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ADDENDUM 2

To: All Interested Bidders
From: Lucy Balderama, Inventory Bid Technician
Date: August 3, 2015
Subject: RFI# 15-031, Video Conferencing Systems for the County of El Paso

This addendum has been issued to notify vendors of the following modifications and questions:

- **Deadline for questions has been extended to Monday, August 17, 2015 at 12:00 noon.**
 - **The opening date has been extended to August 27, 2015 at 2:00 p.m.**
1. What brand and model number of any existing video endpoints does the County presently have and do you know if they are all updated with the latest firmware?
Response: Logitech CC3000E ConferenceCam using Microsoft Office Communicator in four (4) courtrooms and downtown detention facility; webcam in annex detention facility; all using Microsoft Office Communicator.
 2. Does the County currently have any virtual capabilities on their network such as VMWare?
Response: Yes, VMWare.
 3. How many of the 40 courts will possibly need a video conference system (In Galveston County the Misdemeanor Court has three Judges and they rotate using the same courtroom. So in that instance they only needed one endpoint.)
Response: All County and District Courts (37) plus 8 Justice Courts.

4. Does the County currently have a mobile video solution allowing any device to connect?

Response: Microsoft Communicator for a limited number of devices; otherwise, no.

5. Is there more definition of what the video kiosks require or how video would be used in those situations? Galveston County Jail has kiosks that look like an ATM with a small screen and everything is very protected. Is this RFI looking for a way to connect existing kiosks with video or is the RFI asking us to provide those kiosks. If you currently use a kiosk can you provide the company name as we will contact them to see how we can merge our video with their kiosk

Response: We do not currently have any video kiosks. We will need them for the inmates and for public use.

6. How many active directory employees are there in the County?

Response: Approximately 2,400.

7. Does the County have wireless AP's in the jail and do you know how good the connectivity is with the current wireless system

Response: At the moment, neither jail has good wireless connections.

8. Which type of implementation would the county support?

- a. Onsite Video and AV infrastructure only.

- 1.) Which would include video endpoints appropriate to the area and use for which they are installed

- 2.) Which would include desktop and mobile access

- 3.) Which would include onsite video infrastructure for hosting multi-point conferences, video firewall, mobile/desktop server access and system management.**

- 4.) Would you anticipate that you would want this infrastructure housed centrally in one of your locations or distributed at multiple sites?

- b. A hosted solution where only endpoints/cameras are onsite?

- c. A Hybrid implementation of both onsite video endpoints/cameras and hosted Video Conferencing infrastructure, which would include access to desktop and mobile capabilities.**

Response: a (3) and (c).

9. Based on the nature of this RFI, will there be a chance for vendors to do offsite surveys of the proposed areas where budgetary proposal information can be formulated?

Response: Yes.

10. Are there any CAD drawings, floor plans, pictures or other descriptive information of the different facilities mentioned in the RFI available?

Response: Blueprints/floor plans are not available, however, A walk through will take place. Please view questions #11.

11. If not, will the County allow an opportunity for onsite survey to be completed before the formal proposal to ensure that all areas are understood so that a through Scope of Work and pricing proposal can be completed?

Response: A site visit has been scheduled for Friday, August 14, 2015 at 10:00 a.m. to begin at the Down Town Detention Facility located at 601 E. Overland to continue at the Jail Annex located at 12501 Montana, El Paso TX. 79938. All vendors will meet on the first floor waiting room. It is mandatory that all vendors attending the walk through provide the following information to Lucy Balderama at lbalderama@epcounty.com for a clearance check. Deadline to submit information is Friday, August 7, 2015 at 12:00 noon.

**Names:
Address:
DOB:
DL#:**

12. Does the County have any video conferencing equipment installed today? If so, please is there any components that you have that you wish to reuse in the future project?

Response: Yes, Logitech CC3000E ConferenceCam in four (4) Courtrooms and one (1) Jail Facility.

13. Are there projectors, whiteboards, lights, or any other peripheral types of equipment that would need to be integrated?

Response: Ceiling projectors in Courtrooms (MI)

14. How many simultaneous recordings do you anticipate needing?

Response: Two (2) will be needed.

15. Can you explain your current process how documents are transferred between the defendant, the defendant's attorney, and the Court? Often, these require the signature of the defendant and/or the Judge, and, in some cases, the defendant's finger or thumb print?

Response: Currently, this is a manual paper process. Document transfer capability should be included only if it is part of a package of features; otherwise, documents will be handled through the existing case management system.

16. You specify high definition in the RFI. What specific high definition is required per area? Realizing that the higher the Definition, the more bandwidth that will be consumed.

- 720p/30
- 720p/60
- 1080p/30
- 1080p/60
- 4K

Response: 1080p/60.

17. Do you anticipate that you would also need standard definition access?

Response: Yes, for external connections.

18. You do not specify any display units in the RFI, do you anticipate that there will be any required?

Response: Yes, 36-50" flat screen monitors will be required at all pre-identified endpoints, except for those courtrooms that are already outfitted with display units.

19. You ask for recommendations on bandwidth in the RFI. What is available today at each facility and between facilities?

Response: Currently, the County has various bandwidth allocations, ranging from 1.5Mbps to 10Gbps. Please respond with a solution that is scalable to work in a mixed bandwidth environment.

20. For any cabling that might be required for endpoints, cameras, and/or other AV equipment will the County supply labor for this function or will this be required of the proposing vendor's resource?

Response: El Paso County currently has a cabling vendor contract in place and anticipates using that vendor for all cabling needs.

21. In the RFI you define each of the use cases. However you do not specify how many simultaneous video conferencing sessions you anticipate or how many participants that you anticipate on each of the video conference sessions? If you do not have specifics, a rough estimate would be necessary to provide budgetary pricing.

Response: High estimate would be six (6) at a time with up to eight (8) participants.

22. Do you anticipate that you will also have any audio only participants or the need for audio conferencing?

Response: Probably not. Most participants will be either at an established endpoint or at an offsite computer.

23. Is there any furniture or cabinetry that you anticipate needing to house any of the endpoints or cameras? Will the County provide this if needed or is the responding vendor responsible?

Response: Vendor to provide.

24. On Section Goals, 8; in regards to multiple groups; is there an idea of how many potential groups at a time will be able to make calls, how many participants per group?

Response: Same as 21; 6 at a time with up to 8 participants.

25. On Section Scope, #2 and 5; how many simultaneous conferees maximum?

Response: 8 on a single conference.

26. On Section Scope, #3; will detention facilities make point to point conference calls or will they be multiparty conferences?

Response: Mostly point-to-point, but in some cases, another party may be involved.

27. On Section Scope, # 6; will the documents and exhibits be electronic in format and delivered via computer or will they be physical which may require a separate document camera?

Response: They would be electronic, but document transfer capability should be included only if it is part of a package of features; otherwise, documents will be handled through the existing case management system.

28. On Section Scope, # 7; High definition in which format, 720p or 1080p?

Response: 1080p or higher.

29. Is being in business for five years a deal breaker? We are on our 4th year in business but have multiple city contracts under our belt. Government Contracts, and District scholastic contracts. We are registered as a local preferred business as well. DBE, SBE, SDVOSB, and HUB Certified,

Response: No. This is an RFI.

30. Is there a certain brand the city is currently using and has trained staff in using?

Response: Assuming that this refers to the County, there are Logitech CC3000E units in place, but only a limited number of staff utilize them.

31. Is the IT department going to be in charge of issuing IP's and adjusting firewalls?

Response: The County Information Technology Department will be responsible for adjusting County Firewalls and issue IP addresses accordingly.

32. Will we need to train staff and if so how many? Will we have to install remote access on multiple media gadgets (ex. cell phones, tablets) for labor purposes?

Response: Training should be included; train the trainer? Remote access should be available on multiple devices for training purposes

33. What is the current contractor that is handling Audio/ Video teleconference solutions, if any?

Response: There is not a current contractor

34. Can we submit multiple solutions?

Response: Yes.

35. Will the contractor you currently have to run cable and install hardware be responsible for installing any monitors or TV's we propose. If our solutions requires wall mounts, will they install or us? Will they be responsible for all the cables our solutions require (Example; Audio and Video cables if needed, HDMI Cables if needed)?

Response: El Paso County currently has a contract for cabling; however, hardware mounting should be included in the response. Audio, Video, and other cables should be provided by the vendor.

36. Will the vendor have to supply the network equipment (POE Switches) , to support the multiple courts and offices per location ? Will we have to provide a rack or will there be dedicated space on county racks in network closet?

Response: The vendor will be responsible for providing all PoE Switches. All equipment must comply with County standards. The County will provide make and model as necessary. All equipment must include 1 year of SmartNet maintenance.

37. What is the current brand the county is using for network interfacing (Switches)?

Response: CISCO.

38. Will we be required to provide UPS for each solutions?

Response: Yes.

39. Can we propose media carts with wheels for the detention facility needs that contain all in one audio video teleconferencing capabilities up to including monitor, mic, speakers, with a lock door for security (pre assembled)?

Response: Unknown; can be included as a possible option?

40. What level of security is needed for communication?

Response: There can be different levels depending on the type of communication. For example, Court proceedings that are open to the public don't need to be secure, whereas attorney/client communications must be encrypted at whatever level is required to ensure that attorney/client privilege is preserved.

41. Will product need to be shipped to county or can we transport as needed, per progress of project?

Response: As needed.

42. Will the vendor be required to provide floor raceways to hide the cables, shall they be required to run to conference table?

Response: Yes, or wireless.

43. If 50 % of project is complete can we invoice early according to progress?

Response: Progress payments can be negotiated.

44. Will cabinet enclosures be needed to house the Audio Video teleconference equipment? (Ex, TripLite cabinet 24U with door that locks)

Response: Not in the Courtrooms, but may be required in other areas.

45. Since there are multiple locations, what are your badging requirements?

Response: Background checks required for entrance into jail facilities.

46. Will the badging requirements be the same at each location?

Response: Yes (RR)

47. Is a Federal Background check required for our Engineers, Technicians and Installers and if so, will you please send me the documentation so we can prepare for this?

Response: Background check requirements are listed above on question #11.

48. Will the Jail/Prison be occupied when we are working on site and if so, what procedures and processes will we need to prepare for to get our tools onsite?

Response: Jails will be occupied. All tools must be registered with each facility. All tools will be inventoried upon entry into secure area of facility and will be inventoried prior to exit from facility. Plan time accordingly.

49. Approximately, how much time will it take for our technicians to get through security and to the job site?

Response: At the jails, it depends on the amount of tools.

50. Is it likely that an RFP will be released for the solution at some point?

Response: Yes.

51. Has a budget been established or has funding been requested for the project?

Response: No. Getting this background information is part of the planning for establishing a budget and getting funding.

52. What is the estimated project cost, as well as the funding source type?

Response: Not known.

53. I would like to know who the lead agency is for this procurement.

Response: This is a countywide project; at this point, the lead agency is the Information Technology Department.

54. Will there be only (1) one RFP for this or consultant services be bid out and multiple equipment/network vendors acquired?

Response: Undecided.

55. What systems/networks will the solution need to integrate with (including the vendor names and agency ownership of each)?

Response: The solution must integrate to the County enterprise system.

56. Do you want this solution to be an On Premise solution and/or Cloud Solution service?

Response: On premise.

57. Can you please elaborate on the Scope of Work question #3 vs #5B? Are the Cellblock stations the same as Inmate Station, or are these (2) two difference locations?

Response: Cell block and inmate stations are the same.

58. The RFI calls for 256 "kiosks." Does the County have additional specifications for these kiosks? Do you have a minimum requirement for the "strength" of the kiosks (ie. are these to be ruggedized or tamper proof)?

Response: Video visitation kiosks must be tamperproof, "ruggedized" and conform to any standards/guidelines regarding equipment designed for inmate use and placed inside inmate housing areas.

59. Are you looking to integrate to Microsoft Active Directory User Groups?

Response: Yes, that option should be available.

60. Do you require Document Cameras for Hard copy Documents & Exhibits? If so, where would be these be located and how many are you looking to have in these areas. We can assume in Court rooms, Attorney stations and Conference rooms.

Response: Document transfer capability should be included only if it is part of a package of features; otherwise, documents will be handled through the existing case management system.