Response to Vendor Questions Regarding
Recording System RFP – SECC

Below are all of the questions received by SECC in regards to the Recording System RFP we released on
July 26, 2010. SECC responses to questions are highlighted in yellow:

1. We have had a long standing relationship with several server manufacturers including HP. All of server providers have very reliable systems including HP. Simply due to price consideration, most of our customers choose one of our other reliable systems. You have specified the recording system to run on an HP 5U Server. Do you have a specific model in mind?

   No.

   Are you open to other reliable server platforms?

   We prefer HP because our IT shop is HP capable.

   We are hardware independent so we can configure the system on HP or any platform you wish. Some agencies prefer to provide their own recorder server and we supply the voice cards and recording application? Are you interested in that application?

   No.

2. You have specified for 4 channel Hardware Call Checks. Most of our customers need to have their call takers be able to play back more than 4 channels with today's technology, software based instant recall is much faster and easier to use with greater flexibility. Are you open to using software based instant recall?

   Prefer Hardware! I think your indication of software being superior to hardware is biased. I have used both and software is not faster than hardware and it can be more difficult to find and activate especially when you have 6 computer screens in front of you in a busy environment. In addition, dispatchers do not typically need more than 4 channels for the work they do. We do prefer hardware, but will not throw out a bid if it cannot be provided. Just to let you know we were awarded a grant partially based in the aspect of obtaining hardware call checks.

3. Section 4.3.3 states the recorder must use Microsoft Server 2008 operating system. Our solution is a Linux based box.

   We will not throw out the bid based on this. A Linux based box will be considered.

4.   Section 4.3.4 states the recorder shall utilize internally integrated Microsoft SQL Server 2008 database. With our solution operating on Linux it does not utilize this either but does not use an external server either. Are these deal breakers?

We will review this with impartiality.

5.   You are requesting pricing for 23 hardware "call check" instant recall devices. Please explain why you might desire hardware rather than software clients?

Please refer to question # 2.

6.   4.2.1 A 5U chassis specified for all 225 expandable to 300) channels. We believe two chassis would provide better reliability. Would a proposal

Yes.

7.   4.2.3, 4.3.13 geo-diverse NAS. Is the successful vendor to provide the NAS in addition to the recorder system?

Yes.

8.   What version of Cisco Universal Call Manager is the City running?

I am not sure what city you are referring to, but SECC will be utilizing 8.0.

9.   How many phones are to be recorded?

Refer to section 4.2.2

10.   What is the model numbers of the phones?

6911, 6921, 6951, 9551

11.   Are all phones to be recorded in the same geographical location?

911 lines and consoles – Yes. VoIP lines may be at different locations, but will be tied to the server at SECC.

12.   How many network switches do the phones connect to?

Less than 30.

13.   What are the make/model of the network switches?

Cisco Nexus 7010, Cisco 4510R, and Cisco 3750X.

14. Does the network switch support SPAN or Port-mirroring?

   Both.

15. Is there a limitation on the number of devices that the network switch can port mirror or SPAN?

   Only Bandwidth is limited.

16. Is the RTP traffic encrypted?

   No.

17. Are the phones using SCCP (Cisco Skinny) to communication with the UCM?

   Possibly SCCP, however the system is not deployed yet.

18. Are shared lines or bridged appearances in use on the VoIP phones to be recorded?

   Unknown.

19. Please provide a network diagram including the VoIP phones, all network switches, and applicable trucking gateways.

   The system is still in design.

20. How many SIMUTANEOUS VoIP recording sessions (Cisco phones) do we need to account for? (Max phones that need to be recorded at one time)?

   15.

21. Does the County wish to purchase a Quality Scoring and Evaluation package to be layered on top of the recorder for grading and evaluating the performance of dispatchers and call takers?

   I am not sure what the County would like, but since SECC is the customer here, please refer to page 19 of the RFP "Optional Items."

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