



Santa Cruz Regional 911 Dispatch Radio Consoles

Request for Proposals – Addendum 2

Questions about the Addendum can be submitted through 1/10/11 and will be responded to by 1/14/11.

Amethyst Uchida
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1.0 General Instructions

There are no modifications to this section of the RFP in this Addendum. (Section 1.4 was previously modified to correct the date of the RFP Conference from December 8th to December 14th.)

2.0 Proposal Instructions

There are no modifications to this section of the RFP in this Addendum.

3.0 General Terms and Conditions

Please replace section 3.5 of the original RFP with the modified section:

3.5 Sales Tax

The PURCHASER is not exempt from California state sales and use taxes. The Proposal shall include all taxes and fees applicable. Taxes are applied to all equipment but do not apply to services nor to software licensing fees. The Sales Tax Rate for the City of Santa Cruz is currently 9.5%. The tax rate should be verified by PROPOSER prior to submitting the Price Proposal.

Please replace section 3.27 of the original RFP with the modified section and add section 3.28 (formerly section 3.27):

3.27 Removal and Disposal of Existing Equipment

The OWNER will assign personnel to assist CONTRACTOR with removal of existing radio console equipment from the dispatch floor and/or radio equipment room. The OWNER will be responsible for disposing of all equipment after its removal.

3.28 Change Orders

A separate change request must be completed for each requested change. Change orders shall not become binding until agreed to by the Project Team and signed by Santa Cruz Regional 911 and the CONTRACTOR. The change order will then be incorporated as an official change to the project.

4.0 Project Management

Please replace section 4.2.1 and Table 4-1 with the modified section:

4.2.1 Project Schedule

The CONTRACTOR shall develop and maintain a Project Schedule including a detailed breakdown of all tasks and their start and end dates. The schedule in TABLE 4-1 is tentative but may generally serve as a basis for the project schedule. The Project Schedule dates will be established during contract negotiations and will be updated as tasks are completed. The updated schedule shall be distributed to the Project Team on a monthly basis. The initial or baseline Master Schedule shall be presented at the kickoff meeting.

The Project Schedule will be an agenda item for each project teleconference and scheduled Project Review Meeting.

TABLE 4-1
Project Schedule

Scheduled Event	Date
Contract Execution	7/28/2011
Kickoff Meeting/Design Review	8/29/2011
Factory Equipment Orders	9/30/2011
Equipment Shipped	12/2/2011
Installation and Optimization Complete	2/1/2012
System Acceptance Testing Complete	2/15/2012
Thirty-Day Performance Testing Complete	3/15/2012
Cutover Complete	3/22/2012
Final Documentation	4/6/2012
Final Acceptance	4/20/2012

5.0 General System Requirements

Please replace section 5.7.3 with the modified section:

5.7.3 System Maintenance Records

After system acceptance and during the warranty period, the CONTRACTOR shall provide documentation of all system maintenance performed to the OWNER within five working days after each month detailing the previous month's work. This report will include all repairs or exchanges on all fixed or non-fixed equipment. The report shall also include a list of all units repaired and their cost, and all units exchanged. The report will also list any repairs pending and their current status.

After the warranty period, maintenance services will transition to the Santa Cruz County Radio Shop. The CONTRACTOR will then be relieved of the obligation to provide maintenance and maintenance documentation.

6.0 Dispatch Center Console Systems Requirements

Please replace section 6.1 with the modified section:

6.1 Console System

This section specifies the requirements for integrating the current dispatch center functionality with the proposed replacement console system. It is desired to retain the current dispatch center functionality with the existing infrastructure (wideband analog) and to transition smoothly as the infrastructure is upgraded (to narrowband analog). In the near future, it is anticipated that additional changes will take place including the addition of new radio channels to the infrastructure due to a possible dispatch center consolidation. It is also desired that the console system have the capability of being upgraded to support digital radio infrastructure and possibly even P25 trunking in the more distant future. The OWNER also wants to add two additional console positions.

The PROPOSER shall be provided the opportunity to visit the dispatch facility to verify existing equipment and required interfaces during the bidding period. The CONTRACTOR shall ensure that, after installation, reinstalled systems and equipment provide the same functions and performance level as the existing configuration.

This RFP is for a narrowband-capable IP-compatible dispatch console system, capable of supporting conventional wideband and narrowband analog radios and capable of being upgraded to support Project 25 trunking in the future. Standard Motorola 2175-Hz tone control is currently used (there are no locally controlled resources at this time) and the existing tone control must remain in place so that the existing radio infrastructure can be supported without modification. The new consoles must not require any change to the existing infrastructure but must be capable of supporting new infrastructure as it is deployed.

The console equipment specifically stated herein shall meet all domestic U.S. telephone company specifications at the time of the Proposal.

Please replace section 6.1.2.4 with the modified section:

6.1.2.4 Headset Jack

Two headset jacks shall be provided which allow the operator to hear select audio via a headset and to allow the operator to respond via a microphone attached to the headset. These jacks shall be compatible with either four- or six-wire headsets. Inserting the headset plug into either headset jack shall automatically disconnect the select speaker and disable the acoustic feedback cross-muting features. Both headset jacks may be in use simultaneously with both parties having access to audio and microphone function (such as in a training scenario).

The existing headsets allow connection to both telephone and console. The microphone amplifier shall include a speech filter that is tuned to the guard tone frequency. The base station transmitters shall be able to be keyed via the console's transmit control or footswitch or the headset switch.

The console shall interface to the existing headset integration device provided by the CPE vendor (Positron IAP/PC). The capability to converse on the telephone using the same operator headset and jack that is used for radio conversations shall be maintained. When the telephone is in use, the select speaker audio will be reactivated. When transmitting on the radio while the telephone is in use, the transmission audio must not be delivered to the telephone.

Separate volume controls shall be provided to control radio volume and telephone volume to the headsets.

Please replace section 6.1.2.6 with the modified section:

6.1.2.6 Display and Display Interface Device

The operator shall be able to perform all dispatch operations by using a combination of display screen, the screen-coordinated keyboard, and a pointing device. The majority of functions should be able to be performed using only the pointing device. The screen layout shall be designed to expose the operators to the minimum number of controls necessary to operate the console efficiently. The screen-pointing device may be implemented by any combination of the following methods: mouse, trackball, or custom computer keyboard. For ergonomic reasons, touchscreens are not allowed.

In order to minimize any strain on the operator's eyes, a high-resolution color display monitor shall be provided. Console operator display(s) shall utilize a graphical interface and an LCD flat panel monitor(s). The display screen shall be a

minimum 19-inch diagonal and (due to space considerations) a maximum 22" diagonal and shall have a minimum resolution of 1024 x 768 pixels. This screen shall be capable of displaying a minimum of 256 colors. The ability to support multiple resolutions and additional colors is desirable. Brightness and contrast adjustments for the display monitor shall be provided to the operator.

Please replace section 6.1.3.2 with the modified section:

6.1.3.2 Alias

The proposed console system must support a minimum of 20,000 alphanumeric aliases. For maximum flexibility, these aliases shall be defined by the OWNER at system installation and shall be easily changed at any time after system installation. At least 15,000 user and 5,000 channel (or group) aliases shall be available without the use of an external memory device. Aliases coding shall allow at least 8 alphanumeric characters.

The required format for decoding aliases is the MDC1200 standard. In the event an alias is not entered, the device ID code should display . A list of existing channels and their requirements for aliasing are attached as Appendix D.

Please replace section 6.1.5 with the modified section:

6.1.5 Console Radio Channel Requirements

The CONTRACTOR shall be responsible for integrating all existing radio resources into the console system. The console system shall support at least 60 wire-line radio resources, with capability of accessing 15 radio resources per screen.

Allowances shall be made for parallel operation of existing and new console systems until complete conversion to the new console system.

Please replace Section 6.1.6.3 with the modified section:

6.1.6.3 Call History Area

This display area should be available but is not required to be accessed from the primary interface screen. A small portion of the screen shall be designated to chronologically list recent transmit and receive call history. The operator shall be able to scroll through the list and review the call time, caller name, or channel. This information shall be displayed in text that will be understandable to the operator.

Please replace Section 6.2 with the modified section:

6.2 Communications Dispatch Center Equipment

Final determination of Dispatch Center floor plans shall be coordinated with the OWNER prior to installation.

The CONTRACTOR, to the extent necessary, shall be responsible for all installation and integration of a completely functional and operational communications control center. This shall include such elements as removing existing equipment (SCR911 personnel will complete removal of equipment in coordination with CONTRACTOR), installing new and re-use equipment, interfacing with other equipment as required, testing, cutover, wiring, grounding, and interconnecting main and standby power.

Section 7 has been modified in several sections to reflect the PURCHASER's desire to contract with Santa Cruz County Radio Shop as the service provider once the Warranty Period is complete. Please replace pages 43-47 of the original RFP with the following pages:

7.0 MAINTENANCE AND WARRANTY

The CONTRACTOR will be required to support replacement, and provide advisory support of the proposed product for at least 10 years, even if the CONTRACTOR decides to discontinue the product line.

7.1 Procurement Submittal Items

- A. The PROPOSER shall list the location of their maintenance shops in the Proposal. If the PROPOSER plans to use subcontractors for maintaining any or all of the associated equipment during the warranty period, the PROPOSER shall also list the address of these facilities.
- B. The PROPOSER shall list in the Proposal the name, address, key contact personnel, and capabilities of the service center(s) providing warranty service.
- C. The PROPOSER shall describe in the Proposal escalation procedures to be used in the event OWNER does not feel problems are being resolved in adequate time.
- D. The PROPOSER shall state the method for handling and the turn-around time for the repair of the supplied consoles during the warranty period in the Proposal, reference Response Times in this section of the RFP.
- E. The PROPOSER shall certify in the Proposal that compatible and equivalent board and component level parts for all equipment proposed shall be available during installation and shall continue to be available for the period of production of that equipment, or for a period of 10 years following contract execution, whichever is greater.
- F. The PROPOSER shall state in the Proposal the locations and level of parts availability for all permanent parts depots serving the OWNER'S area.
- G. The PROPOSER shall address in the Proposal, their approach to providing Contractor Support as described in this section of the RFP.

7.2 Maintainability

The following shall apply for maintainability of the entire system:

- A. All equipment installed as a result of this RFP shall be maintainable to the extent practicable by commonly available test equipment. Specialized test equipment shall be identified, as required, and quoted.
- B. Maintenance shall be on a card or board level exchange basis. Cards or boards that are not field repairable shall be so identified. Turn-around time for return-and-repair boards shall be described in the Proposal.
- C. All warranty maintenance on the system fixed equipment shall be provided seven days a week, 24 hours a day, including weekends and holidays.
- D. First-level equipment maintenance during the annual maintenance periods will be provided by the Santa Cruz Regional 9-1-1 and/or Santa Cruz County Radio Shop technicians. During the installation and warranty periods, SCR9-1-1 and Radio Shop Technicians should be trained on the proposed product and equipment to a sufficient level to provide basic maintenance, troubleshooting and first-level support of the system. Annual maintenance provided by the CONTRACTOR should include seven days a week, 24 hours a day remote support availability in order to provide assistance to on-site SCR9-1-1 or Radio Shop personnel.

7.3 Maintenance/Warranty Periods

7.3.1 Pre-Acceptance Period

The system described herein shall be the total responsibility of the CONTRACTOR prior to system acceptance. During this period, any costs or expenses for maintenance shall be included in the cost of the project as provided for in the Price

Proposal. The CONTRACTOR shall maintain and upgrade the operational software and hardware at its current or public-released level until the completion of system staging.

7.3.2 Warranty Period

- A. The PROPOSER and subsequent CONTRACTOR shall warrant that the system, provided in response to this RFP, be substantially uninterrupted or error-free in operation and shall be guaranteed against faulty equipment and workmanship for a period of one year starting upon final acceptance of the entire system. During the warranty period, defects in the equipment or workmanship shall be repaired, fixed or replaced by the CONTRACTOR at no cost or expense to the OWNER.
- B. The PROPOSER and subsequent CONTRACTOR shall also provide maintenance including preventative maintenance during the warranty period. This shall include maintenance and repair, including related labor for the installed system at no cost or expense to the OWNER. The items described in the Maintenance Standards of this section shall apply during the warranty period.
- C. During the installation and warranty period, the CONTRACTOR shall provide, at no additional cost, commercially available upgrades of any and all software sold to the OWNER as part of this project. The frequency and timing of installation of upgrades during this period will be at the sole discretion of the OWNER based on availability by the CONTRACTOR.

7.3.2.1 Equipment Failures during Warranty

If a console fails more than twice during the warranty period, the CONTRACTOR shall meet with the OWNER to discuss and explain such failures. If, in the opinion of the OWNER, these failures indicate that the equipment is potentially prone to continuing failures, the CONTRACTOR shall replace such equipment at no cost to the OWNER.

7.3.2.2 New Equipment Purchases

Any new equipment purchased after system acceptance will be covered by its particular warranty period. Any maintenance contract shall accommodate the new equipment on a prorated basis from the date of installation to the expiration of the term of the maintenance contract in place at that time.

7.3.3 Annual Maintenance Period

The PROPOSER shall provide details and cost of maintenance contracts in the proposal. The first contract shall begin at the date and time of the expiration of the Warranty period. The PROPOSER shall also provide the details and cost of four additional, successive annual renewable maintenance contracts. The annual maintenance contract will be to provide remote support and parts replacement only as basic maintenance, troubleshooting and first-level support of the system will be handled by Santa Cruz Regional 9-1-1 and/or Santa Cruz County Radio Shop Technicians once the Warranty period is complete.

7.3.3.1 Hardware Maintenance Contract

The PROPOSER shall offer a maintenance contract for the consoles in their Proposal. The maintenance contract shall take effect immediately following the expiration of the warranty period, and be renewable on a yearly basis. The items described in the Maintenance Standards of this section shall apply during all hardware maintenance periods.

7.3.3.2 Software Maintenance Contract

- A. Any annual software license fees or software maintenance fees should be clearly identified in the Price Proposal and should either be included in this software maintenance contract fee or priced in full separately.
- B. The PROPOSER shall offer in the Proposal a software maintenance contract to take effect immediately following the expiration of the warranty period, and to be renewable on a yearly basis.
- C. During the software maintenance contract periods, the CONTRACTOR shall provide, at no additional cost, periodic upgrades of any and all system operational software. The frequency and timing of these upgrades during this period shall be at the sole discretion of the OWNER. This covers only upgrades by the CONTRACTOR or through its designated Original Equipment Manufacturer (OEM) or Software Provider that are:
 - remedies for defective software;
 - new releases that are corrective revisions for earlier versions; and/or
 - no-cost enhancements to earlier releases.

- D. New software releases that contain enhancements (i.e., new features and capabilities) shall be offered for purchase at agreed upon prices.
- E. The CONTRACTOR shall make every effort to separate corrective revisions from enhancements. If the CONTRACTOR is unable to do so, and new releases are necessary to correct problem(s), then the entire release (including enhancements) shall be provided to the OWNER at no additional cost.
- F. All back-up CD-ROMs and revised software manuals shall also be provided to the OWNER at no extra cost at the time of any software revisions. If deemed necessary by the OWNER, the CONTRACTOR shall perform software upgrades during evenings or weekends at no expense to the OWNER.
- G. All software releases for all program-controlled devices shall be brought to the same release level prior to the conclusion of the maintenance period. All system definition parameters and other unique information (data sets) used to operate the dispatch console system or any associated sub-system included shall be backed-up onto removable media on a quarterly basis during the maintenance period by the CONTRACTOR at no cost to the OWNER. These media shall be turned over to the OWNER for safe, off-site storage. Backup functions shall be designed to run in an unattended mode with no requirement to change media during the process.
- H. Any notices either generated and circulated internally by the CONTRACTOR or received by the CONTRACTOR from the OEM or Software Provider, alerting the CONTRACTOR to software problems that impact the OWNER's system, shall be passed on to the OWNER within 30 days of receipt of such material.
- I. All conditions above also apply to all firmware installed in any products included as part of this system.
- J. The PROPOSER shall provide in their Proposal a Software Support Package that provides periodic non-corrective upgrades that enhance the proposed software package. This package shall be separate from the corrective software support required as part of the maintenance contract and listed separately in the Price Proposal.

7.4 Maintenance Standards

- A. The approach to maintenance of this system shall be preventive in nature. The PROPOSER shall ensure SCR9-1-1 and/or Radio Shop personnel receive training in preventive maintenance as part of the Maintenance Training (see Section 8.3.5).

In addition to preventive maintenance, it is expected, following cutover to the OWNER, that some system optimization and adjustment will be required. This work shall be coordinated through and with the OWNER'S Project Manager or other designated representative.

- B. As a minimum, replacement parts shall be equal in quality and ratings to the original parts.
- C. Equipment and system performance shall be maintained at the level initially described in these equipment and systems specifications by SCR911 and Radio Shop personnel. Equipment shall be maintained in clean condition. The OWNER shall maintain records to confirm that this maintenance has been performed.

Records of preventative maintenance during the warranty period shall be kept by the CONTRACTOR'S radio maintenance shop throughout the initial acceptance and warranty periods and shall revert to the OWNER upon termination of the warranty period.

- E. Routine maintenance procedures recommended by the equipment manufacturer shall be followed.
- F. The CONTRACTOR shall provide only factory trained and authorized maintenance personnel.
- G. The CONTRACTOR or authorized service organization(s) shall maintain comprehensive installation and instruction manuals for all system equipment. These manuals shall be the property of the OWNER, and shall revert to the OWNER at such time as the OWNER assumes the maintenance responsibility for the system.

7.5 Response Times

- A. The CONTRACTOR shall have a qualified technician available to provide remote assistance to on-site SCR9-1-1 or Radio Shop personnel seven days a week, 24 hours a day, including holidays in the event of major failures. During normal working hours (8AM to 5PM weekdays), a technician should be immediately available by telephone. At other times, a technician should

respond by telephone to a request for assistance with one hour. The technician is expected to provide sufficient assistance to resolve or substantially alleviate the major issue within 2 hours of responding to a request for assistance.

- B. Major failures are defined as:
- System failures (e.g., failures of the central electronics bank wherein multiple consoles or radios cannot function)
 - Failures of interface to multiple resources when those resources all belong to one user agency (e.g., if consoles are unable to access both primary and secondary frequencies)
 - Failures of five or more console positions where functionality is significantly impacted (e.g., unable to transmit).
- C. Certain major failures may occur as a result of extraordinary multiple and/or sequential failures of individual parts, systems, or components, or as a result of secondary events (e.g., fire) which are beyond the reasonable control of the CONTRACTOR.
- D. In such instances, where specially fabricated parts or components are required to repair the consoles or where necessary repairs clearly exceed those which are reasonably considered as "field repairs", the CONTRACTOR, or his designated representative, will be required to meet with the OWNER'S representative within that time frame however, to develop a mutually agreeable timetable for both interim repairs and total system restoration.
- E. The CONTRACTOR shall have a qualified technician available to provide remote assistance to on-site SCR9-1-1 or Radio Shop personnel five days a week, 8 hours a day, in the event of minor failures. During normal working hours (8AM to 5PM weekdays), a technician should be immediately available by telephone.
- F. At any time that the OWNER declares a major failure that proves not to meet the criteria listed above, the OWNER will pay the prevailing rate for the labor hours of the CONTRACTOR technician responding to the trouble.
- G. For each occurrence where the CONTRACTOR cannot meet the above response time criteria for major failures for any reason, the CONTRACTOR will provide legal remedy for that month, to be the cost associated with one-twelfth of the non-discounted value of the first year of maintenance. This may be either an extension of warranty and maintenance periods or the cost value, at the option of the OWNER. Each extension of the warranty and maintenance periods shall be cumulative and no extensions so required shall run concurrently. The legal remedy for the entire system shall be limited to three occurrences of failure to meet the response times for major failures. On the fourth occurrence, the CONTRACTOR may be deemed to be in default, and the OWNER may, at their option, enforce the default provisions of the contract.
- I. Response times for all failures shall be the same during the 30-day performance test period.

7.6 Preventive Maintenance

SCR911 or Radio Shop personnel shall provide routine preventive maintenance of the infrastructure on a regular basis as the consoles require. The PROPOSER or CONTRACTOR should provide adequate instructions on preventive maintenance during Maintenance Training (see Section 8.3.5).

7.7 Spare Parts

A sufficient supply of spare parts shall be readily available to allow immediate restoration of minimal operation of the consoles on a rolling repair-and-return basis. Additional parts shall be available via emergency request and air freighted within twenty-four hours of the equipment failure. The CONTRACTOR may draw upon this spares inventory as necessary during the warranty period, replacing those used on an as used basis. During the maintenance period, the OWNER or their designees may draw upon this spares inventory as needed, replacing those used on an as used basis.

The PROPOSER shall provide the cost of recommended critical spare parts in the Price Proposal. The CONTRACTOR shall provide a detailed list of critical spare parts at the DDR to be utilized during the warranty period.

At the end of the warranty period, the full complement of spares shall be delivered to the OWNER in a repaired condition.

Further, if during the one-year warranty period, less than 95 percent of repair and returns are not completed in ten days or less, the spares inventory counts shall be doubled at no additional expense to the OWNER. These additional spares shall also be delivered to the OWNER as specified above. The purpose of this requirement is to ensure that adequate quantities of available spares are maintained on the shelf.

7.8 Contractor Support

The CONTRACTOR is expected to provide support during the warranty period. In this regard, "support" shall be considered to include professional and timely service in the repair, maintenance, and modifications of the system during Warranty; immediate availability and

provision of new parts, materials and equipment beyond that specified herein; and any such response as is customary and expected of a service-oriented business.

The CONTRACTOR shall also be expected to provide second-tier remote assistance for the life of the consoles (10 years from contract execution). The PROPOSER shall address these issue in the Proposal, describing also the mechanisms for reporting the availability of upgrades and for procuring and implementing those upgrades.

In the event that the CONTRACTOR develops and announces for sale to the public, equipment, system components, or software that are newer, less expensive, or better suited to the OWNER'S needs after the date of the contract, and prior to the DDR, the OWNER shall have the right to cancel any portion of the system under that contract (subject to mutually negotiated cancellation charges, impact on schedule, or related effects) and be granted a credit toward the purchase price of any such newer components as hereinafter specified. The CONTRACTOR shall provide the OWNER with timely notice of the availability of such equipment or components.

8.0 Training

Please replace section 8.3.5 with the modified section:

8.3.5 Maintenance Training

Target audience: Maintenance technicians and supervisors

Location: Combination of factory training or on-site formal training (preferred)

Schedule: During system implementation

Duration: As recommended by the CONTRACTOR

Description: Training shall be sufficient to enable a competent technician to troubleshoot, maintain and program all consoles and ancillary equipment to the board level in order to provide first-level on-site support during the annual maintenance periods.