Q9450
Addendum #1
Vendor questions

1. Are UNI Police using phones connected to the same CM? They have a digital phone used for crisis alert today and backup. They also have 4 analog lines into a Max Dispatch phone / radio system.

2. If UNI installed SENTRY on an on-premise server, would UNI Police be able to access the server? UNI police would prefer to find a way to integrate into Max Dispatch if possible, but will consider other notification options. There may be another existing computer they could use.

3. Does UNI want the capability to provide NG911 data to the PSAP? UNI would consider that as an option, but not a requirement.

4. Attachment B/Questions 1 and 2: What is the difference between these two requirements? Avaya One-X communicator softphone and Avaya IX workplace softphone? These are two different types of Avaya softphones. Currently we use One-X, but we anticipate the possibility of upgrading to IX.

5. Attachment B/Question 3: How would public safety be alerted of a 911 call? Is there a preferred notification method? Ideally they would be alerted with integration to their Max Dispatch system. They have a digital phone used for Avaya’s crisis alert. They would prefer not to need another computer or system to monitor calls.

6. Attachment B/Question 4: Is Avaya integration required? Does the university have a plan to change the communication platform from Avaya to another vendor? We do not have a plan in place to change, we have a contract with Avaya through August 2023. We do anticipate the possibility of augmenting this system with other systems in the future.

7. Attachment B/Question 7: Is Extreme Network integration required? If so, what is the nature of the Extreme Network integration? Does the university utilize Extreme data switches? How many data switches? Yes we have Extreme formerly Enterasys switches facing all computers and phones. We have Cisco in our core network. We have about 185 devices facing computers and phones, plus 6 WiFi controllers.

8. Attachment B/Question 8: Are maps identifying locations able to be maintained? Does the university have a map solution for the public safety office? How does the university public safety
office use the maps? Does the public safety office handle campus emergency calls? Does the public safety office handle campus 911 calls?

We don’t have a map solution dedicated for public safety. They do have access to a sharepoint site where pdf versions of floor plans are available to campus interests. We do maintain maps and as built drawings. I don’t know that public safety uses maps today. Public safety does not answer 911 calls. They do answer the phone and dispatch officers. They also answer public blue pole phones and other emergency ring down phones or public phones located outside on campus. Public safety does not take 911 calls. They are alerted to 911 via Avaya’s crisis alert feature.

9. Attachment B/Question 9: How is data manually loaded into the system? Does the university want an automated solution for data integration?

We desire the most automation provided it’s reliable and affordable. I would suggest providing this as an option.

10. Attachment B/Question 12: Is integration with MAX dispatch possible? How is MAX currently integrated with Crisis Alert?

It is not currently integrated. Crisis alert is configured on a digital phone that is located in the dispatch area.

11. Attachment B/Calling scenario 7: Call is placed from a remote cell phone configured for EC500 and uses a UNI DID. How does the system report the new location? Is the intent to allow 911 calls to be placed from remote cell phones over a mobile network or back through the PBX?

How do you intend to place a 911 call from a cell phone? Can 911 calls be routed to PSAP locations outside of the state (i.e. Starbucks located in a different state)?

This scenario is designed to investigate the possibility of a 911 call being placed from a cell phone but routed through the UNI phone system and using caller id number associated with UNI and likely a deskphone located in an office. In this scenario, dial the EC500 access number at UNI, then dial 911, the concern is this access code could be dialed automatically by programming or other software. Today UNI cannot route 911 calls to multiple PSAP locations based on origin of call.

12. Understanding the requested implementation date of January 6, 2021, what is the university’s timeline for contract award and project kickoff? Currently, RFP submission date to stated implementation date is 10 weeks.

As soon as UNI is comfortable with a solution and knows that it will meet our requirements, we will award as soon as possible.

13. Section 1.8 Short List Suppliers/Negotiations: This group of suppliers may be asked to give an onsite presentation to the University’s RFP evaluation committee and other representatives. If an onsite presentation is required, what safeguards around Covid-19 will be in place to ensure a safe environment? Will a presentation provided remotely be a reasonable alternative? How will this request effect the 10 week timeline from RFP submission to implementation date?
If we mutually agree that no on-site presentation is needed, a presentation via Zoom or similar tech will be fine. If we agree that an on-site presentation is needed, to prevent the spread of COVID-19, campus is requiring distancing and masks in all in person interactions. If we require an on-site presentation UNI accepts that the timeline may be pushed out slightly further than if we went with an online presentation.

14. Section 1.8 Short List Suppliers/Negotiations: The University reserves the right to conduct negotiations/multiple rounds of negotiations until the University reaches satisfaction that a competitive and mutually beneficial contract can be awarded to the most responsive Supplier(s). How will the negotiation process be factored into the established 10 week timeline from submission to implementation? We acknowledge that if the University delays because of multiple rounds of negotiations, the 10 week timeline may be too rushed.

15. Section 4.4 Fees: University indicates they are interested in a proof of concept to prove integration to UNI. What is the expectation of the vendor for this POC? Does this request effect the desired implementation date? UNI would like to see the product function as desired for the use cases listed. Ideally, the vendor would set up the POC and demonstrate functionality. UNI acknowledges that this may slightly push the 10 week timeline.