

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 37106, dated October 25, 2007, for the Mississippi Department of Public Safety (MDPS)

From: David L. Litchliter 

Date: November 8, 2007

Subject: Responses Submitted to Questions and Clarifications to Specifications

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In addition to addressing the questions submitted, ITS is amending LOC Number 37106 as follows:

Item 4.11 has been added and reads:

The headquarters campus of the MDPS is composed of the Headquarters Tower, the State Crime Lab, the Drivers License Station, and the Maintenance Shop.

Item 5.18.6 has been added and reads:

The Call Accounting software requested in item 5.18 must be capable of capturing incoming caller-id information if it is passed to the system by the serving local exchange carrier over the PRI/ISDN trunks.

Item 6.1.1 has been added and reads:

Vendor must include, on the RFP Information Form, an optional charge per cable run for instances in which additional wiring is required. This charge must include parts and labor (jack, cable, termination). Vendor should assume the run will be no more than 150 feet from the intermediate distribution frame (IDF). Vendor should quote a CAT 5 cable (minimum) to be terminated in a 66 block in the IDF. Include appropriate terminations, jacks, and any line protection required.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Section 4.10—Why is VoIP not being considered at this time?

Response: The LAN administration team at MDPS does not want to place voice traffic on their current LAN infrastructure at this time. The administrators believe that adding the voice traffic will cause serious degradation to both voice and LAN traffic.

Question 2: Section 5.2—The proposed system must have integrated voice/data capabilities. (Please elaborate on the meaning of data capabilities.)

Response: In the future, MDPS may elect to implement computer telephony integration (CTI) to work with the various ACD groups. CTI coupled with Caller-ID from the PRI/ISDN will allow the agent to have information delivered immediately to the agent's screen. This information may be delivered to the agent by having the caller input a social security number or driver license number.

Question 3: Section 5.19—What is the total number of ACD agents among all groups that will be logging into the system at a given time?

Response: With four ACD groups (splits) having 4 to 25 members, we anticipate no more than 60 agents being logged into the system at any one time.

Questions 4: Section 8.11—What is the reason given for requiring at least two (2) service technicians in the Jackson Metro area?

Response: As the agency charged with protecting the citizens of Mississippi, communications are critical for MDPS. MDPS may respond to any type of emergency, e.g., automobile accidents, homicides, train derailments, or hazardous material spills. Points of failure in the communications system must be minimized to the greatest extent possible. A requirement of the LOC is a two hour response time in emergencies (see item 8.18.1). Having technicians located in the Jackson Metro area reduces the risk of the system at MDPS being out for more than two hours.

LOC responses are due Tuesday, November 13, 2007, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Paula Conn at 601-359-4411 or via email at conn@its.state.ms.us.

cc: File 37106