Controller (MLC) card number*
- (3) 1 digit Line Number on the MLC card that the call arrived on.*

The existing Orbacom console does not receive or display any E911 ANI/ALI information.

The CAD system matches a caller ID line value derived from the MLC card position and card line number fields in the Orbacom off-hook status message with the actual line number in the ANI/ALI message. Specifically; ANI/ALI messages are initially stored in a sequential CAD file, indexed by the caller id line number. The appropriate ANI/ALI message is retrieved, indexed by the value derived from the off-hook status message, and sent to the CAD position indicated by the PIC position number in the status message.

121-2 393 Table 7-1

The table refers to various "New Expansion" microwave only sites. No information has been provided for these sites in the VSP infrastructure evaluation report. Does COV expect the Offerors to provide new towers and shelters at these sites? What growth factors and future COV equipment loads are to be considered in designing these sites?

The COV expects towers and shelters, as required, to be included in the System Integrator's proposal. Growth factors for these locations should be consistent with the requirements of the RFP.

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The term “New Expansion” will be removed in Table 7-1 and replaced with AO Expansion (VSP Area Office), Connectivity (reduced path lengths), Redundancy (circuit loops), and Intranet (potential future site for planning purposes). These terms and their consequence will be further described in the addendum.

122-2	401	8.1
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This paragraph and the following section refer only to the VSP, DMME, and DEQ agencies specifically in the text. However in Volume III Appendix E, 12 other agencies are listed as purchasing MCTs. Does COV intend to activate all 15 agencies listed in Appendix E on the Mobile Data System in Phases 1-4?

RESPONSE: Section 8 will be revised to state that VSP, DMME, DEQ, and all law enforcement agencies will have access to the Mobile Data System in the initial phases of this system. The other agencies will receive mobile data units when they are connected to the intranet in a future procurement phase. Offerors should use the numbers as listed in the pricing forms.

123-2	887	Pricing
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Please clarify, under the heading D.3 “Console Dispatch Furniture”. The total required quantity of console dispatch furniture listed in D.3.1 and D.3.2 is 72, which is greater than the quantity of dispatch consoles required by the VSP. Section 6.3.8 (Page 231 last paragraph) states that non-VSP consoles will be “installed using existing office furniture and power”. How many supervisory and non-supervisory console dispatch furniture units are required?

RESPONSE: The COV desires that console furniture pricing be provided as listed in the pricing forms. While it is anticipated that agencies will use their existing furniture, providing this pricing will allow the agencies the flexibility to make an informed choice.