# ADDENDUM 1

TO:            Vendors Addressed
FROM:        Julia Shackelford
DATE:         August 23, 2016
SUBJECT:    SP-17-0007; Emergency Training Simulator

The following change(s) to the above-referenced Invitation for Bid have been made as designated below:

__x__ Change of specifications
_____ Additional specifications
__x__ Change of bid opening time and date
_____ Cancellation of bid
_____ Other

**BID OPENING DATE AND TIME HAS CHANGED:** September 7, 2016 at 1:30 p.m. Central Time

The specifications by virtue of this addendum become a permanent addition to the above referenced Invitation for Bid.  FAILURE TO RETURN THIS SIGNED ADDENDUM **MAY** RESULT IN REJECTION OF YOUR BID.

BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED.  THE BID ENVELOPE MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE BID NUMBER, DATE AND HOUR OF BID OPENING AND BIDDER'S RETURN ADDRESS.  IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE OFFICE OF STATE PROCUREMENT.

If you have any questions please contact Julia Shackelford at Julia.shackelford@dfa.arkansas.gov
or 501-371-6079

Company: _____

Signature: _____Date: _____

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**CHANGE OF SPECIFICATIONS**: Replace page 9 of 13 of the IFB with the following:

**SECTION 3 – SPECIFICATIONS FOR
EMERGENCY TRAINING SIMULATOR SYSTEM**

The Emergency Training Simulator system will be utilized in teaching applicants that wish to become Public Safety Telecommunicators (911 Dispatchers). The system will be a turnkey operation which will have both instructor and trainee positions and capable of expanding up to fifty (50) training and role-playing positions.

A.  The system will function independently or as one fully coordinated system connected to other computers running the software and will have the following three (3) software components:

> 1) Telephone Simulator
> 2) Radio Simulator
> 3) Computer Aided Dispatch (CAD) Simulator

1)  The Telephone Simulator should include, but is not limited to the following functions:
   - Fifteen (15) to forty (40) simulated lines available for incoming and outgoing calls.
   - Each line should be designated as either an emergency or a non-emergency line.
   - Student station should have an audible and visual indicator as to which line is being called.
   - Be able to place any of the lines on HOLD, and a visual signal should be lighted.
   - The call-taker should be able to RECALL in case the caller hangs up the phone.
   - Conversations should be recorded for replay at any time.
   - Calls sent to the call-taker should be editable for Automatic Number Identification (ANI) and Automatic Location Information (ALI) including land line, cell, VoIP, Telecommunications Devices for the Deaf (TTY/TDD) and restricted.
   - Adding background sounds such as glass breaking, baby crying and other sounds should be integrated.
   - TTY and TDD calls should be recorded in retrievable text files.
   - Calls should show latitude and longitude. If available, calls should show cell tower and sector ID.
   - Telephone buttons should be configurable to local area exchanges and area codes.
   - Instant call replay.

2)  The Radio Simulator should include, but is not limited to the following functions:
   - Each dispatch station should have simulated radio channels and include the following features: Select, Simul select, mute, all mute, call indicator and a busy indicator.
   - Back ground sounds such as gunfire, sirens and other sounds to be integrated.
   - The dispatcher should be able to tone out or page with voice, to be recorded in text with time stamp.
   - Other features to be included are: select speaker, unselect speaker and a digital twenty-four (24) hour clock.
   - Channel labels should be editable to reflect local agencies and departments.
   - A master transmit button to transmit on multiple selected channels.
   - An all mute button.
   - A session replay for each transmission.
   - Trainee should be able to call out to role-players position on non-emergency lines.

3)  The Computer Aided Dispatch (CAD) Simulator should include, but is not limited to the following functions:
   - Automatic Number Identification (ANI) and Automatic Location Information (ALI) Zones
   - Unit categories, unit types, unit status
   - Waiting incidents, active incidents
   - Vehicle status
   - Mapping technology
   - User history report
   - User login
   - Call type code lists
   - Personnel files

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## OFFICIAL BID PRICE SHEET

| ITEM DESCRIPTION | QUANTITY | UNIT PRICE | TOTAL PRICE |
|---|---|---|---|
| **Emergency Communication Training Simulator Systems** | **10 complete systems** | $_____ | $_____ |