

**ADDENDUM# 1
DIGITAL VOICE RECORDING SOLUTION**

Bid # 6062F

May 11, 2009

Dear Vendors:

The Contract Bidding Documents pursuant to Bid # 6062F are hereby revised as follows:

The new bid opening date is: Wednesday May 20, 2009 at 2:00 PM.

The following is in response to questions received following the pre-bid meeting held April 29, 2009:

Q1: Telephone circuits to be recorded:

How many analog ports on the INTER-TEL telephone switch?

How many digital ports on the INTER-TEL telephone switch?

How many VoIP ports on the INTER-TEL telephone switch?

Are there any other telephone circuits to be recorded that are not on the INTER-TEL switch such as 911 trunks? If yes what type analog, digital ISDN ?

A1: There are 104 digital lines, approximately 17 of which are not in use.

There are 58 analog lines, approximately 8 of which are not in use.

There are 5 currently 5 IP phones connected to the system.

It should be noted that we are not recording all lines in the PD.

Q2: 911 PSAP Emergency Call Systems:

It was stated at the Pre-Proposal meeting that NextGen was the CAD system used at the PSAP. Please describe the architecture of the PSAP, information such as # 911 trunks, call taker positions and is the PSAP switching equipment included with the INTER-TEL telephone switch. How is the ANI/ALI data supplied?

A2: The only interface NextGen has with 911 and the phone system is that the ANI/ALI information is sent to NextGen directly from the 911 equipment via the serial connection. This should not affect the call recording system. There are 3 call taker positions. The 911 calls are not integrated into the Inter-Tel phone system. I'm not sure as to the number of 911 trunks, I believe it is 9.

TOWN OF WEST HARTFORD 50 SOUTH MAIN STREET
TOWN OF WEST HARTFORD, CT 06107-2431
(860) 561-7470 FAX: 561-7492



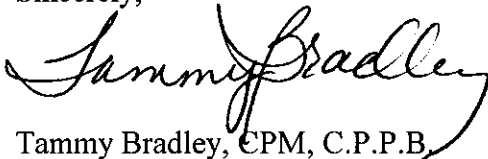
Q3: Redundancy:

This requirement is not clear. 100% redundant voice recording by means of parallel recording architecture implies that two (2) completely equipped recorders are required at WHPD. Offsite centralized storage implies that an additional server with Hard Drive storage of the call files from the main recorders at WHPD will be supplied at a location such as the Town Hall to guard against geographic disaster. Is this description what is wanted?

A3: The latter of the two options.

Thank you for your patience, time and consideration.

Sincerely,

A handwritten signature in cursive script that reads "Tammy Bradley". The signature is written in black ink and is positioned above the typed name.

Tammy Bradley, CPM, C.P.P.B.
Sr. Buyer

C: Carl Rosensweig, Asst. Chief WHPD