



THE CORPORATION OF THE CITY OF WINDSOR  
OFFICE OF THE CITY SOLICITOR

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ADDENDUM NO. 2  
PROPOSAL NO. 15-19  
INTERNET PROTOCOL (IP) MULTIMEDIA VOICE RECORDER FOR THE  
WINDSOR POLICE SERVICE

January 29, 2019

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This addendum amends and forms part of the Proposal Documents. The Bidder shall insert the addendum behind the cover page of the Proposal Documents.

**THE CLOSING DATE HAS BEEN EXTENDED TO ELEVEN-THIRTY FIFTY-NINE (11:30:59) A.M. (E.S.T.), WEDNESDAY, FEBRUARY 13, 2019.**

Please see the following questions and answers;

1. Please advise what virtual environment needs to be supported?

**Answer: The virtual environment consists of VMWare version 6.5 with vCenter.**

2. The system must provide a trunk side Multimedia logging interface based on assessment report such as POTS, Centrex, and PRI.

Please provide more details on the channel counts and types that need to be recorded, including details about the sets manufacturers and model numbers. This information is needed to design the system. Please complete the enclosed Excel Spreadsheet with the details for trunks, stations etc to assist with the design.

**Answer: See attached spreadsheet**

3. The system must provide a set side multi-media logging interface based on assessment report such as SIP, digital or analog.

Please provide more details on the channel counts and types that need to be recorded, including details about the sets manufacturers and model numbers. This information is needed to design the system

**Answer: See attached spreadsheet**

4. The system must be capable of accepting data from an external data source and post the appropriate alphanumeric data to the appropriate recorded call. Please clarify whether this is for the radio system or phone system and what the source of the data would be.

**Answer: External data refers to metadata, which includes all call information (call number/location), as well as multimedia information such as audio, real time text, pictures, and video that would be received by phone.**

- The system must integrate with the current and future telephony systems, i.e. analog and IP. Further clarification is required as to the specific CAD (Make / Software Version) and telephony system (Make / Model of set) that needs to be supported.

**Answer: The Windsor Police Service uses Versaterm's CAD Version 7.4 and will be the beta site for version 7.6.**

- The system must integrate with the Motorola Astro Digital P25 radio system and must provide an Archiving Interface Server (AIS) that connects directly to the radio system through a single network switch and does not require an Application Programming Interface (API). Please provide information on the required AIS configuration (Encryption algorithms, OTEK, KVL).

**Answer: The Windsor Radio System uses AES encryption. The Amherstburg Radio System uses DES encryption. Encryption is currently loaded using KVL not OTEK.**

- The system must meet a 5yr retention period on the server before the data is archived. Please specify expected call volumes including the number of communications to be recorded and their average duration for both phone / radio. This is needed to calculate the required storage capacity.

**Answer:**

**2018**

**Radio**

Calls Count	1,409,185
Average Calls Count	3,860
Average Calls Duration	10 sec
Push to talk	2,812,529
Average Push to Talk Per Day	7,705

**Phones**

911	102399
Windsor Non Emergency	146851
10 Digit Emergency	14585
Amherstburg Non Emergency	7118
Internal	35541
Incoming DN	14611
Outgoing DN	101566
TOTALS	422671

- The system must provide a setting for encryption of both central database and individual recordings. Please provide more information on the type of encryption required.

**Answer: AES 256 bit encryption is required. Data must be transferred over secure channels and stored in a secure database.**

9. The browser based portal must provide access to recorded interactions, reports, performing employee evaluations, scheduling, assigning and running eLearning content or running speech analytics from a single interface. Please provide more information on the desired eLearning and speech analytics a functionality that is desired.

**Answer:**

**ELearning:** An eLearning URL would be attached to the QA form to explain or emphasize an area requiring correction. The eLearning link would provide timely coaching and training.

**Speech Analytics:** Speech will be analyzed to provide information regarding callers and as well as agent performance. The solution will analyze words, phrases, and patterns which will be used to improve the level of service to callers.

10. The document doesn't mention the exact configuration needed for the Windsor Police service; number of channels and lines to be recorded and if there is a primary and a secondary site for redundancy. Would it be possible to obtain this information?

**Answer: See the attached spreadsheet. A recording solution is required for both the primary and secondary site.**

11. In the **System Recording Capabilities** section, line d, would it be possible to know what external data means in "data from an external data source"?

**Answer: See answer #4.**

Except for the contents of this addendum, all other terms and conditions of this Proposal remain the same.

***END OF ADDENDUM NO. 2***

Yours truly,

**THE CORPORATION OF THE CITY OF WINDSOR**

*Elaine Castellan*

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Purchasing Supervisor

EC/kr

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PROPOSAL NO. 15-19  
INTERNET PROTOCOL (IP) MULTIMEDIA VOICE RECORDER FOR THE  
WINDSOR POLICE SERVICE**

**January 29, 2019**

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I hereby acknowledge receipt of Addendum No. 2 to the Proposal No. 15-19 (5 pages).

The information contained therein is hereby noted and account of same will be taken in our Proposal cost.

This information was received on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Company Name

**\*NOTE: You are required to acknowledge this addendum with your PROPOSAL submission.**

**PLEASE FAX BACK TO (519) 255-9891 OR E-MAIL @ [purchasing@citywindsor.ca](mailto:purchasing@citywindsor.ca) SIGNED  
ACKNOWLEDGEMENT SHEET ASAP**

**Attn: Purchasing Department**

## Recording System Channel Matrix

## INSTRUCTIONS

## EQUIPMENT DETAILS

911 Phone Switch Manufacturer:	AVAYA
911 Phone Switch Model:	CS1000e
Business Line Phone Switch Mfg:	n/a
Business Line Phone Switch Model * :	n/a
Radio System Manufacturer:	Motorola
Trunked Radio System Model:	ASTRO 25 Release 7.17.2
Number of Simultaneous Talk Paths for Trunked Radio:	27

## SITE DETAILS

PLEASE PROVIDE THE SITE NAME HERE						
WPS HEADQUARTERS						
Item Description	Set Manufacturer	Set Model Number (Critical)	Quantity at Site	Qty to Record	Analog Digital (A/D)	Comments
911 Trunks - Analog*			18	18	A	
911 Trunks - SIP*			0	0	V	
Call Taker (911) Phone Sets **	Avaya	M3904	7	7	D	
Dispatch Phone Sets **	Avaya	M3904	4	4	D	Komutel's SIT911 soft phones will be installed in February
Dispatch Radio Positions			4	4	D	
Console Positions - Select Audio ***			4	4	D	
Console Positions - UnSelect Audio ***			4	4	A/D	1 UNSELECT TALK GROUP IS ANALOG
Non Emergency Phone Sets ****	Nortel		3	0		
Conventional Radio Channels					A	
Ring Down Trunks					A	
Ring Down Phone Sets			1	0		
SPARE ANALOG CHANNELS					A	
SPARE DIGITAL CHANNELS			u/k		D	
SPARE VoIP CHANNELS			u/k		V	

Total Analog Channels: 18  
Total Digital Channels: 19  
Total VoIP Channels: 0  
**Total Number of Channels 37**

## NOTES:

- \*: The 911 trunks may be recorded in addition to the call taker phones if desired for redundancy and capturing audio on hold / transfers.
- \*\*: If Call Taker and Dispatch positions are the same, do not populate both cells, just one.
- \*\*\* : The console recording allows for capturing the users "experience" for Last Message Replay use.
- \*\*\*\*: These phone sets may be in the 911 call centre or other business sets within the organization that need to be recorded.

## AUDIO ARCHIVING DETAILS

Average Number of PTT Per Day	4,000
Average Length of each PTT	10 Seconds
Average Number of Phone Calls to Record per Day	1400
Average Length of Phone Call	120 Seconds
Retention Period for Archived Audio	5 YEARS