

**University of Northern Iowa**  
**RFP Q9345**  
**Addendum #1**  
**August 9, 2017**

**Vendor Questions**

1. Is there an anticipated date for the new system upgrade to be completed?
  - As soon as possible but avoiding busy times of the school year if there will be an outage.
  - Public Safety and Physical Plant will drive the upgrade timeline.
  
2. Is the current system an analog LTR Trunking system? When was it purchased and installed? What is the age of the subscriber radios?
  - Yes it is LTR.
  - Installed mid 1990's
  - radios are 12-15 + years old
  
3. Is there a specific reason why the transmitter license is limited to 15 watts on some of the channels? Will that be an ongoing limitation?
  - No reason that we know of.
  
4. Could you provide an estimate of the current radio coverage and what is the expectation for the new upgraded system? Are there some known poor coverage areas? Will there be a radio coverage test be required for the new system? Do the users need to travel off-campus and maintain radio communications?
  - Most of campus is covered currently, some of the amplifiers currently have better coverage than others. Areas of concern are basements, lower levels, ROTH, Performing Arts Center GBPC, McCollum Science Hall, UNI Dome, MAU Maucker Union, MCLeod. Ideally we would like full coverage in all campus buildings
  - Coverage is intended for Campus property but the UNI Police Dept transports arrestees to the county jail in Waterloo so would need a way to communicate with them. Today we use an ALL CALL talkgroup to accomplish this.
  
5. Is there an antenna network structure (mounting and building feed-through) that we can re-use for the new upgraded system?
  - There are antennas installed on Bender Hall and Gilchrist Hall. Existing pathways could be used. We'd like new wire and antennas, unless units have been recently replaced or are in good condition.
  
6. Do you have a specific system cut-over plan for the upgrade? Is that something you would like the vendors to respond with – or will that be developed after the RFP award?
  - Our primary concern for cutover is continued use of existing analog radios and talk groups. We will review plans to upgrade, but those details will be decided after awarding.
  
7. Can you provide more detail on the current Zetron dispatch system so we can assure interface compatibility? When was the Zetron and Eventide equipment purchased and installed?
  - The Zetron system is at a minimum 10 year old - most likely older as is the Eventide.
  - I believe pictures/notes were taken of both systems during the vendor walkthrough.

8. Could you provide a description of the system users? What departments are on the system and how do they use the radios? Are there some current problems or limitations with the current system? What features or capability would the users desire in the new upgraded system?

- The system is used by public safety, facility operations staff, and possibly a few other small groups on campus.
- Current system is no longer serviceable; output power is lower than at install time, would like additional coverage in lower levels and trouble spots on campus mentioned above.

9. Can you provide the current radio traffic loading? Number of calls and busies? Do you send any data with the voice – or do you plan to? Unit ID, GPS location, text messages, work tickets, etc.

- Police operations are 24/7 365. On a typical school year night (our heaviest radio traffic time) there would be up to 8 - 10 users on the police channel. During events, there could be double that or more on the system.
- Currently we do not send data.

10. Who performs the technical system maintenance and operational management today? What is the requested level of service for the new upgraded system - beyond the semi-annual health check?

- The system installer provides quarterly system checks today
- Only the semi-annual health check, warranty repair, initial implementation training, and on demand support calls if needed.
- In an emergency system down, we would expect the vendor to respond as soon as possible. Certainly within a 4 hr window.

11. Would it be possible to get one of your current portables radios so we can check how it is programmed? This should help us provide you with the best solution possible?

<https://www.radioreference.com/apps/db/?sid=4700>

- A code-plug for our current radio system is available if you have the Kenwood software to open it. Contact [molly.ungs@uni.edu](mailto:molly.ungs@uni.edu) if this is necessary.

12. Page 7, Equipment listed: Zetron model 640 DAPT XTRA-Zetron model 66 Transmitter Controller-(Large) General Electric Master II.

Question: We believe these items are the remainder of the Physical Plant Campus Paging System. Are these items being used by anyone on campus anymore?

As part of the RFP should these items be removed and disposed of (including the related antenna system)?

- We do not believe that they are used on campus anymore and should be removed as part of the bid.

13. Page 7, 3.1.3, "Install an 800 MHz radio system covered by maintenance and support 24x7, 365 days of the year".

Question: Is this intended to be "a per call basis" (time and material), or are you asking for a formal "Maintenance Agreement", all-inclusive and/or extended warranty basis?

- Time and material after the initial rollout of the new system. Possibly include a 120 day buffer after initial install for us to call for support without charge.
- Also please include pricing for an annual support plan (maintenance agreement). UNI will choose if we want to pursue that option based on price/service.

14. Page 7, 3.1.8, "Maintain a semi-annual health check on entire 800 MHz system".

Questions: Are we to quote a semi-annual health check?

- Yes please

If so for how many years are to be quoted?

- Quote a per check/visit cost. At least Annually.

Is this in reference to the 800MHz Infrastructure Only (repeaters and antenna system), or to include handhelds, control stations, dispatch console, etc.?

- Infrastructure and pricing for handhelds. Nothing else unless a change is required for the new system.

15. Page 7, 3.1.9.1.1

Question: The current audio is, short term stored on Zetron Instant Recall Recorders. The storage capacity of those recorders is based on the amount of calls Dispatch Receives. There is no PC storage that we are aware of. Please clarify this statement, and direct us on how we are to proceed?

- We use an Eventide recorder for long term storage

16. Page 7, 3.1.1 "Replace 800 MHz trunked radio system components (transmitters, combiners, antennas, repeaters, amplifiers, etc.) to increase signal strength to a level that allows in building and outside communications. Cover areas on campus where communication cannot be made or is poor (south campus near ROTH, inside GBPAC, some ground floors, etc.).

Questions:

Is the awarded contractor to guarantee the coverage in the areas listed?

- Yes, see included map. Post install we will do human testing with the dispatch center to ensure that communications are sufficient.

In lieu of a consultant and prior to the response are all bidders to do a signal strength test for coverage?

- Not required but desired.

If so what are all the ground floors of what building need to be covered? Or is the RFP merely depicting the weak coverage areas as a statement knowing that replacing a nineteen (19) year old system will offer improvements? Please Clarify.

- See attached map.

To verify coverage once the system has been installed, will the coverage test be performed using the newer Model NX 420 portables or older TK 480 portables?

- Both should be used in the test. Both should provide sufficient communications.

Will a DAQ (Delivered Audio Quality) test be required to be conducted on-site AFTER the new Infrastructure is installed?

- Yes. A score of 3.4 or above is required at test points (see map)
- Scoring
  - 1 - Unusable. Speech present but not understandable.
  - 2 - Speech understandable with considerable effort. Requires frequent repetition due to noise or distortion.
  - 3 - Speech understandable with slight effort. Requires occasional repetition due to noise or distortion.
  - 3.4 Speech understandable without repetition. Some noise or distortion present.
  - 4. Speech easily understandable. Little noise or distortion.
  - 4.5 Speech easily understandable. Rare noise or distortion.
  - 5. Perfect. No distortion or noise discernible.

17. Page 3, 3.1.5 "Continue to use existing analog/digital Kenwood radios in analog mode until all radios are digital capable. Goal migration to digital is 1-5 years. Handheld mobile radios are

not planned to be upgraded via this bid but we require model recommendations & pricing for future purchases”.

Question: Will it be the responsibility of the bidder to recommend – breakdown a “migration plan” from analog to digital operations in their response to this RFP?

- Yes, a migration plan is desired in the bid.

18. Page 4, 2.8, 2.8.1 “Company shall purchase and maintain, throughout the term of this Agreement, comprehensive general liability insurance, etc.

Question: Please respond to what area of the RFP does Errors and Omissions Insurance come into play on this project?

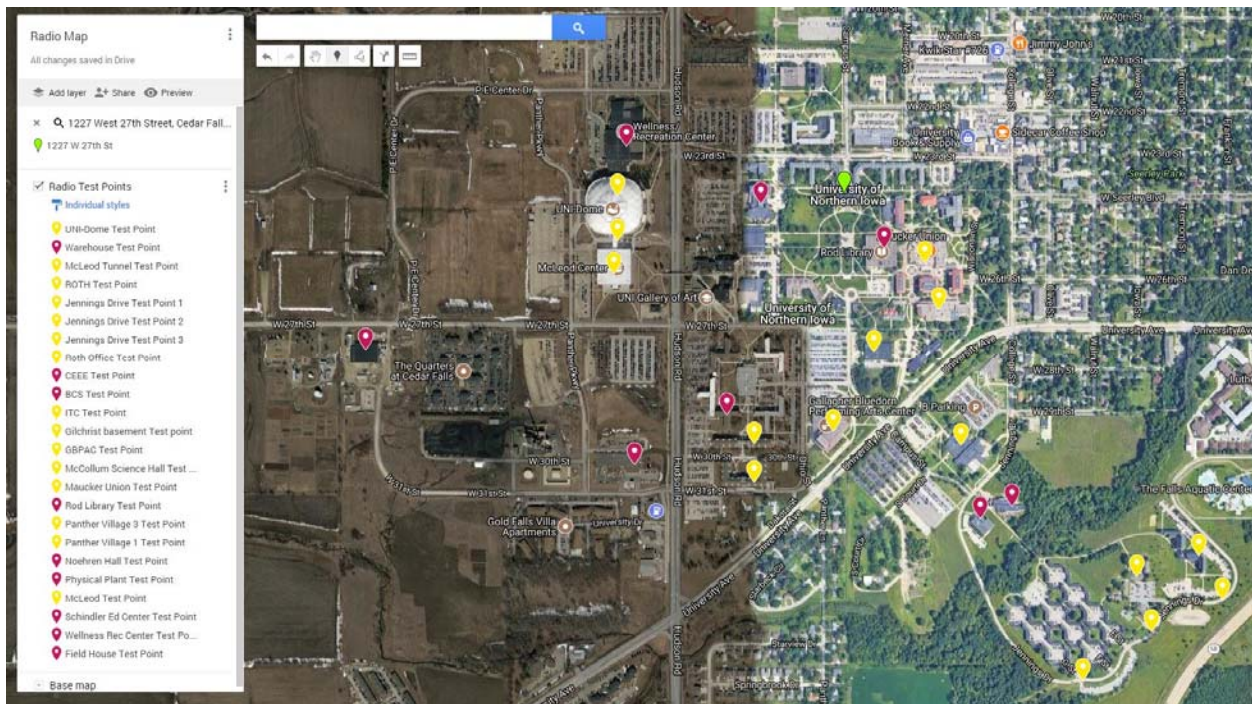
- This is our standard RFP insurance clause – if your company does not think E&O is necessary, just list that as an exception on Attachment A.

### RFP Clarifications

- All equipment must be operated within FCC guidelines and licensing
- A new solution must prove successful coverage in areas we define. Tests will be conducted post implementation. If coverage is not sufficient in areas we define we will consider the project incomplete and it will be up to the vendor to fix the coverage issue without an increase in bid cost.
  - See testing locations on attached map
- Campus Tunnels - Not a requirement on this bid but you may provide pricing and a plan if you desire.
- The path from GIL 40a (basement) to the roof is a 4” pipe.

### Maps:

Radio Test Points:



I have read and understand the changes listed in Addendum #1

Company Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_