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Cal Henderson, Sheriff

HILLSBOROUGH COUNTY
TAMPA, FLORIDA 33601

SUBJECT: Proposal Number 20-99 for Automated Messaging System

ADDENDUM: 1

DATE: September 3, 1999

MESSAGE:

RFP CONFERENCE FOR AUTOMATED MESSAGING SYSTEM QUESTIONS ON AUGUST 25, 1999 AT 2:00 P.M.

In Attendance:
Rick Wimberly, Dialogic Communications Corp., The Communicator
Jim Jones, Sigma Micro Corp., Reverse 9-1-1
Michael Laccabue & Thomas Sculley, Sprint
Royce Wilson, H.C.S.O. Communications Center Manager
Mike Widdoes, H.C.S.O. Communications Center Supervisor
Carolyn Hendrickson, H.C.S.O. Purchasing Manager
J. R. Kennedy, H.C.S.O. Data Operations Bureau Commander
Major Eugene Stokes, District II Commander
Deputy Dale Russell, District III
Deputy John Lorenz, Crime Prevention Bureau

Most of the questions posed revolved around Paragraph 3. Scope of the project.

A. Minimum System Features would include:

1. Unlimited notifications;

   We would like for the respondents to tell us what their system capabilities are. In other words, how many calls can your system make in a specified amount of time. Mike Widdoes proposed hooking the system up to 24 lines. After some discussion, it was decided that a T1 line would allow more access.
   We currently have 300 Neighborhood Watch groups that require notification and 45-50 Community Officers coordinating various community information programs. These would be the first to go on the system. There are also several specialty units that are on call out alert that would access the system on a regular basis. We also foresee using the system for public emergency notifications when life and safety are threatened.

2. Ability to interface with MapInfo;

3. Operating system that allows for growth(adding terminals) without additional purchasing of user licenses;

The Sheriff's Office data network is a WAN consisting of 13 individual LANS interconnected. We operate in Windows 95 NT ethernet environment with a Cisco server. We require a stand alone system that will grow with us and interface with existing equipment. We want to be able to add locations as needed.

4. Operating system that allows for dial-in remote access;

5. The system should be able to transfer any caller to an operator or to leave a message for the originator;

We want to be able to verify receipt of calls.

6. Ability to store multiple phone numbers for each contact;

7. Internal notification capabilities. Allows personnel on call to respond to notification without making another phone call;

8. Ability to "bridge" calls. Multi caller lines(unlimited number of callers can all converse or listen at the same time);

Our current telephone system is Northern Telcom Meridian. We are capable of conferencing up to 6 users at one connection. This relates to the discussion on question number 1 above. When we say unlimited, we want you to tell us what we can do with your equipment linked to our existing system and the best way, in your opinion, we should hook it up to take the maximum advantage of your system.

9. Ability to activate notifications and terminate remotely;

10. Each scenario(call out) can be suspended, message content changed or added and then resumed;

11. Security of the system - multi layered access for activations;

12. The system should include a BBS(Bulletin Board) as a standard function that includes downloading capabilities by way of access to existing photo files;

This requirement was downsized to voice bulletin board only.

13. Ability to send Alphanumeric pages;

14. Multi language capability with option for caller to select language of choice;

15. Multiple call-outs-simultaneously;

16. FAX broadcast/FAX on demand;

17. TDD/TDY integrated with capability to send messaging to these type terminals on any port available;

18. Answering machine detection;

19. Call list creation;

20. Ability for caller to “opt” out of program or call up to join program.

21. Survey response reporting for analysis;

22. Print real-time reports to multiple locations (printer, fax or computer terminal).

We added alpha pagers also to receive reports.

23. A proprietary data base of household and commercial phone numbers with addresses that would guarantee functionality with program modules and enhancements (mapping). This data base would be updated annually.

We do not currently have GTE’s permission to access the 9-1-1 data base. Their legal department is deliberating this issue.

B. Training:

Training shall be provided on-site, at no additional cost, to personnel in both the Communication Center and the Data Operations Bureau. Training will be sufficient enough to assure proper operation and utilization of the equipment being provided. All manuals necessary for the required training shall also be provided at no additional cost to include any necessary systems maintenance manuals.

We will require two separate training sessions. Data Operations personnel need to be trained on installation and maintenance of the system, equipment and software. This will probably be minimal with call in “help desk” support to back up questions as they arise.

Communication Center personnel and key users from other departments will need user training. This will need to be more extensive.

Paragraph10, Federal funding : The purchase of the system as outlined in this proposal document is wholly funded by Federal Funds. The Federal Government is providing a total of $60,000 for the purchase of this system.

The funding provided is for equipment only. We understand that there will be switching and central office overhead that will have to be addressed as well. We would like to purchase the most equipment possible, under the available funding. We may entertain enhancements to the system as the budget allows.

Please be aware this document hereby becomes part of Proposal Number 20-99 and without this complete document the Proposal is considered incomplete.

Sincerely,

- Signature on File -

J.H. Shillady
Comptroller

JHS:ch