

# **REQUEST FOR PROPOSAL (RFP)**

## **NG9-1-1 CALL PROCESSING EQUIPMENT (CPE) AND ESInet**

### **Introduction/Purpose**

It is the goal of this procurement to provide an end-to-end NG9-1-1 system shared by the City of Elko, West Wendover and Owyhee Indian Reservation, with connectivity through the NG9-1-1 Emergency Services IP Network (ESInet). All three dispatch centers will continue to operate independently, however they will benefit from increased resiliency, geo-diversity, cost-effectiveness and interoperability.

The work to be performed includes designing the components necessary for properly functioning systems and the furnishing of all labor, materials, equipment, drawings, engineering, testing and training services necessary for the successful installation and operation of the system and network. Elko County expects the selected vendor to provide a solution that includes all hardware and software installation including all warranty, maintenance and support services to maintain the ongoing functionality of the systems after final acceptance.

Elko County wants to retain a vendor that understands and clearly can demonstrate alignment with the industry's evolution to the National Emergency Number Association (NENA) i3-compliant Emergency Services Internet Protocol (IP) Network (ESInet), as well as deliver such with the utmost reliability.

The Next Generation Database Services Solution will be bid separately and is not a part of this RFP.

Elko County invites your company to submit a written proposal for the Purchase, Installation and Maintenance of an IP Based NG9-1-1 Call Processing solution and an ESInet. Your company is invited to take part in this process and provide a proposal that satisfies the requirements defined herein.

You are hereby advised that Elko County is not committed to any course of action as a result of its issuance of this Request for Proposal and/or its receipt of a proposal from you or other firms in response to it. In particular, you should note that Elko County may:

- Reject any proposal at its sole discretion.
- Will not accept proposals after the stated submission deadline
- Reject all proposals, if it so decides.
- Award contracts in connection with this RFP at any time
- Award only a portion of the request.

- Make no award of a contract.

This RFP is not a binding document: Elko County reserves the right to not award the contract to any respondent if it deems necessary.

## CURRENT ENVIRONMENT

Elko County is the 4th largest county in the United States, covering over 17,000 square miles with an estimated population of 53,000. The county includes four incorporated cities and multiple towns, with the majority being rural with diverse topography.



Figure 1 - Elko County Map

There are currently three Public Safety Answering Points (PSAP's) in the County. The PSAP located at the Central Dispatch Administrative Authority (CDAA) facility in Elko. This center handles emergency communications for police, fire and EMS services throughout most of the county. A second PSAP is in the city of West Wendover. That PSAP primarily serves West Wendover and the adjacent area. The third PSAP is located on the Duck Valley Indian Reservation and is primarily responsible for that Federal land area only.

Basic 9-1-1 (B9-1-1), which is the service provided to Elko County residents and businesses today, is nearly 50 years old. This simple service was implemented when landline phones initiated all 9-1-1 calls, and, at the time, no location information was available for these calls for emergency services. B9-1-1 systems do not provide any caller location information. The B9-1-1 system used in Elko County today is also lacking other important aspects of 9-1-1 service such as Automatic Number Identification (ANI), Automatic Location Information (ALI), Selective Routing and Alternate Routing. In Elko County, "trap" information from 9-1-1 calls is provided directly from Frontier Communications containing the wireline caller's phone number (Caller ID) and sometimes the address; however, no Master Street Address Guide (MSAG) information is available to help locate the caller.

There are seven ILEC wireline telephone companies and at least three primary wireless carriers operating in Elko County.

Call Taking statistics are not available. There is not a current Management Information System that captures statistics at the present time.

### **Inquiries**

Requests for clarification regarding this RFP must be directed to the designated Representative Cash Minor, Assistant County Manager. (775)-753-7073 Email: [cminor@elkocountynv.net](mailto:cminor@elkocountynv.net).

### **Submission Deadline:**

All proposals are due on or before 4:00pm., Pacific Time, February 27, 2019 and shall be valid for 120 days from the RFP proposal due date.

Proposals shall be submitted to Elko County at:

Elko County  
540 Court Street, Suite 101  
Elko, NV 89801  
Attn: Cash Minor, Assistant County Manager  
(775) 753-7073

### **PRE-PROPOSAL CONFERENCE: Not Mandatory**

Will be held on the January 31, 2019 at 1000hrs. at 540 Court Street, Suite 101, Elko, NV 89801. The purpose of this conference is to discuss the specifications and any prospective Proposer's questions regarding the RFP Document and solicitation process. The questions answered will be additional questions that have not already been submitted in writing.

Interested parties should be aware that the Pre-Proposal Conference is for information only, and no meeting minutes are recorded, taken or distributed. Participants may attend in person or by telephone. To attend by telephone, dial 1 (650) 399-4222 and enter participant access code 1680373.

After the meeting, vendors will be able to tour the Elko Dispatch Center. The address of the center will be provided at the Pre-Bid Conference.

### **Cost of Proposal Preparation**

Costs incurred by the proposing vendors in the proposal preparation, printing, and demonstration or negotiation process will be the sole responsibility of the vendor.

### **Other Obligations**

The selected vendor will be required to enter into a written Agreement with Elko County. Elko County will require contractual obligations. These may include but are not limited to the following:

1. **Status Reporting** – The selected vendor will be required to attend at a minimum, monthly status meetings and submit bi-monthly status reports covering such items as progress of work being performed, milestones attained, resources expended, problems encountered and corrective action taken, until final system acceptance. In addition, weekly status calls are required.
2. **Warranty** – All equipment, software and workmanship are to be under warrant for a minimum of one year from the date of system acceptance. The warranty shall require the vendor to be responsible for all cost of parts, labor and field service and pick-up and delivery related to repairs or corrections during the warranty period. There is to be no cost to Elko County beyond those identified in the proposal.
3. **Costs** – All costs should be detailed specifically in the Vendor Pricing Sheets section of the proposal; vendor submission should be for a fixed price solution. Costs should be unbundled and separately listed. Proposals that do not detail specific costs may be considered non-responsive.
4. **Laws to be Observed** – the selected vendor shall keep itself fully informed of and shall observe and comply with all applicable existing State and Federal laws, regulations and codes, and those laws, ordinances, regulations and codes adopted during its performance of work.
5. **Payment Schedules** – Payments for the proposed system shall be based on defined deliverables such as installation and training and be defined in the final contract and purchase order. No payments will be made in advance of work performed.
6. **Liquidated Damages** – Elko County may include in the contract penalty provisions for non-performance.

The vendor acknowledges that Elko County is damaged when the vendor fails to perform services or supply proof of insurance or performance bond, if applicable, according to the requirements detailed in Attachment 1 (Scope of Work). Time is of the essence for this Contract and the vendor acknowledges that Elko County is damaged when the vendor fails to complete the work within the time specified in the Contract, or with such additional time as may be granted by formal Agreement. Damages include, but are not limited to damage to Elko County's reputation and perception in the

community and their costs to provide replacement services. Elko County shall notify the vendor in writing of non-performance or non-timely performances and shall reasonably document all claims for liquidated damages.

(a) **For non-performance or non-timely performance of the vendor to fail to deliver and install the equipment in accordance with the contracted deadline for go-live operations,** it is understood that the amount of \$500 per day for a period of up to 90 days shall be deducted from the monies due the vendor for each intervening calendar day any work remains incomplete, together with any other increased costs incurred by Elko County and without the fault or negligence of the vendor (acts of God, the public enemy, fires, floods). After 90 days, Elko County reserves the right to continue the liquidated damages, at a daily rate of \$1,000, together with any other increased costs incurred by Elko County in completing the work, with a maximum not to exceed the value of the Contract.

(b) **For non-performance or non-timely performance of the vendor’s Insurance requirements,** the vendor shall pay to Elko County \$500 in liquidated damages per Day for per delayed submission of current documents, together with any other increased costs incurred by Elko County in obtaining any additional insurance.

(c) **For system down time during the warranty/maintenance periods:** Immediately upon system acceptance, if any component of the system malfunctions, resulting in a total loss of system operation or significantly degraded functionality, as defined as either a major or minor outage the vendor will provide a credit to Elko County as specified below:

DOWN TIME HOURS	DOWN TIME CREDIT	
	MAJOR OUTAGE	MINOR OUTAGE
1 <sup>ST</sup> HOUR	\$0.00	\$0.00
2 <sup>ND</sup> HOUR	\$0.00	\$0.00
3 <sup>RD</sup> HOUR	\$50.00	\$0.00
4 <sup>TH</sup> HOUR	\$75.00	\$0.00
5 <sup>TH</sup> HOUR	\$100.00	\$20.00
6 <sup>TH</sup> HOUR	\$125.00	\$40.00
7 <sup>TH</sup> HOUR	\$150.00	\$60.00
8 <sup>TH</sup> HOUR	\$175.00	\$80.00
9 <sup>TH</sup> HOUR	\$200.00	\$100.00
EACH ADDITIONAL HOUR	\$200.00	\$100.00

### **Pre-bid Meeting -**

A Pre-Bid Meeting will be conducted on a to be determined date and time, followed by a walkthrough of the Elko 9-1-1 Communications Center. A conference bridge will be established for those not available to attend, however attendance is recommended.

### **Vendor Presentations/Demonstrations**

Elko County will require a presentation/demonstration of all proposed software and systems by qualified finalists. The vendor demonstration may be followed by questions and requests for clarification.

Failure to provide information or a presentation may eliminate a vendor from further consideration.

A computer and projection machine will not be available for the vendor to use.

At the conclusion of the interviews, vendors may be asked to submit Best and Final Offers (BAFOs).

### **Confidentiality of Documents**

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the Elko County and consultant evaluation team or designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract. Following award of contract, all proposals become public documents and are available for public viewing upon an Open Records request per Nevada Open Records Law.

### **Basis for Award/Selection Criteria**

All proposals are to be valid for ninety (90) days from date of receipt by Elko County. After receipt of the proposals, Elko County will evaluate all proposals for specific information listed below. Review and evaluation criteria included, but is not limited to the following:

- A. The Vendor has demonstrated an understanding of the requirements and provided written information supporting the services their company can provide.

- B. The Vendor has provided pricing information for services requested in the RFP and all other relevant costs, as well as financial competitiveness.
- C. The Vendor has demonstrated, in writing, their ability to service Elko County with creative, technical and customer service requirements outlined in the proposal.
- D. Appropriate use of state-of-the-art technology or appropriate technology to provide services as described in the RFP.
- E. Vendor demonstrated level of commitment and ability to provide all services outlined and to maintain the highest level of customer service and responsiveness to Elko County.
- F. Proven experience and good references with comparable system installations.

**Submission Of Proposals**

**A. Proposers are requested to provide a sealed envelope/box containing**

- 1. One original Proposal submittal, including Package A, Package B, Package C.
- 2. Four electronic copies on a USB thumb drive of the Proposal submittal Packages A – C

**B. Proposers are requested to provide a second sealed envelope/box containing**

- 1. One original Proposal submittal, including Package D - Pricing
- 2. Four electronic copies on a USB thumb drive of the Proposal submittal Package D - Pricing

**EVALUATION CRITERIA – PROPOSAL FORMAT**

The evaluation criteria are outlined below, by package:

**A. Package A – BACKGROUND INFORMATION (PASS/FAIL REVIEW)**

**1. TAB A-1 PROPOSAL LETTER**

A letter transmittal signed by an authorized representative of the vendor accompanied by attachments should be address to Elko County and at a minimum must contain the following:

- a) Identification of the offering vendor, including name, address, Tax ID number, telephone and fax number;
- b) Proposed working relationship among vendor and any subcontractors, if applicable.
- c) Name, title, address, telephone and fax numbers and email address of contact person during the period of evaluation of Proposals;

- d) A statement to the effect that the Proposal shall remain valid for a period of not less than 90 days from the date of submittal;
- e) Signature and title of a person authorized to bind the offering vendor to the terms of the Proposal;

**2. TAB A-2 EVIDENCDE OF GOOD STANDING AND LICENSES; AUTHORIZED EXECUTION**

- a) Vendor shall provide evidence that it is in good standing in the state of its incorporation/organization and/or that it is qualified to do business in the State of Nevada;
- b) Vendor must identify a designated contact(s) who is/are authorized to negotiate on its behalf with Elko County in connection with this RFP, the Project and the Contract (including price) and to bind the vendor on all matters relating to the RFP and Contract.

**3. TAB A-3 INFORMATION REGARDING PAST PERFORMANCE**

The vendor shall submit the information set forth below regarding past performance, activities and projects. The information shall cover the five-year period prior to the date of the Proposal submission.

- a) Information concerning any instance of where the vendor was debarred, disqualified or removed from a Federal, State or Local Government contract;
- b) Any instance where the vendor submitted a bid or Proposal on a public project and was found not to be a responsible vendor or Proposer by an awarding body;
- c) Any instance where the vendor defaulted on a public contract;
- d) Information concerning any bankruptcy or receivership of the vendor;
- e) Information concerning all adverse claims, disputes, arbitrations or lawsuits (including any settlement thereof) between the vendor of a project and the Proposer in which the claim, settlement or judgment exceeds \$50,000.

**4. TAB A-4 INSURANCE**

The successful vendor, at its own expense, shall obtain and maintain, for the duration of the Contract, insurance against claims for injuries to persons, damages to property, or other losses which may arise from or in connection with the successful vendor's negligence or fault in the performance of the work, required by the Project by the successful vendor, its agent, representatives, employees or subcontractors of any tier. Minimum levels of insurance shall be:

**Commercial General and Umbrella Liability Insurance.** Vendor shall maintain commercial general liability (CGL) and, if necessary, commercial umbrella insurance, with a combined limit of not less than \$1,000,000 each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply separately to the Services.



**Automobile Liability.** Vendor shall maintain automobile liability insurance with limits of no less than \$1,000,000 per accident for bodily injury and property damage.

**Workers Compensation.** Vendor shall maintain worker's compensation insurance as may be required by the State of Nevada

**Professional Liability (E&O) Insurance.** Vendor shall maintain E&O insurance with limits of no less than \$1,000,000 per occurrence.

The vendor shall provide a letter from an insurance company indicating that the vendor is able to obtain the insurance and name Elko County as additional insured as required.

## **B. PACKAGE B – QUALIFICATIONS (EVALUATED AND SCORED)**

### **1. TAB B-1 EXECUTIVE SUMMARY**

The vendor shall provide an Executive Summary of the entire proposed project, signed by an authorized official of the company.

### **2. TAB B-2 COMPANY DESCRIPTION AND HISTORY**

The vendor shall provide an explanation of their corporate description and history including business organization, location(s) of office(s), types of services and products offered, the number of years in business, the number of employees. The vendor must also provide the number of years in business providing E9-1-1 call taking and ESInet solution services.

### **3. TAB B-3 STAFF QUALIFICATIONS**

The vendor shall identify the members of its proposed project team, including the project manager.

- a) An identification of the proposed project manager and other key personnel (project staff) and subcontractors who will be responsible with resumes (limited to one page per person), describing their qualifications.

### **4. TAB B-4 VENDOR REFERENCES**

Ensure that references have given permission to be contacted. The vendor must include the following:

- a) Provide a client name, current phone number and email address of each client's applicable Project Manager or equivalent to use as a contact person. A description of the projects listed.
- b) A concise description of the work performed and the products and/or services delivered on the identified projects and a statement as to whether the vendor was the lead firm on the project.

- c) If the vendor was the lead firm on the identified project, the name of any subcontractors used on the identified projects.
- d) The project's beginning and ending dates
- e) Experience meeting the schedule and budget for the projects listed.
- f) Identifications of any termination action taken by the project client.

**C. PACKAGE C – DRAFT SCOPE OF WORK (EVALUATED AND SCORED)**

- 1. The vendor is to respond to the entire draft Scope of Work

**D. PACKAGE D – PRICING PROPOSAL (EVALUATED AND SCORED) Must be packaged separately.**

1. In this section, provide the pricing for the Services and any Goods proposed to accomplish the entire project, including the design, installation, implementation and warranty system maintenance services of Elko County, the minimum requirements of which are stated in Attachment 1 (Draft Scope of Work). Itemized pricing should be broken down for Elko County. The Owyhee reservation must be priced separately. The total amount offered shall be inclusive of all costs associated with performing the Scope of Work, including but not limited to, travel expenses. A payment schedule must be submitted to show how the vendor will handle invoicing and progress payments.

The pricing will be scored. All proposing vendors must fill out the Vendor Pricing Sheet Attachments B and C

**Evaluation Process**

Each proposal received for this RFP will be secured with access limited to specific Elko County staff and representatives. Responses will be reviewed and evaluated in accordance with this section.

**1. INITIAL PASS/FAIL REVIEW**

Each RFP response will be reviewed to determine whether the vendor has satisfied all of the requirements specified in Package A (Background Information). This initial review will be on a pass/fail basis. Proposals that are non-responsive to this RFP, or that otherwise do not provide the required information, including the required information

in Packages B, C, D, E, and F will be considered unacceptable. Non-responsive proposals will not be subject to further review, evaluation or scoring.

Minor informalities, irregularities, and apparent clerical mistakes or minor omissions in Packages A through F, which are unrelated to the technical qualifications content of the proposal shall not be the basis for finding a proposal to be non-responsive, if corrected promptly by the vendor upon receipt of notification from Elko County.

## 2. EVALUATION OF ACCEPTABLE PROPOSALS

Each vendor submittal that passes the initial pass/fail review is considered “acceptable”, shall than be evaluated.

### a) INTERVIEWS/PRESENTATIONS

Elko County will require vendor presentations, followed by questions and requests for clarification by the vendor.

### b) BEST AND FINAL OFFERS (BAFOs) (optional)

At the conclusion of the interview vendors may be asked to submit BAFOs, which will include final price proposals.

## 3. EVALUATION RECOMMENDATION

After the vendor proposals are evaluated and scored, the acceptable proposal will be recommended for contract selection. The highest ranked proposal will be based on the evaluation criteria specified in this RFP, and any interviews, presentations and/or BAFO.

## GENERAL TERMS AND CONDITIONS:

- A. MANDATORY USE OF COUNTY FORM AND TERMS AND CONDITIONS: Failure to submit a proposal on the official County form provided for that purpose may be cause for rejection of the proposal. Modification of or additions to the terms and conditions of the solicitation may be cause for rejection of the proposal; however, the County reserves the right to decide, on a case-by-case basis, in its sole discretion, whether or not to reject such a proposal.
- B. APPLICABLE LAWS AND COURTS: This solicitation and any resulting contract shall be governed in all respects by the laws of the State of Nevada and any litigation with respect thereto shall be brought in the court of the County of Elko, Nevada. The Contractor shall comply with applicable federal, state and local laws and regulations.

- C. ANTI-DISCRIMINATION: By submitting their proposals Offerors certify to the County that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended and The Americans With Disabilities Act.
- D. ETHICS IN PUBLIC CONTRACTING: By submitting their proposals, Offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.
- E. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By submitting their proposals, the Offerors certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.
- F. DEBARMENT STATUS: By submitting their proposals, Offerors certify that they are not currently debarred from submitting bids or proposals on contracts by any agency of the State of Nevada, nor are they an agent of any person or entity that is currently debarred from submitting bids or proposals on contracts by any agency of the State of Nevada.
- G. ANTITRUST: By entering into a contract, the Contractor conveys, sells, assigns and transfers to Elko County all rights, title and interest in and to all causes of the action it may now have or hereafter acquire under the antitrust laws of the United States and the State of Nevada, relating to the particular goods or services purchased or acquired by Elko County under said contract.
- H. CLARIFICATION OF TERMS: If any prospective Offeror has questions about the statement of needs or other solicitation documents, the prospective Offeror should contact the buyer whose name appears on the face of the solicitation, no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.
- A. QUALIFICATIONS OF OFFERORS: The County may make such reasonable

investigations as deemed proper and necessary to determine the ability of the Offeror to perform the work/furnish the item(s) and the Offeror shall furnish to Elko County all such information and data for this purpose as may be requested. The County reserves the right to inspect Offeror=s physical facilities prior to award to satisfy questions regarding the Offeror=s capabilities. The County further reserves the right to reject any proposal if th evidence submitted by, or investigations of, such Offeror fails to satisfy the County that such Offeror is properly qualified to carry out the obligations of the contract and to complete the work/furnish the item(s) contemplated therein.

- B. ASSIGNMENT OF CONTRACT: A contract shall not be assignable by the Contractor in whole or in part without the written consent of Elko County.
  
- C. CHANGES TO THE CONTRACT: The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modifications shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
  
- D. DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, Elko County, after due oral or written notice, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies, which the County may have.
  
- E. PROMPT PAYMENT OF BILLS: The County shall promptly pay for the completed services by the required payment date. If no such date has been established by the contract, thirty days after receipt of a proper invoice for the amount of payment due, or thirty days after the receipt of services, whichever is later.
  
- F. OPEN RECORDS:
  - 1. Procurement proceedings, records, contracts and orders are public records, open to the inspection of any citizen or any interested person, firm, or corporation, in accordance with Nevada law.
  
  - 2. Any competitive negotiation Offeror, upon request, shall be afforded the opportunity to inspect proposal records within a reasonable time after the evaluation and negotiations of proposals are completed, but prior to award

except in the event that the public body decides not to accept any of the proposals and to reopen the contract.

3. Despite the preceding restrictions as to when Offerors and the general public may inspect proposal records, the identity of Offerors submitting proposals in the competitive negotiation process may be disclosed.

G. CANCELLING OR AMENDING A SOLICITATION: The County may cancel or withdraw a solicitation in whole or in part and reject any and all proposals at any time prior to award.

H. POSTAGE: All proposals should be weighed and the postage verified before mailing. The U.S. Postal Service does not deliver or return unstamped mail. Postage due may be delivered, but the County will not assume the responsibility for paying the amount due and may return or refuse mail.

**ATTACHMENT A: - SCOPE OF WORK**

**ATTACHMENT B: - VENDOR PRICING SHEET**

**ATTACHMENT C: - VENDOR PRICING SHEET FOR OWYHEE RESERVATION**

**ATTACHMENT A**  
**STATEMENT OF WORK**

**1.0 SCOPE OF WORK -SHARED SERVICES NG9-1-1 CALL PROCESSING EQUIPMENT (CPE) AND ESInet**

The following are the services requested to be performed by the successful vendor. The final Scope of Work will be a coordination of effort between Elko County and the vendor, based on the successful proposer’s proposal and final negotiations between the parties.

The work to be performed includes designing the components necessary for properly functioning systems and the furnishing of all labor, materials, equipment, drawings, engineering, testing and training services necessary for the successful installation and operation of the system and network. Elko County expects the selected vendor to provide a solution that includes all hardware and software installation including all warranty, maintenance and support services to maintain the ongoing functionality of the systems after final acceptance.

**1.1 PROJECT OVERVIEW**

It is the goal of this procurement to provide an end-to-end NG9-1-1 system shared by the City of Elko, West Wendover and Owyhee Indian Reservation, with connectivity through the NG9-1-1 Emergency Services IP Network (ESInet). All three dispatch centers will continue to operate independently, however they will benefit from increased resiliency, geo-diversity, cost-effectiveness and interoperability.

Elko County wants to retain a vendor that understands and clearly can demonstrate alignment with the industry’s evolution to the National Emergency Number Association (NENA) i3-compliant ESInet, as well as deliver such with the utmost reliability.

The Next Generation 9-1-1 Database Services solution will be bid separately and is not a part of this RFP.

**1.2 RESPONSES TO EACH REQUIREMENT**

1.2.1 The responses to each requirement described in this RFP must include one of the following:



**Understood:** The respondent understands the statement without question or providing clarification.

**Complies:** The respondent proposal complies with the RFP requirements and the products/services are included in the base price, are currently developed, and are available for implementation (i.e., must be generally available).

**Complies Partially:** The respondent proposal addresses the RFP requirements through another method that is currently developed and is available for implementation (i.e., must be generally available) or the solution complies with some, but not all, of the requirements. Respondent is responsible for clearly explaining how its proposed solution does not fully comply.

**Complies with Future Capability:** The RFP requirements will be met with a capability delivered at a future date. This response must include a calendar quarter and year that the requirement will be met with a generally available product or service at no additional cost.

**Does Not Comply:** The respondent proposal does not/cannot meet the specific RFP requirement.

1.2.2 Below each requirement will be either one (Understood) checkbox or four checkboxes (Complies, Complies Partially, Complies with Future Capability, Does Not Comply). Respondent must respond by placing an "X" in only one checkbox per stated requirement. Failure to complete this process properly will be treated the same as "Did Not Answer."

**Understood**

1.2.3 A response and description to each requirement is required. Do not underestimate the importance of providing details. The details should be sufficient to properly convey respondent's intentions, but should not be verbose in nature. Marketing materials are not considered appropriate in-line responses. Respondent may attach marketing materials as separate, supplemental documents, but details are still required to support the answer.

**Understood**

1.2.4 Respondent shall not refer to other sections as a response. Even if the response is an exact duplicate of a previous response, the details must be provided in the same paragraph as the requirement. Respondent must not include pricing information in its description and must not refer the reader to pricing; note that Elko County's evaluation team(s) members will not have access to pricing information.

**Understood**

### 1.3 PROJECT SUMMARY

The proposed vendor shall be responsible for providing the following project components:

1. Furnishing and installing new systems equipment
2. Engineering and systems design
3. Project Management
4. Software installation and programming
5. Training
6. System and Acceptance testing
7. Cutover plan and execution
8. Back-out plan
9. Certification
10. Ongoing hardware and software support and upgrade/replacement schedule

**Understood**

#### **1.4 CURRENT ENVIRONMENT**

Call Taking statistics are not available. There is not a current Management Information System that captures statistics at the present time.

The following is information on each dispatch center. **Elko Central Dispatch**

The dispatch center equipment/employees:

- 14 Full time telecommunicators
- 4 consoles, two are manned 24/7
- CAD is Tyler Tech (New World) version 10.2, last update July 2005 – interfaces with Police Records Management System
- CPE is AASTRA, 67371 integrated with CAD – CPE will be replaced in this procurement
- Radio System – Motorola VHF for PD and FD. Harris 800 trunked system for Sheriff's Department.
- Recording Equipment – Exaxom Timegate digital recorder, version Hindsight G2, vs 0.1.1.4
- Master Clock – EmergiTech – installed 3 years ago
- Microwave/Fiber – City of Elko has a private fiber connection. Dispatch currently uses this for internet and CAD connectivity
- Internet service – Level 3 Communications
- Telephone Company – Frontier Communications
- Call Statistics not available – current CPE does not have statistical reporting capability

### **West Wendover Dispatch Center**

- Provides service for Police, Fire, EMS, Ambulance and Public Works for the City of West Wendover
- Currently 4 Full Time telecommunicators, allocated 7
- 2 consoles, 1 manned while short staffed
- CAD is Computer Information Systems (CIS), version 13.05, installed in 2008. Interfaces with RMS and electronic ticketing
- CPE is Zetron, model 3240D integrated with CAD – CPE will be replaced with this procurement
- Radio System – Motorola, MTR VHF system
- Recording Equipment – manufactured by JEL, Inc. it is a digital system
- Master Clock – no Master Clock
- Microwave/Fiber – currently fiber to the building, provided and serviced by CentraCom
- Internet service – provided by CentraCom
- Telephone Company – 9-1-1 has been ported out to Centracom Interactive but the number 9-1-1 is still translated at the Frontier Communications switch
- Call Statistics not available – current CPE does not have statistical reporting capability

### **Owyhee Dispatch Center – Duck Creek Indian Reservation – Federal land**

- Provides service for Police/Fire/EMS/Ambulance within the Reservation area
- 4 Telecommunicators – 1 is also a supervisor
- 1 console
- No CAD system
- CPE is 2 telephone instruments, 1 Avaya and 1 AT&T – CPE will be replaced with this procurement
- Radio System – Motorola
- Recording Equipment – is Stencil without playback capability at the console
- Master Clock – no Master Clock
- Microwave/Fiber – currently none
- Internet service – Century Link is the provider
- Telephone Company – is Century Link
- Call Statistics not available – current CPE does not have statistical reporting capability

They are in the process of moving to a new location and anticipate this will occur prior to installation of this CPE and ESInet.

The pricing for Owyhee must be provided as a separate entity.

## **2.0 GENERAL REQUIREMENTS**

### **2.1 RESPONDING VENDOR VISION OF NG9-1-1**

Elko County is interested in retaining a vendor that understands and clearly can demonstrate alignment with the industry’s evolution to the NENA i3-compliant Emergency Services Internet Protocol (IP) Network (ESInet) solution, NG9-1-1 CPE, as well as the demonstrated ability to deliver such with reliability. The responding vendor shall describe its vision of Next Generation 9-1-1 (NG9-1-1) and how it aligns with NENA’s vision

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **2.2 OVERALL GOALS**

The goal of this project is to ensure the implementation of a cost-effective, reliable, and fully functional ESInet and NG9-1-1 CPE solution that meets or exceeds current and emerging NG9-1-1 i3 compliancy and standards. The ESInet and NG9-1-1 CPE project includes the following goals:

1. The proposed solution must be resilient and highly reliable with no single point of failure for any critical “call-path” components
2. The proposed solution should be available 24 hours per day, 7 days per week, 365 days per year with a 99.999% availability
3. The solution must be monitored and managed on a 24x7x365 basis
4. It is highly recommend that a phased implementation be used on this project
5. The proposed vendor shall provide access to a portal (dashboard) representing a real-time status of the NG9-1-1 network
6. The hosted call handling solution will be connected to the future ESInet as a geographical diverse interconnected platform
7. Elko County ESInet will eventually connect to the State of Nevada’s ESInet and the public safety broadband network for First Responders (FirstNet)

- Understood**

### **2.3 GRANT INFORMATION**

This project is funded by the State Homeland Security Program (SHSP) grant. There are grant requirements that must be met by a vendor.

Each responding vendor must list the following information in their proposal:

- Hardware needed for the project, with pricing
- Database Software, with pricing
- Network components, with pricing
- Services provided, with pricing – e.g.- project management
- Training, with pricing

**Understood**

### 3.0 TECHNICAL REQUIREMENTS

#### 3.1 STANDARDS

##### Adopted Standards

SDO	Standard ID	Title	Description	Latest Revision/Release Date
ATIS	ATIS-0500017	Consideration for an Emergency Services Next Generation Network (ES-NGN)	Identifies standards and standards activities that are relevant to the evolution of emergency services networks in the context of next generation telecommunications networks.	Version 1 June 2009
DOJ	CJISD-ITS-DOC-08140-5.6	Criminal Justice Information Services (CJIS) Security Policy	Provide information security requirements, guidelines and agreements reflecting the will of law enforcement and criminal justice agencies for protecting the sources, transmission, storage and generation of criminal justice information.	Version 5.6 June 5, 2017
IETF	RFC 3261	SIP: Session Initiation Protocol	Describes the Session Initiation Protocol (SIP) an application layer control (signaling) protocol for creating, modifying, and terminating sessions (including Internet	Version 1 July 2002

			telephone calls, multimedia distribution, and multimedia conferences) with one or more participants	
IETF	RFC 3986	Uniform Resource Identifier (URI) Generic Syntax	Defines the generic URI syntax and a process for resolving URI references, along with guidelines and security considerations for the use of URIs on the Internet.	Version 1 January 2005
NENA/APCO	REQ-001.1.1-2016	Next Generation 9-1-1 PSAP Requirements	Provides requirements for functions and interfaces between an i3 PSAP and Next Generation Core Services (NGCS), and among functional elements associated with an i3 P	Version 1 January 15, 2016
NENA	08-002	Functional and Interface Standards for NG9-1- (i3)	Establishes standards for functions and interfaces between elements within an ESI-net and describes the relationship between NENA standards and the standards of other standards development organizations (SDOs), such as the IETF and 3GPP/3GPP2.	Version 1 December 18, 2007
NENA	STA-010.2-2016	Next Generation 9-1-1 PSAP Requirements	Provides requirements for functions and interfaces between an i3 PSAP and Next Generation Core Services (NGCS), and among functional elements associated with an i3 PSAP	Version 2 September 10, 2016
NENA	08-501	Network Interface to IP Capable PSAP	Provides technical requirements for the development of IP-based interfaces between the network and PSAP customer premises equipment (CPE) in an NG9-1-1 transitional environment.	Version 1 June 15, 2004

NENA	INF-016.2-2018	Emergency Services IP Network Design for NG9-1-1 (ESIND)	Provides information that will assist in developing the requirements for and/or designing an i3-compliant ESInet	Version 1 April 5, 2018
NENA	08-751	Technical Requirements Document	Provides requirements for ESInet architecture and security, among other i3 PSAP functions, and establishes a foundation for future i3 standards development.	Version 1 September 28, 2006
NENA	75-001	Security for Next Generation 9-1-1 (NG-SEC)	Establishes the minimal guidelines and requirements for levels of security applicable to NG9-1-1 entities.	Version 1 February 6, 2010
NENA	INF-015.1-2016	NG9-1-1 Security Information Document	Provides mechanisms and best practices for cybersecurity for i3 systems.	Version 1 December 8, 2016
NERC	CIP-002-009	Critical Infrastructure Protection	Addresses the security of cyber assets essential to the reliable operation of the nation's critical infrastructure	Version 1 December 16, 2009
NIST	FIPS 140-2	Security Requirements for Cryptographic Modules	Specifies security requirements that will be satisfied by a cryptographic module utilized with a security system protecting sensitive but unclassified information.	Version 1 December 3, 2002 Update in progress
NIST	Cybersecurity Framework	Framework for Improving Critical Infrastructure Cybersecurity	Provides standards, guidelines, and best practices that promote the protection of critical infrastructure	Version 1.1 April 16, 2018

As industry standards evolve, the proposed vendor's solution shall be updated/upgraded to maintain compliance with the current version of established industry standards. The responding vendor's solution shall support new IP network and security industry standards within 18 months of ratification of applicable industry standards. Compliance requirements apply also to the supporting standards referenced within each standard. As solution updates are made to maintain industry standards compliance, the solution shall not abandon services or feature functionality in place at the time of the solution upgrade. The responding vendor shall

identify any performance or feature changes prior to the upgrade and report them to Elko County for approval.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **3.2 PROPRIETARY SOLUTIONS AND STANDARDS**

Proprietary solutions, or solutions with limited compliance with industry standards, may be disqualified if it is determined that the solution will not immediately achieve Elko County’s goal of 99.999% reliability, interconnectivity and interoperability throughout its service footprint, and with future neighboring ESInets. Respondent shall reveal any use of proprietary standards, interfaces, or protocols in its proposed solution, or state that it fully complies with this requirement. In addition, Respondent shall reveal if patented technology is utilized in its proposed solution, who owns the patent, and describe any licensing arrangements. Any limitations, whether technological or philosophical, shall be disclosed in the response.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **4.0 ELKO COUNTY REQUIREMENTS**

System and network architecture, including the design and deployment of interface functions and security measures, shall comply with current NENA i3 requirements as established in NENA-STA-010.2-2016, NENA Detailed Functional and Interface Standards for the NENA i3 Solution.

- Understood**

#### **4.1 PUBLIC SAFETY-GRADE DEFINITION**

The national standards listed in this document provide standards and requirements an IP network and core functions shall meet or exceed to be considered an ESInet. The term “public safety-grade” has been utilized to refer to this level of standards compliance; however, a



universal definition of this term has not been proposed by a standards development organization (SDO) or accepted by the public safety community. For the requirements associated with this IP network and core service design and deployment, Elko County has accepted the following metrics to define public safety-grade:

- **Reliability**

“Reliability” is the ability of a system or component to perform its required functions under stated conditions for a specified period. The traditional measure of system or component reliability is Mean Time Between Failure (MTBF). The required MTBF must result in system reliability of 0.99999 (99.999%, or 5-9s) as recommended in NENA 08-506, Section 3.4.2.

- **Availability**

“Availability” is the degree to which a system or component is operational and accessible when required for use. System availability is dependent upon the Mean Time to Repair (MTTR) calculation, which measures the time it takes to recover from component failure, a failed system upgrade, operator error, or other scheduled and unscheduled system interruption. Downtime must not exceed five minutes per year, or 99.999% (5-9s) availability, as recommended in NENA 08-506, Section 3.4.4

- **Security**

Secure communications must be retained through the following measures, as recommended in NENA-INF-015.1-2016, Section 3.2:5.

- **Network Traffic Restrictions**

All data traversing the IP network, and subsequent access to that data, is restricted to public safety use only, as required in NENA-STA-010.2-2016,6 Section 3.7. Commercial and non-public safety data and access is strictly prohibited from sharing bandwidth dedicated for ESInet use.

The established metrics in this definition can be achieved through system and component redundancy, diversity, resiliency, and other similar engineering methodologies. When the term “public safety-grade” is applied in this document, the responding vendor should describe how its network and core service system and components for critical functions either meets or exceeds the standards-based, public safety-grade definition adopted by Elko County.

When this term is used in this document to describe the expected level of service for the IP network and functionality, the vendor shall confirm that its service and components meet or exceed both the national standards listed in Section 3.1 and the public safety-grade definition adopted by Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**4.2 CAPACITY**

**4.2.1 Initial Design and Deployment**

The responding vendor’s initial design and deployment of the IP Selective Router (IPSR)/NGCS elements, including all components and physical network segments, shall provide capacity that will support current and planned IP network traffic and usage that occurs because of data sharing in and between all participating PSAPs and designated support agencies. Additionally, the system and network design shall allow for 50 percent traffic and usage growth for the life of the contract. All current and potential core functions and applications should be considered, e.g., call-handling systems, computer-aided dispatch (CAD), logging, GIS data, streaming media, real-time text, IP traffic, traffic management systems, communications systems, and incident management systems.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**4.2.2 Scalable Deployment**

As Elko County migrates toward a fully compliant NG9-1-1 environment, additional PSAP functions will transition to the systems and network. The responding vendor’s systems and network solution shall be designed and deployed in a way that is easily scalable, with the capability to grow in both capacity and coverage without any disruption in service.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**4.3 POWER DISTRIBUTION**

Responding vendor will maintain redundant power feeds to equipment and cabinets, redundant equipment power supplies, and backup power systems that sustain vendor-deployed and vendor-supported core and edge system and network components. Any point in

the network that does not meet the stipulated power and redundancy requirements should be identified, and alternate plans to achieve requirement compliance should be provided.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **4.4 SECURITY**

##### **4.4.1 Cybersecurity**

For the purposes of this document, cybersecurity is defined as the established systems and processes focused on protecting computers, networks, programs, and data from unintended or unauthorized access, modification, or destruction.

##### **4.4.2 Security Requirements and Standards**

The security requirements established in applicable standards listed in Section 4.1.1 apply equally to all elements of the system requested in this RFP, including but not limited to components located in the following building types (as applicable):

- Data centers
- PSAPs
- Network-housing structures
- Regeneration sites and other facilities housing any element or device that is part of the overall system

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

##### **4.4.3 Security Plan**

A comprehensive security plan is a critical component of Elko County's IP network solution. Proposed vendor shall describe its security plan, including its mitigation, monitoring, alerting, information release, and incident-response processes. Respondent shall provide information on specific hardware components and software systems incorporated in the proposed security plan. The proposed solution's security plan is required to utilize the latest NENA specifications and incorporate the intentions of the Communications Security, Reliability and Interoperability Council (CSRIC) best practices 7. All applicable rules and regulations of the Federal Communications Commission (FCC), in addition to those specified herein, shall apply.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**4.4.4 Security Compliance Matrix**

Responding vendor shall provide a compliance matrix, as outlined in NENA 75-502, NENA NG-SEC Audit Checklist. The matrix shall identify whether the Respondent’s proposed solution Complies (C), Complies Partially (CP), Complies with Future Capability (CFC) or Does Not Comply (DNC) with the identified requirement(s) for each audit question, using the instructions provided in Section 3 of NENA 75-502.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**4.4.5 Predictive Analysis and Monitoring**

Responding vendor shall describe its capabilities to provide predictive analysis and modeling to combat security threats.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**4.4.6 Credentialing Process**

Responding vendor’s proposed solution shall provide a process so that devices and carriers outside the IP network shall not have credentials, per NENA-STA-010.2-2016 or its successor document. Vendor shall provide details regarding how its proposed solution ensures that devices and carriers outside the IP network are not provided credentials.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**4.4.7 Third-Party Security Audits**

Responding vendor shall allow for annual third-party security audits at the request and cost of Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**4.5 Physical Security**

All structures outside Elko County’s control that will house components of the IPSR/NGCS shall have security and access-control systems that ensure that only duly authorized individuals can access the areas housing Elko County’s systems and network equipment. Any workstations or other equipment connected to, or capable of accessing, the IPSR systems shall be housed in secured, access-controlled areas. Any devices, power distribution, and cross-connect panels feeding the cages or rooms housing Elko County’s systems similarly shall be protected. Any elements that are not under the direct control of the vendor shall be identified, and a description of the building’s security and access-control systems shall be provided.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**4.6 ORIGINATING SERVICE PROVIDER (OSP) CONNECTIVITY**

**4.6.1 Certified Telecommunication Utility (CTU) Status**

Responding vendor shall possess all requisite state certifications to operate as a 9-1-1 service provider in the state of Nevada.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**4.6.2 Interconnection and Commercial Agreements and Trunking**

Responding vendor shall be responsible for negotiating interconnection or commercial agreements and for data and network connection arrangements with each service provider. Interconnection or commercial agreements shall cover subjects including, but not limited to, split rate centers and cell sectors, tandem-to-tandem connections to legacy selective routers and IPSRs, local number portability (LNP), national number portability (NNP), and Function of

Code R (FoCR). The vendor shall describe the process and provide timelines for meeting the requirements of this section, as well as its expected process for resolution of disputes in the unlikely event that such would occur.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **4.7 NETWORK OPERATIONS CENTER (NOC)**

##### **4.7.1. Centralized NOC**

All services and components deployed and interconnected as part of the proposed vendor solution shall be monitored 24 x 7 x 365 by a centralized network operations center (NOC).

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

##### **4.7.2 Remote Connectivity Required**

Responding vendor shall provide any network connectivity required to support its NOC services. The vendor shall describe any remote connectivity required by its solution including, but not limited to, virtual private network (VPN), phone-home connection, and tech support remote access.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

##### **4.7.3 Connected Systems Compliance**

Any system that connects to an IP-enabled network shall be required to comply with applicable standards, including security standards, and demonstrate compliance through an initial and recurring audit.

- Complies**

- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **4.8 CHANGE MANAGEMENT SYSTEM**

##### **4.8.1 Change Management Review System**

Responding vendor shall describe its change management system and its ability to provide Elko County's program manager with the ability to review proposed change requests and the client approval process. The vendor shall provide monthly reports detailing change tickets opened, pending, resolved, and closed.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

##### **4.8.2 Change Testing Environment**

A non-production ESInet replica, test lab, or similar system shall be established to test, and exercise proposed upgrades, third-party interfaces, and applications prior to their release in a live production environment. This system also could be leveraged for training purposes. Respondent shall provide detailed descriptions of its solution that satisfies this function in the change management process.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

##### **4.8.3 Change Management Process**

Responding vendor shall outline their detailed change management process

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

##### **4.8.4 Notifications**

Responding vendor shall specify how its NOC informs participating jurisdictions or their designees of problems with the network, scheduled service/maintenance outages, and upgrades. Notification shall be provided to Elko County entities via multiple communications means agreed to by both parties. Entities requiring notification may change, depending on the alarm or incident. Respondent shall provide a detailed explanation explaining how its proposed solution meets or exceeds the above requirements.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **4.8.5 Escalation Procedures**

Responding vendor shall outline a detailed jurisdiction-level escalation process to be used during incidents that affect service, particularly those that result in critical service outages. Vendor shall describe how discrepancies in the perception of service level agreement (SLA) incident levels may be escalated and addressed. These procedures shall be maintained and accessible via an online portal. Responding vendor shall provide a detailed explanation describing how its proposed solution meets or exceeds the above requirements.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## **5.0 EMERGENCY SERVICES IP NETWORK (ESINET)**

### **5.1 DIVERSITY REQUIREMENTS**

The responding vendor should have a dual core MPLS network with geographically diverse Network to Network Interfaces (NNI). Each PSAP on the ESInet should have a link to each of the NNI. The last mile transport to the PSAPs should be carrier diverse back to the NNI. It is recommended to use a combination of telephone companies, cable companies, wireless carriers and/or private microwave providers. The Owyhee PSAP may need to utilize microwave. Respondent shall provide a detailed explanation explaining how its proposed solution meets or exceeds the above requirements.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**



## 5.2 IPv4 and IPv6 SUPPORT

All network equipment shall be new and of current manufacture at the time of implementation. All servers, systems, routers, switches, and other network equipment shall support IPv4 and IPv6, and have the capability to run dual protocol stacks.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## 5.3 OPEN STANDARDS

Open standards-based protocols shall be used, and the use of proprietary routing protocols is prohibited.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## 5.4 MULTICAST ROUTING AND SWITCHING

Routers and switches must support multicast routing and switching.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## 5.5 QUALITY OF SERVICE

The network equipment shall support quality of service (QoS) marking for prioritizing traffic in the network using the Differentiated Services Code Point (DSCP) protocol. While the network can change DSCP values through rules, the values typically are set by the system or functional element that originates the traffic. Network routers and switches shall not be configured in such a manner as to change DSCP values set by originating functional elements. Provide details to support your solution.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.6 ESInet PROPERTIES**

The proposed ESInet shall be private, robust, scalable, secure, diverse, redundant, sustainable, and self-healing. Respondent shall propose a network solution for all sites. Provide details to support your solution.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.7 SPECIAL CONSTRUCTION**

The proposed vendor is responsible for any fees incurred through system commission, construction permits, make-ready costs, and other subcontracted activity.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.8 NETWORK DESIGN DOCUMENTATION**

The proposed vendor shall provide a network or solution diagram that clearly depicts the vendor’s proposed transitional and end-state designs for the ESInet.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.9 NETWORK AS-BUILT DOCUMENTATION**

The proposed vendor shall provide a network or solution diagram that clearly depicts the Respondent’s ESInet solution as proposed for implementation at Elko County. (If it will assist vendor in providing more detailed information, the vendor should not hesitate to mark such as being confidential and proprietary information, or information that Elko County may wish to protect as confidential information because of public safety and homeland security concerns.)

- Complies**
- Complies Partially**

- Complies with Future Capability**
- Does Not Comply**

**5.10 PROVIDE NETWORK TO NETWORK INTERFACE WITH OTHER IP NETWORKS**

The proposed vendor shall provide an ESInet solution capable of interfacing with other regional IP networks or IP networks serving the area as they are established to support the transfer of voice and data.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.11 NEXT GENERATION CORE SERVICES (NGCS) ELEMENTS**

The proposed vendor shall provide a network or solution diagram that clearly depicts the vendor's proposed transitional and end state for Elko County's ESInet and NGCS. The following functional elements and services shall be included at a minimum:

- Border Control Function (BCF)
- Emergency Services Routing Proxy (ESRP)
- Policy Routing Function (PRF)
- Discrepancy Reporting
- Logging and Recording
- Time Server
- Alarm Integration
- Message Session Relay Protocol (MSRP)

The overall system design and individual functional elements shall support multi-tenant operation. The vendor shall provide an example of a successful implementation of a multi-tenant solution and describe the multi-tenant features of each functional element to which they apply.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## 5.12 BORDER CONTROL FUNCTIONS (BCF)

### 5.12.1 BCF Description

The BCF shall provide logical network security functions between external networks and the ESInet, and between the ESInet and Elko County agency networks. The BCF is responsible for numerous functions, including the following:

- Border firewall
- VPN
- IDS/IPS
- Session border control (SBC)
- Limiting access to critical components using VLANs
- Call admission control
- Media transcoding
- Signaling protocol normalization and interworking
- Network address translation (NAT)
- Codec negotiation
- Support for QoS and priority markings
- Media proxy

The vendor shall provide details, including drawings, describing how its proposed BCF meets or exceeds all functions listed above and the requirements described in NENA-STA010.2-2016, as well as additional firewall requirements described in NENA 04-503 and NENA 75-001, or the next subsequent version of the NENA documents listed that are publicly available at the proposal release date.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### 5.12.2 High-Availability Design

The BCF solution shall be deployed in a manner to achieve 99.999 percent availability. Provide details to support your solution.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.12.3 Auditing of System Log Files**

BCF management shall include auditing of system log files for anomalies, and processes for responding to and managing security incidents. Provide details to support your solution.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.12.4 Silence Suppression Detection**

The BCF shall be capable of detecting when silence suppression is present in the 9-1-1 call and negotiating the disabling of silence suppression if it is detected. Provide details to support your solution.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.12.5 SIP Call Mediation**

The BCF shall mediate all incoming 9-1-1 calls from VoIP providers to SIP calls in accordance with NENA-STA-010.2-2016. Any specific variations or non-compliance with this requirement shall be identified and documented.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.12.6 Event Logging**

The BCF shall provide the functionality to maintain logs of all 9-1-1 sessions and all additional BCF logging and recording requirements, as specified in NENA-STA-010.2-2016.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.12.7 Non-IP Text Transcoding**

The responding vendor's BCF solution should support transcoding of non-IP text to IP-based real-time text, as described in IETF RFC8 4103 and IETF RFC 5194, or other applicable standards associated with real-time text. (Internet Engineering Task Force request for comments)

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.12.8 NAT/NAPT Detection and Mediation**

The responding vendor shall provide details on how its proposed SBC will recognize that a NAT or network address and port translation (NAPT) has been performed on Open Systems Interconnection (OSI) Layer 3 and correct the signaling message for SIP.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.12.9 IPv4/IPv6 Interworking**

The responding vendor shall provide details on how its proposed SBC solution shall enable interworking between networks utilizing IPv4 and IPv6 using dual stacks, selectable for each SBC interface, based on NENA-STA-010.2-2016. All valid IPv4 addresses and parameters shall be translated to/from the equivalent IPv6 values.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.12.10 SIP Support Over Multiple Protocols**

The responding vendor shall provide details on how its proposed SBC solution shall support SIP over the following protocols: Transmission Control Protocol (TCP), User Datagram Protocol (UDP), Transport Layer Security over TCP (TLS-over-TCP), and Stream Control Transmission Protocol (SCTP). Protocols supported shall be selectable for each SBC interface to external systems. These transport layer protocols are generated and terminated at each interface to external systems.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.12.11 Packet Prioritization Based on Session Type**

The responding vendor shall provide details on how its proposed SBC shall be capable of populating the Layer 3 headers, based on call/session type (e.g., 9-1-1 calls) to facilitate priority routing of the packets.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.12.12 Encryption of Unencrypted Calls**

The responding vendor shall provide details on how its proposed SBC supports encryption for calls that are not protected entering the ESI-net, based on NENA-STA-010.2-2016.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.12.13 User Interface**

The responding vendor shall describe the functionality of the proposed BCF solution in sufficient detail to address the requirements outlined, with attention to the user interface and features, and the security aspects.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.12.14 BCF Elements**

The responding vendor shall provide details, including drawings, describing the different BCF elements that its proposed solution comprises.

- Complies**

- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## **5.13 EMERGENCY SERVICE ROUTING PROXY (ESRP) and POLICY ROUTING FUNCTION (PRF)**

### **5.13.1 ESRP Description**

The ESRP routes a call to the next hop. It also evaluates the originating policy rules set for the queue the call arrives on, extracts the location of the caller from the SIP signaling, queries the ECRF for the nominal next-hop route, evaluates the route based on policy rules and queue states of the downstream entity queues, and then forwards the call to the resulting next hop. Provide details to support your solution.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.13.2 Support for Transitional and i3 Call Routing**

The responding vendor shall describe how the provided solution will support both transitional capabilities of IPSR and i3 call-routing functionality in the solution.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.13.3 PRF Description**

The PRF is a required function of the ESRP. The ESRP interacts with the PRF to determine the next hop of a call or event. Before the ESRP sends the call to the next hop, it first queries the PRF to check the status of the next hop to determine if a unique routing rule or policy is in place that would direct the call to another location. The destination of the next hop is typically a queue. The PRF monitors the downstream queues of ESRPs for active understanding of the entity's queue status.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**



#### **5.13.4 PRF Policy Store and User Interface**

The PRF shall allow defining of policy rules for distributing a wide range of calls in an efficient manner. The proposing vendor shall describe its solution's Policy Store and the PSAP's ability to effect changes to the PRF. Please describe the user interface, the authentication process, and the types of policy rules available at the time of proposal submission, as well as those on the product roadmap. Roadmap items should include an estimated time of feature availability.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.13.5 Next-Hop Queues**

A next-hop queue may be a uniform resource identifier (URI) that routes the call to an interactive multimedia response system (as described in IETF RFC 4240) that plays an announcement (in the media negotiated by the caller) and potentially accepts responses via Dual-Tone Multi-Frequency (DTMF) signaling, or other interaction protocols.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.13.6 High-Availability Design**

The ESRP/PRF solution shall be designed with resiliency and redundancy to provide a minimum of 99.999 percent availability.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.13.7 Keep-Alive Signaling Between Elements**

The responding vendor shall provide an explanation of how its proposed ESRPs use the "options" transactions for maintaining "keep alive" between ESRPs, LNGs, LPGs and session recording services.

- Complies**
- Complies Partially**

- Complies with Future Capability**
- Does Not Comply**

**5.13.8 TCP/TLS Implementation**

The upstream interface on the proposed non-originating ESRPs shall implement Transmission Control Protocol/Transmission Layer Security (TCP/TLS), but shall be capable of fallback to UDP, as described in NENA-08-003. SCTP support is optional. The ESRP shall maintain persistent TCP and TLS connections to the downstream ESRPs or user agents (UA) that it serves.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.13.9 NENA Compliance Chart**

The responding vendor shall provide a description of how its ESRPs meet or exceed all functional requirements as defined in NENA-STA-010.2-2016, which are listed in the following table.

<b>Requirement</b>	<b>NENA – STA-010.2.2016 Section</b>	<b>Complies</b>	<b>Complies Partially</b>	<b>Complies with Future Capability</b>	<b>Does Not Comply</b>
Overview	5.2.1.1				
Call Queueing	5.2.1.2				
Queue State Event Package	5.2.1.3				
De-Queue Registration Event Package	5.2.1.4				
Policy Routing Function	5.2.1.5				
ESRP Notify Event Package	5.2.1.6				
INVITE Transaction Processing	5.2.1.7				
BYE Transaction Processing	5.2.1.8				

CANCEL Transaction Processing	5.2.1.9				
OPTIONS Transaction Processing	5.2.1.10				
Upstream Call Interface	5.2.2.1				
Downstream Call Interface	5.2.2.2				
ECRF Interface	5.2.2.3				
Location Information Server (LIS) Interface	5.2.2.4				
Additional Data Interfaces	5.2.2.5				
ESRP, PSAP, Call Taker State Notifications & Subscriptions	5.2.2.6				
Time Interface	5.2.2.8				
Logging Interface	5.2.2.8				
Data Structures	5.2.3				
Policy Elements	5.2.4				
Provisioning	5.2.5				

#### 5.14 EMERGENCY CALL ROUTING FUNCTION (ECRF)

The responding vendor's system shall describe how its ECRF solution will interface with other ECRF solutions. The vendor shall coordinate with solutions providers of NGCS to ensure interoperability between the two solutions. A NG Database provider will be selected in another RFP. The vendor shall describe how its ECRF solution will leverage to ensure interoperability between the two solutions.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.14.1 ECRF Description**

The ECRF shall be designed according to NENA-STA-010.2-2016 and be implemented using diverse, reliable and secure IP connections.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.14.2 High-Availability Design**

The responding vendor shall supply an ECRF function that meets a minimum of 99.999 percent availability.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.14.3 Accessibility Inside the ESInet**

An ECRF accessible inside an ESInet shall permit querying from any entity inside the ESInet. ECRFs provided by other entities may have their own policies regarding who may query them.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.14.4 Routing Query Interface**

The ECRF shall support a routing query interface that can be used by an endpoint, ESRP or PSAP to request location-based routing information from the ECRF. Additionally, it shall support both iterative and recursive queries to external ECRF sources.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.14.5 LoST Protocol Support**

The ECRF shall interface with the Location-to-Service Translation (LoST) protocol (as described in IETF RFC 5222) and support LoST queries via the ESRP, PSAP call-handling equipment (CHE), or any other permitted IP host.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.14.6 Supported Functions**

The ECRF shall support:

- Logging of all connections, connection attempts, data updates, ECRF query results and LoST transactions
- Location error correction
- Updates from the SI in near real-time with no degradation of LoST services
- Routing of calls based on geographic coordinates, geodetic shapes and civic addresses
- Utilization of common GIS boundaries, including, but not limited to PSAP, law enforcement, fire/rescue and emergency medical services
- Permitting of LoST queries for find service request association with each layer
- Compliance with NENA 02-010 and NENA 02-014
- Dynamic updates to GIS without disruption of the ECRF
- Validation of GIS updates before they are provisioned into the ECRF

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.14.7 User Interface and Provisioning**

The responding vendor shall define its method for: provisioning the ECRF; updating the ECRF (including the frequency of updates); validating data provisioning; performing error logging; performing gap and overlap analysis; and supporting LoST queries from ESRPs, the PSAP CHE, and other authorized hosts within the ESInet. The Respondent shall: provide a clear description of the functionality of the ECRF; list features and capabilities; describe its error handling, default mechanisms and logging; and provide an overview of deployment recommendations to achieve 99.999 percent reliability.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.15 EVENT LOGGING AND MANAGEMENT INFORMATION SYSTEM (MIS)**

**5.15.1 Event Logging Description**

Extensive logging of NG9-1-1-related events, transactions, media and operations is required. Logging includes all elements in the call flow—including logging of NG9-1-1-related events within ESInets, the NGCS, the PSAP and related operations—and is a standardized function used throughout ESInets, NG9-1-1 functional elements and PSAPs. Logged events include ingress and egress to an ESInet, ingress and egress to a PSAP, all steps involved in call processing, and processing of all forms of media. Provide details to support your solution.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.16 NETWORK TIME PROTOCOL (NTP) and TIME SOURCE**

**5.16.1 Integration with Existing Event-Logging System**

The new CPE has to interface to industry standard logging recorders.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.16.2 Access to Event Logging Data**

The responding vendor shall describe how Elko County can gain access to the event-logging solution to run statistical and other MIS reports. The vendor shall describe retention periods associated with all logging records.

The vendor shall describe the reports, MIS tools, and performance metrics made available to each PSAP, the user interface for retrieving or receiving reports, and the ability to customize reports based on individual PSAP needs. These reports may be used as a basis for changes to bandwidth and capacity.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.16.3 NENA Standards Compliance**

The responding vendor's proposed logging solution shall meet the requirements set forth in NENASTA-010.2-2016.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.16.4 Master Clock**

Currently, only Elko Dispatch has a Master Clock, which is Emergitech, installed three years ago. Neither West Wendover nor Owyhee dispatch centers have Master Clocks.

The proposed vendor should recommend a solution to this issue.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## **5.17 SERVICE LEVEL AGREEMENTS (SLA)**

### **5.17.1 System Capacities and Performance**

The responding vendor shall provide capacity levels of each element of the IP network. This may be in terms of busy-hour calls, network bandwidth, or any other applicable measure. The proposed solution shall be capable of handling current and planned IP traffic and usage plus 50 percent capacity growth over the term of the contract. The responding vendor shall specify lead times required to increase capacities on each element of the IP network.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## **5.17.2 System Performance**

### **5.17.2.1 Network Latency**

The responding vendor shall specify the guaranteed maximum latency across its backbone network under a full-load condition, and include how that information will be gathered, calculated and provided to Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.17.2.2 Point of Presence (POP) to POP**

The responding vendor shall specify the guaranteed maximum latency from interconnection facility (aka point of presence, or POP) to interconnection facility, and include how that information will be gathered, calculated and provided to Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.17.2.3 POP to Endpoints**

The responding vendor shall specify the guaranteed maximum latency from interconnection facilities to the network interface device located at the entrance to the customer's premises, and include how that information will be gathered, calculated and provided to Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.17.2.4 Mean Opinion Score (MOS)**

The responding vendor shall guarantee a consistent MOS of 4.0 or better across all network links transporting media streams from interconnection facilities to the network interface device located at the entrance to the customer's premises. The vendor shall include how that information will be gathered, calculated and provided to Elko County.

- Complies**



- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.17.2.5 Packet Loss**

The responding vendor shall specify the guaranteed maximum end-to-end packet loss across its network. This specification also shall include any loss characteristics associated with another carrier’s network or any applicable wireless links, including how that information will be gathered, calculated and provided to Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.17.2.6 Network Latency**

The responding vendor shall specify the guaranteed maximum end-to-end network latency across its network. This specification also shall include any latency associated with another carrier’s network or any applicable wireless links, including how that information will be gathered, calculated and provided to Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.17.2.7 Jitter**

The responding vendor shall specify the guaranteed maximum end-to-end jitter across its network. This specification also shall include any jitter characteristics associated with another carrier’s network or any applicable wireless links, including how that information will be gathered, calculated and provided to Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.17.2.8 Network Traffic Convergence**

The responding vendor shall specify the mean time to repair (MTTR) characteristics of its proposed solution. These specifications shall reflect the end-to-end solution, as well as

components or subsystems that are subject to failure. Respondent shall include how MTTR information will be gathered, calculated and provided to Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.17.2.9 Mean Time Between Failures**

The responding vendor shall specify the mean time between failures (MTBF) characteristics of its proposed solution. These specifications shall reflect the end-to-end solution, as well as components or subsystems that are subject to failure. Respondent shall include how MTBF information will be gathered, calculated and provided to Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.17.2.10 Network Reliability**

Network reliability is defined as the ability for system end-points to effectively communicate with each other, and all associated data and information is exchanged in usable formats. For an IP based network, reliability is considered as an overall redundancy design, rather than on a component-by-component. Reliability can be achieved by having redundant active components, with each component attaining less than the desired reliability standard.

The responding vendor shall specify the overall reliability service level of the IP network, including all Respondent-provided components and facilities.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **5.17.2.11 Network Availability**

The responding vendor shall specify the service level offered as a percentage of time when the service is available, and the maximum period of total outage before remedies are activated. Availability is defined as  $MTBF/(MTBF+MTTR)$ . The vendor shall include how system availability information will be gathered, calculated and provided to Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.17.2.12 End-of-Support Equipment**

The responding vendor shall proactively replace any hardware that has reached end of support (EOS) no later than 90 days prior to the manufacturer’s EOS date.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.17.2.13 Remedies**

The responding vendor shall define the financial and operational remedies it is offering to Elko County for each event in which the above system performance service levels are not maintained. The vendor also shall describe the escalation process for prompt resolution, identify whether it may be different by type of element, and provide the specific proposed language that vendor will agree to on these issues.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.18 OUTAGE NOTIFICATION AND REASON FOR OUTAGE (RFO) REPORT**

**5.18.1 Regulatory Compliance**

The responding vendor shall comply with all applicable local, state, and federal outage and notification statutes and rules throughout the term of the contract.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.18.2 Outage Notification**

The responding vendor shall notify Elko County within 15 minutes of discovering an event or outage that may impact 9-1-1 services. All events that meet criteria for local, state, or federal reporting shall also be completed by the vendor. At the time of initial notification, the vendor

shall convey all available information that may be useful in mitigating the effects of the event or outage, as well as a name, telephone number, ticket or reference number, and email address at which the service provider can be reached for follow-up. The vendor is responsible for coordinating data gathering, troubleshooting and reporting on behalf of its suppliers. Note that the network should be designed with a self-healing architecture with multiple routes to prevent outages or loss of service.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.18.3 Status Updates**

The responding vendor shall communicate any updated status information to Elko County no later than two hours after the initial contact, and at intervals no greater than two hours thereafter until normal 9-1-1 service is restored. This information shall include the nature of the outage, its best-known cause, the geographic scope of the outage, the estimated time for repairs, and any other information that may be useful to the management of the affected operation.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.18.4 Reason for Outage (RFO) Reporting**

Following the restoration of normal 9-1-1 service, the vendor shall provide a preliminary RFO report to Elko County no later than three days after discovering the outage. An in-depth RFO report, including a detailed root-cause analysis, shall be provided to Elko County no later than ten days after discovering an outage.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.18.5 Media Contact**

The successful vendor shall provide a 24 x 7 spokesperson that will be available for media contact upon executive approval by Elko County regarding ANY outage of 9-1-1 service due to any failure of 9-1-1 call delivery to Elko County’s host equipment.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.18.6 SLA Reporting**

The responding vendor shall provide a detailed description of how it measures and reports incidents, including immediate notifications and regularly scheduled reports. Final SLA’s will be completed with Elko County during contract negotiations.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.19 TRAINING AND DOCUMENTATION REQUIREMENTS**

**5.19.1 Training Requirements**

The vendor must conduct training on all system functions on site. Training must be accomplished to accommodate various shifts. The time, dates and class size must be subject to the approval of Elko County.

Training must be conducted by qualified instructors. The training must cover all aspects of the new ESInet. Training must be conducted as close to the installation date as practical and be in concert with the scheduling needs of the centers and IT staff, if appropriate. Elko County shall have the right to replace the instructor.

The proposed vendor must describe their ESInet training.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.19.2 Training Materials**

Students shall receive individual printed copies of applicable training materials at the time the course is conducted.

Training materials supplied as part of the proposed solution shall become the property of Elko County. The vendor shall grant authorization to reproduce the training materials allowing Elko County the ability to continue to train after the installation is complete.

The vendor shall also provide to Elko County all training materials in electronic format which may allow Elko County to adapt said materials internally, as needed.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.19.3 As-Built**

Two complete sets of as-built drawings will be provided by the vendor that detail the configuration. As-built drawings shall be submitted in an agreed upon graphic format.

Migration, transition and final acceptance is not considered complete until as-built drawings are delivered.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.19.4 Manuals**

The vendor must furnish documentation for installation, operating and maintenance for each component of the proposed solution. The vendor shall provide a parts list, user manual, configuration and maintenance manuals. The vendor shall provide the manuals in printed form as well as CD or other agreed upon electronic format. Six (6) complete sets of the manuals are required.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## 5.20 SYSTEM TRANSITION REQUIRMENTS

### 5.20.1 Installation Support

The proposed vendor must provide the technical resources and personnel to support the installation. Personnel must be technically qualified to support and repair all components and equipment proposed and familiar with the configuration outlined in the proposal.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### 5.20.2 Migration Plan

The proposed vendor must provide a detailed and phased migration plan that specifies the steps for transitioning to the proposed solution including but not limited to identification and management of risks.

This plan shall include common interaction with the current telecommunications providers, aggregators, etc. as necessary to ensure that calls are not impacted during the transition.

Elko County must approve the entire migration plan; including the cutover and rollback plans prior to the commencement of the transition.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### 5.20.3 Cutover Plan

The proposed vendor must supply a cutover plan prior to the migration to the new system. Elko County must approve the cutover plan prior to the commencement of the transition.

Upon approval, the vendor may begin executing the cutover process outlined in the plan. The plan should include any and all personnel resources (technical, functional, training) to be on site and/or available during cutover, including but not limited to, external resources (i.e. Telco etc.) at any hours identified by Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.20.4 Roll Back Plan**

The proposed vendor must supply a rollback plan that permits a “back out” of the cutover if failures or issues arise. The rollback plan must provide details for returning the PSAPs to their current call taking, dispatch and operational functionality

**5.21 ACCEPTANCE TESTING**

A written acceptance plan must be supplied to Elko County and must be approved by Elko County.

The vendor will remain solely responsible for all materials, hardware and software provided until all items have been delivered, implemented, tested and accepted by Elko County.

Pre-install procedures, checklists or punch list will be completed by the vendor and reviewed by Elko County. Signatures must be provided by the Vendor and Elko County to complete documentation for any and all acceptance testing.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.22 FINAL ACCEPTANCE OF ESInet**

The vendor final acceptance testing must be conducted for a period of 30 days without a major/critical failure. If a failure is detected, the final acceptance period stops and the failure or failures are immediately fixed and the final acceptance period may reset if deemed necessary by Elko County.

Elko County expects that any interruptions to the normal operation shall be minimized.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**



## **5.23 VENDOR HARDWARE SPECIFICATIONS**

### **5.23.1 Hardware Specifications**

Identify all hardware specifications required for the system. Proposed specifications should provide minimum and recommended specifications. Separate the hardware per PSAP.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.23.2 Required Logistics for Installation and Migration**

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## **5.24 VENDOR PRODUCT SUPPORT**

### **5.24.1 Product Support Plan**

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.24.2 Technical Support Plan**

Describe the functions and qualifications of the support staff.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## 5.25 CUSTOMER SERVICE REQUIREMENTS FOR ESInet

Customer Service and Support capabilities are relied upon to insure the readiness of this critical infrastructure. Twenty-four hour access, monitoring and a quick response are expectation of Elko County to insure readiness.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### 5.25.1 System Readiness

The system must remain operational 24x7x365 inclusive of normal operating conditions, system updates, system refreshes, equipment/hardware replacements etc. The vendor shall propose a solution which keeps the entire system up and operational.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### 5.25.2 Customer Service Plan

The proposed solution must include a customer service plan which ensures the continuity of operations and regular/routine maintenance. The plan shall include a defined criterion for the identification of service levels (i.e. minor, major, critical etc.) which must be approved and accepted by Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### 5.25.3 Warranties

The duration of the warranty period is to be at least one year, commencing from the date of system acceptance (not the date of delivery). The vendor shall provide a list of all equipment with any warranty associated with it, with the date of expiration. All equipment shall be supported with the latest version of software applications. The vendor shall provide pricing for the warranty to be extended up to five (5) years along with pricing for maintenance on a time and material basis for up to five (5) years if Elko County should choose not to purchase an additional warranty.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.25.4 Remote Monitoring**

The proposed solution should include remote monitoring to aid in detecting any issues and/or potential problems that can be seen and remotely addressed. Describe the remote monitoring available.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.25.5 Updates and/or Upgrades and/or Replacements**

The proposed solution should include any and all updates and/or upgrades and/or replacements provided through the life of the system to ensure that Elko County's platform is operating on the latest version including the operating system. As well, customer service should include a representative which can communicate updates and/or hardware requirements in advance of any version changes.

The vendor must provide a description of software enhancements currently planned for the future and expected release dates projected for the next five (5) years.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.25.6 Maintenance Spares**

The proposed solution must include maintenance spares with an associated list including functional descriptions and quantities of each item. Please list and define your maintenance spares that will be kept on site.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.25.7 Commercial Power Requirements**

The prospective vendor shall provide an itemized breakdown of commercial power requirements for each component of the proposed system. The breakdown shall culminate in the net sum of required commercial power for the entire proposed system.

In addition; any power restrictions/special requirements, power phase distribution needs and/or specific grounding requirements shall be outlined by the prospective vendor.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.26 PROJECT MANAGEMENT FOR ESInet**

The selected vendor must provide project management services during the installation, configuration, migration and testing of the proposed solution. The vendor must support all activities to ensure that their proposed solution is implemented according to the defined configuration.

Any changes to the configuration must follow a standardized Change Management Plan defined in the required project plan.

- Understood**

**5.26.1 Contract Manager**

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.26.2 Project Manager**

The proposed vendor must designate a Project Manager for program planning, direction, structure and controls in order to provide superior service and to ensure strict adherence to all contract requirements and specifications. Elko County reserves the right to request a new Project Manager should issues arise.

The qualifications, resumes with references and experiences on similar projects should be included for the Project Manager and the Project Team.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.26.3 Organizational Chart**

The proposed vendor must provide an organization chart of the proposed project team. A resume shall be provided as part of the proposal response for all project team members.

It is expected that all team members and/or project participants be subject to and pass the security requirements identified by Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **5.26.4 Project Plan**

The proposed vendor must provide a project plan that details how the collective project components will be managed. This project plan should document:

- Change Management
- Communications Management
- Cost Management
- Risk Management
- Resource Management
- Schedule Management
- Quality Assurance

The proposed start date for the project shall utilize a “contract date”.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.26.5 Project Implementers**

Individuals associated with the project implementation including, but not limited to pre-sale team members, implementers, trainers, etc. be readily accessible to Elko County for no less than six (6) months post installation.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**5.26.6 Project Updates**

Regular project updates must be conducted weekly to meet all project plan components. These meetings should be proposed by the vendor to include a thorough process by which the project plan is met through implementation and system acceptance. These weekly project updates may be done via conference calls. The vendor will provide project member contact information. The vendor will provide written minutes for all project meetings.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.0 CALL PROCESSING EQUIPMENT (CPE)**

**6.1 EQUIPMENT**

Any proposed CPE solution must be IP-based and shall comply with current NENA i3 standards for NG9-1-1 implementation. Proposed solutions must have the ability to process packet information for both data and voice traffic.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.1.1 Single Point of Failure**

Equipment must meet all applicable standards, requirements and specifications, etc. The proposed vendor should describe how their solution supports redundancy, resiliency and reliability and how their proposed solution will prevent any single point of failure.

The proposed CPE solution must ensure end-to-end IP connectivity. CPE must be able to send real-time call detail record (CDR) for any 9-1-1 call that is being handled in a printer and allow for custom configuration changes by Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.1.2 Sizing**

The PSAPs today do not have any type of accurate call statistics. The proposed vendor needs to explain how they would calculate the call volume and size the system. Identify and include a growth factor.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.2 CPE HIGH LEVEL REQUIREMENTS**

**6.2.1 Roadmap**

The proposed solution must interface with current and future technologies not limited to Next Generation which are applicable to 9-1-1 including but not limited to IP network.

Respondents are asked to explain in their approach how future technologies are planned for and addressed.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.2.2 Call Recovery**

The CPE must be configured to avoid "lost" 9-1-1 calls.

- Complies**
- Complies Partially**

- Complies with Future Capability**
- Does Not Comply**

### **6.2.3 Switching Technology**

The CPE must comply with NENA i3 and NG9-1-1 switch standards.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.2.4 Interfaces**

The new CPE solution must perform the functions of an ANI/ALI controller system with interface modules to external circuits. The ANI/ALI controller functions must be integrated into a fully redundant core switching platform that conforms to NENA i3 standards.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.2.5 CPE Availability**

The CPE solution must meet up time of 99.999 percent (5-9's) which is industry standard.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.2.6 NG9-1-1 Functionality**

Elko County is only interested in CPE solutions that will support their path to NG9-1-1.

The proposed vendor shall describe how their CPE will integrate with each of the following NG9-1-1 functional elements and how the CPE will be utilized in NG9-1-1

- GIS
- ESRP
- BCF
- LIS
- Text to 9-1-1
- ECRF
- Text from 9-1-1
- CAD
- LVF



- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.2.7 Multi-media Support**

The CPE solution must be able to support multi-media solutions that may access 9-1-1. Service providers shall explain how their CPE solution is capable of meeting or will be upgraded to meet the following types of service that may be used:

- Instant Messaging
- Text to 9-1-1
- Text from 9-1-1
- Non-Human Initialed (e.g. telematics, sensors, alarms)
- Multi-media Messaging
- Video Messaging
- Satellite Personal Locator Beacons
- Future developments in TTY/TDD type devices

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.2.8 Interoperability**

The CPE solution must allow for interoperability with other potential agencies and vendors if necessary. The vendor shall provide acceptance of their preparedness to work directly with other potential vendors that may be used by Elko County for NG9-1-1. If the vendor knows that their proposed solution is interoperable with neighboring jurisdictions this should be identified in the proposal response.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.2.9 Open Source**

The proposed vendor must disclose and describe any open source software that is used in the operation of their CPE.

- Complies**

- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.3 CPE FUNCTIONALITY**

#### **6.3.1 Connectivity**

The proposing vendor shall provide a recommendation for optimal network connectivity, bandwidth and latency requirement per workstation.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.3.2 Automatic Call Distribution (ACD) Function**

Elko County does not want this function

- Understood**

#### **6.3.3 Fault Tolerance**

The solution shall be designed to be fault tolerant. The service provider shall describe how the CPE responds to failures and avoids or minimizes potential service affecting situations. The objective will be for the solution to meet or exceed 99.999% reliability.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.3.4 Bandwidth**

The proposing vendor shall indicate the bandwidth requirements for workstations and remotely connected lines and trunks and propose a growth factor to ensure that the CPE can be expanded as needed.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.3.5 Network Security**

Network interfaces to the equipment through the internet shall be identified by the proposed vendor. The vendor shall describe and document all security solutions for network protection from external and internal threats.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.3.6 Network and System Clock**

Currently, only Elko Dispatch has a Master Clock, which is EmergiTech, installed three years ago. Neither West Wendover nor Owyhee dispatch centers have Master Clocks. Compatibility with NENA STA-027.3-2018 is required (or newest version).

The proposing vendor should recommend a solution to this issue.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.3.7 9-1-1 Transfer**

The equipment shall provide the capability for an established call to be transferred by the call taker to another PSAP or other destination compliant with NENA i3 and related standards.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.3.8 Call Transfer**

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.3.9 Selective Transfer**

The proposed solution should display a list of responding disciplines based on the ALI presented for the caller through a window display and fully integrated.

The call taker must be able to connect to and/or initiate a phone call to a responding agency with a single mouse click, keystroke or keypad entry either through a 9-1-1 line or non-emergency line.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.3.10 Non-Selective Transfer**

The proposed solution should include a contact list that allows users to dial numbers with a single action. The list must allow the user to sort and filter the list in various ways to allow for rapid selection of needed proper contact.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.4 CALL OPERATIONS**

#### **6.4.1 Redundancy**

The CPE solution architecture shall be designed so that any failure of one component or module will not result in total system failure, but only the loss of the equipment associated with that module. All vital system modules shall be protected through the use of redundant modules to assure single point of failure tolerance.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.4.2 Flexibility**

The proposing vendor shall document how the CPE solution demonstrates an ability to effectively manage and process a variety of different call formats including:

- Traditional analog or digital telephone calls
- Wireless calls in compliance with the FCC Phase 1 and Phase II mandate for full call integration
- VoIP in native format in compliance with the emerging NENA i3 standard
- Telematics

As standards are developed, the proposed solution shall have the demonstrated ability to manage and process the call formats including:

- Video
- Instant Messaging (IM)
- Voice over Instant Messenger (VoIM)
- Text

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.4.3 Central Equipment**

All CPE equipment onsite at Elko County PSAPs shall be rack mounted and properly grounded. The proposed vendor must describe the type of racks that will be used in the solution.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.4.4 Maintenance Printing**

The PSAP equipment rooms require a maintenance printer to assist service provider's maintenance personnel when printouts are necessary.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.4.5 Network Printing and Printer**

The vendor must equip the PSAP with a networked laser printer that supports both black and white, as well as color printing requests from all CPE and MIS workstations.

The CPE should have an interface port for manual printing of location and TDD/TTY conversation or media upon call release.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.4.6 Future Expansion**

The solution described shall be capable of meeting today’s needs, as well as future expansion in order to meet anticipated future growth. Future expansion shall not require replacement of any equipment. The solution should be installed with adequate wiring, processor and hardware to meet this growth.

The responding vendor shall state the expansion capability of their equipment, describing the overall solution capacities including the number of incoming 9-1-1 trunks, the number of answering positions, the number of telephone lines.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.4.7 Call Detail Records (CDR)**

The CPE solution shall provide CDR for all calls including VoIP calls. The solution shall provide QoS information, per NENA i3 standards, for each call to ensure that SLAs are being met. Quality of service information should be accessible through the service providers’ maintenance function.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.4.8 As-built Design Drawings**

Two complete sets of as-built drawings will be provided by the vendor that detail the configuration of each PSAP. As-built drawings shall be submitted in an agreed upon graphic format. Migration, transition and final acceptance is not considered complete until as-built drawings are delivered.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.4.9 Instant Recall Recorder**

The proposed solution shall provide call takers with a method to play back the recording of any call from their assigned workstation, provided they have the proper permissions, regardless of whether the call was answered at that workstation by the call taker or elsewhere in the system by a different call taker.

The Instant Recall Recorder (IRR) is required to provide DVR – like controls. The user must have the ability to mark and move to any portion of the call. Call takers must also be able to play back a call that is still in progress; either to an internal work station or to an external user (i.e. field responder).

The time frame for providing access to calls with the instant recorder must be configurable by a system administrator and the minimum duration that calls are accessible through the instant call recorder is 48 clock hours, not recording time.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.4.10 Logging Recorder Interface**

Each workstation is required to provide an adjustable audio output to the logging recorder system in order that audio level can easily interface to a number of logging recorder systems. This interface is required to mute when the workstation is not active, so that background conversations are not offered to the logging recorders.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.4.11 Computer Telephony Integration Software Requirements**

The CPE shall offer a screen layout that is customizable. The 9-1-1 client application shall be a soft phone and operate independent of any associated telephone instrument. If a fault occurs in the application or PC while a call is active, another operator shall be able to take over the call.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.5 CPE SYSTEM FUNCTIONS**

The call handling application in the proposed solution should provide both an audible ring tone and visual methods to notify the call taker of an incoming call. Call takers must be able to answer a call with either a mouse, keyboard or keypad. If answered from the keyboard,

flexibility in assigning function keys for particular actions must be accessible and configurable to the system administrator.

Call takers and trainees, individually and simultaneously, must have the option of using either a handset or a headset at their workstation based on call taker preference. The vendor solution must ensure that the headset integrates with the radio system for a single headset use.

**Understood**

**6.5.1 Call Taker Log-on**

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.2 Call Answering**

The CPE solution shall allow calls to be answered utilizing either a mouse, keyboard, handset, keypad.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.3 Auto Answer**

The CPE solution should support pre-recorded greetings and auto answer features accessible and configurable by the system administrator.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.4 Status Window**

The proposed solution should include a status window showing the function and status of the workstations logged into the system.

- Complies**
- Complies Partially**



- Complies with Future Capability**
- Does Not Comply**

**6.5.5 System Sounds and Icons**

The proposing vendor must provide a solution that allows a supervisor or other authorized staff member the ability to modify the system sounds and button icons.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.6 Sound Adjustments**

The proposed solution shall allow call takers to easily adjust transmit and receive volumes.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.7 Training Environment**

The proposed solution shall provide for sound adjustments specific to a training environment with the ability to “mute” a listening or training participant.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.8 Graphical User Interface**

The Graphical User Interface (GUI) shall allow for personalized screen layout and shall consist of a number of windows, each of which can be located and docked in a position on the screen deemed most optimal by the supervisor.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.9 Help Documents**

The proposing vendor solution must ensure that a user friendly searchable help file shall be installed on each workstation.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.10 Screen Lockout**

The screen layout shall be automatically locked when the call taker logs into the answering position.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.11 Screen Layout Restore**

The supervisor shall have the capability to restore the original screen layout while making modifications.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.12 Status Windows**

The proposing vendor must describe how their CPE solution can present the call taker with the status of the following categories:

- Number of Active 9-1-1 calls
- Number of 9-1-1 calls on Hold
- Number of 9-1-1 calls Ringing
- Number of Active Call Takers

The data shall be summarized and presented. Call takers shall be able to open up windows for each status category to obtain more information about calls in each category:

- ANI
- Trunk
- Position
- Call Taker
- Start Time

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.13 Automatic Number Identification (ANI)**

The proposing vendor provider shall describe how a visual display of the emergency caller's telephone number is configured and document the present description of how their solution meets the i3 compliant standards for ANI display.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.14 Automatic Location Identification (ALI)**

The proposing vendor provider shall describe how a visual display of the calling party's street address information based on legacy ANI and ALI is configured and present the description of how their solution meets the i3 compliant standards for ALI display. The solution must also be capable of extracting geographical coordinate information from the ALI file received and transmitting this information to geographical mapping software with i3 standards.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.15 Wireless Callback Handling**

The proposing vendor provider shall document how wireless calls are handled. Single step wireless callback is mandatory as the call taker shall not be required to perform a manual ANI callback for wireless calls.

The vendor provider shall document how wireless calls are handled. Single step wireless callback is mandatory as the call taker shall not be required to perform a manual ANI callback for wireless calls.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.16 Telecommunications Device for the Deaf/Teletype (TDD/TTY)**

Although use of the TTY is expected to decline, it cannot be assumed that TTY will be completely gone by the time transition to NG9-1-1 is complete. Therefore, the vendor shall document how their CPE solution will ensure the capability of receiving calls from TTYs.

The CPE solution shall provide a description of how the PSAP workstations will recognize baudot tones and display text and generate baudot tones on either 9-1-1 calls or ten-digit emergency lines.

Additional specifications are as follows:

- The call taker shall have the ability to create a conference between the TDD/TTY caller and up to four (4) non-TDD/TTY parties.
- The TDD/TTY function shall allow a call taker to transfer a TDD/TTY call to another call taking position.
- The two-way TDD/TTY conversation and text information shall also be stored on the Application/Telephone Server. It should have the ability to print the conversation and text information.
- The intelligent workstation shall allow users to store and access (send) a minimum of twenty (20) pre-programmed TDD/TTY messages, as well as to print the previous TDD/TTY conversations.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.17 Call Review**

The CPE solution shall allow the call taker to view the information of at least the last ten calls released at the answering position.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.18 Instant Messaging**

The CPE solution shall allow for instant messaging from each PSAP workstation and be configurable or disabled according to individual PSAP requirements.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.5.19 Broadcast Messaging**

The proposed solution should provide a method for call-takers to communicate with each other through a broadcast messaging system. The messaging system shall log all communicate and be accessible by a system administrator through the system's reporting feature.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.5.20 Workstation Messaging**

The system should allow for messaging between stations. Such messaging shall be collected and available for viewing and/or reporting purposes such as export to Microsoft Excel based upon log-in rights.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.5.21 Automatic Location Identification Rebid (ALI Rebid)**

The CPE solution shall automatically update location information at regular intervals. The vendor provider shall document how ALI rebid may be configured by each PSAP as to the number and frequency of intervals on a per wireless provider basis.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.5.22 Automatic Location Identification Parsing**

The CPE solution shall guarantee that ALI data is appropriately and consistently displayed when interfacing with different ALI providers that send their information in various formats (e.g. wireline versus wireless). The proposed CPE solution shall provide a method for formatting the ALI call with 20-digit ANI CAS and 10-digit NCAS so the Calling Party Name (CPN) appears in the same location as it does for landline calls. This formatting or "normalizing" shall provide the CPN to the ANI callback list for CAS and NCAS calls received.

- Complies**
- Complies Partially**
- Complies with Future Capability**

- Does Not Comply**

#### **6.5.23 Conference**

The CPE solution shall allow the call taker the ability to remain on a call and add a new party to the conversation without putting the caller on hold – the caller must remain on-line at all times.

Up to ten (10) simultaneous conference of up to ten (10) parties each is required. Any party shall be able to drop out of the conference; leaving the others talking as long as at least one of the other parties possess supervision on their connection.

Call takers shall be able to mute any participant in the conference and shall be able to exclude any participant from hearing other parties in the conference to allow for private consultation. The status of the call shall be present visually in a window that also shows the status of all other calls at the workstation (active, abandoned, on hold).

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.5.24 Speed Dial Contacts**

The call taker speed dial function shall allow the call taker to quickly access frequently called telephone numbers from a pre-programmed list of contacts.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.5.25 Speed Dial Icons**

The call taker shall be allowed to initiate a speed dial simply by clicking on an icon which has been pre-configured with the telephone number. The vendor provider must also describe how it may be possible to group speed dial icons in a logical manner.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.26            Callback**

The CPE solution shall have the ability to callback a 9-1-1 caller by dialing the ANI received during the call setup. The vendor provider shall ensure that a single feature key to perform this operation is included. Manual dialing of the number by the call taker shall not be necessary. The callback of emergency TDD and wireless calls should be performed in the same manner.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.27            Hold**

All answering positions shall allow the call taker to place up to five (5) 9-1-1 calls or administrative calls on hold with a single keystroke or mouse click. The controller and CPE solution shall store the ANI/ALI information while the call is on hold, hence avoiding repetition of the ALI request.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.28            Forced Disconnect**

Call takers shall be capable of releasing an existing 9-1-1 call at any time, regardless of whether the calling party has hung up.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.29            Muting**

Call takers shall have the ability to block a caller from hearing and talking with the remaining parties in the conference or 3-way call. The call taker should have the ability to selectively mute any party on a call.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.30 Monitor**

Authorized call takers or supervisors shall have the ability to silently listen to another call taker’s telephone conversation from his/her workstation. Such action shall not cause any audio or visual disturbance at the monitored answering position.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.31 Barge-In**

The CPE solution shall give the other call takers or supervisors the ability to barge into an existing call by clicking on the appropriate circuit indicator on their screen or pressing the appropriate line appearance on the telephone.

Upon entering any 9-1-1 or administrative call for which ANI/ALI or caller ID information is available, such information shall immediately be displayed on the call taker’s display. A minimum of six (6) participants shall be able to use the barge-in feature on a single call.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.32 Settings**

The proposed solution shall dynamically allow system administrators and/or users to save any system-wide, per-user and/or per role settings. The settings must follow the user or individual, in their appropriate role, and be used on each system they login on,

This feature should be able to be locked-down by administrators, as needed.

Types of roles, include but are not limited to:

- Call Taker
- Teletype
- Fire Dispatcher
- Law Dispatcher
- Disaster Operator
- Supervisor
- Trainee
- CTO
- Ability to barge, camp, actively listen & mute



- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.5.33 Call History Display**

The proposed solution must maintain a log of all calls. The call log must allow call takers to recall and redisplay the ANI/ALI information of any call.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.5.34 History By Number**

The proposed solution should maintain call history by call back number and provides an easy to use method for viewing the history data. Call history must be accessible by a system administrator through the system's reporting feature.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.5.35 Call Status Screen**

A status screen available to an individual with the proper credentials (i.e. Supervisor) be alerted should a call taker need immediate assistance or is on a 9-1-1 call beyond a time configurable within the system (i.e. 120 seconds).

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.5.36 Video Status Display**

The proposed solution should include Call Center Status Displays presenting the current status of the call center, including but not limited to:

- Personnel on duty
- Calls pending
- Calls active
- Abandoned calls
- Positions logged on

- Positions available
- Positions busy

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.37 Adding Comments by Phone Number**

Supervisors and Administrators should have the ability to easily add a comment to phone records that will automatically display on future calls from that phone number. All comments should be accessible by a system administrator through the system’s reporting feature.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.5.38 Integrated Text to 911**

Each PSAP must have the ability to receive text to 911 integrated into the call handling system, and delivered via the ESInet. Integrated text to 9-1-1 must meet current industry Standards, and ideally have the capability to transfer texts to 9-1-1 between the three PSAPs.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.6 FUTURE ISSUES**

The proposed solution should be designed to accommodate future forms of emergency calling, including by not necessarily limited to:

- Instant Messaging
- Picture Messaging
- Satellite Personal Locator Beacons
- Video Messaging
- Future development in TTY/TDD type devices

- Complies**
- Complies Partially**
- Complies with Future Capability**

**Does Not Comply**

## **6.7 MODULAR DESIGN**

The proposed solution should be built using modular system architecture based on open standards and industry best practices so that additional functionality can be added as it becomes available without requiring a major revision of the underlying system code.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## **6.8 ABANDONED CALL HANDLING**

The proposed solution must alert call takers, both visually and through a distinct tone, that a call was abandoned and allow callback with a single action. An optional capability is to alert call takers that a text to 9-1-1 call was abandoned and allow callback with a single action.

All abandoned calls shall be logged and available to the system administrator through the system's reporting feature.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.8.1 Abandoned Call Display**

All abandoned calls are clearly and distinctly displayed for the call-taker with ANI/ALI information. The call-taker shall have the ability for a single button call back.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## **6.9 CALL LOGGING**

The proposed solution must provide extensive logging of call handling activities. The logs must be accessible from a centralized location and available to the system administrator through the system's reporting feature. At a minimum, logs must capture login and logout, non-9-1-1 associated calls, and other such events.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.10 CAD INTERFACE**

The proposed solution must support a direct interface to the existing CAD systems. The CAD system in operation in Elko Dispatch is Tyler Tech (New World) vs 10.2 and at West Wendover Dispatch Computer Information Systems (CIS) vs 13.05. The CPE must provide for a seamless interface through an Application Program Interface to allow full system integration between CAD and CPE and support the delivery of all call information to a CAD equipped workstation. The solution must also allow the transfer of call information to external system, consistent with applicable standards, guidelines and/or best practices, as they now exist or may exist in the foreseeable future.

This requirement includes, but is not limited to providing a method to transfer the call associated data in a standard format to multiple locations based on the destination of the call transfer.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.11 ALI DISCREPANCY HANDLING**

The proposed solution must allow call takers to create ALI and NRF discrepancy reports and/or documents electronically, and provide a means to process those discrepancies in a similar manner and without having to repeat any data entry.

Such electronic discrepancy reports shall be able to be passed to appropriate administrative personnel in an automated manner and created in a log so as to make a report available to the system administrator through the system's reporting feature.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## 6.12 ALI DISCREPANCY PRINTING

Call takers must have the capability of printing the electronically created ALI or NRF discrepancy in the event that there is a system failure in sending the discrepancy. ALI and NRF discrepancies should populate all available information automatically so that the call taker only has to enter the corrected information, and not re-enter information which is readily available in the system.

A log of any ALI discrepancies should be available to the system administrator through the system's reporting feature.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## 6.13 MAP DISPLAY REQUIREMENTS

Elko County desires a mapping system/application that is capable of integrating the display between CAD and CPE systems without losing functionality from either system/application. The Owhyee dispatch does not have a CAD system.

- Understood**

### 6.13.1 GIS Support

All GIS data associated with call routing and plotting will be provided in a NENA NG9-1-1 standard format.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

Originating call network operators will be expected to verify civic address location information against the NG9-1-1 GIS data using the LVF, which will be provided by another vendor.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.13.2 Data Requirements**

The proposed solution must use and/or import GIS data developed and maintained by another Elko service provider

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.13.3 GIS Data Integrity**

All data integrity, functionality and appearance must be transferred to the call taking positions as well.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.13.4 Data Updates**

Emergency Call Routing Function (ECRF) data shall normally be updated on at least a daily basis.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.13.5 Map Updates**

The Map display must be dynamically updated within a 24 hour period at every call-taker position either automatically or manually.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## **6.14 INTEGRATED MAP DISPLAY**

All call-taking positions should include a map display that is integrated with the call handling software. All calls that have location coordinate information (AVL, wireline, wireless, VoIP) must be displayed on the map.

- Complies**

- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.14.1 Search Functionality**

The proposed solution should provide robust search functionality in the mapping display. Call-takers should be able to search, at a minimum, based on address, landmarks, intersections and geographic coordinates and “locations” identified within the CAD (specific to an address/location).

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.14.2 Discrepancy Handling**

ALI and GIS discrepancies must be generated through the same discrepancy interface, simplifying the process for call-takers to generate a discrepancy with the exception that the GIS discrepancy shall include a copy of map and the call taker only has to enter the corrected information, not re-enter information which is readily available in the system.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.14.3 Phase I Wireless**

The proposed solution must be able to map Phase I wireless calls using sector polygon data to provide a visual indication of the area that the caller is calling from.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**6.14.4 Phase 2 Wireless**

The proposed solution must be able to map Phase 2 wireless calls and provide a visual indication of the area that the caller is calling from, taking into consideration confidence factor information, which must also be provided and displayed.

- Complies**

- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.14.5 Site Differentiation**

The system must differentiate between all computer aided cell service calls like Femto-cells and Phase II calls.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.14.6 Reporting**

All reports must be available both in hard copy and in commonly used electronic formats. The system's reporting feature must provide the ability for a system administrator(s) to build report criteria and when necessary utilize system logging features to obtain data, while have the capability to export data into a useable format.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.14.7 Call Taker Activity**

The proposed solution must include a call taker activity report. The report must be filterable and sortable by relevant fields such as date/time, PSAP, and call taker ID. The report must be able to show all call taker activity, such as login, logout, busy, not busy, on a call etc.

All reports must be buildable and accessible by a system administrator(s) through the system's reporting feature.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **6.15 MANAGEMENT INFORMATION SYSTEM REQUIREMENTS**

The proposed solution must include a management information system. There must be flexible and functional capabilities within the MIS to include, but not limited to, the ability to create



report on an ad-hoc basis. Claiming and extracting data into a report writing feature from any log, discrepancy report or basic data component available by a system administrator through the system's reporting feature.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.15.1 Administrative Monitoring**

The proposed solution should include an Administrative Monitoring Application available through supervisory positions that allow for PSAP position monitoring and activity.

The supervisory positions shall be able to monitor (without detection) audio present on any other answering position, barge-in on any other answering position, access ALI/Mapping/CAD information remotely for calls in progress at any PSAP answering position.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.15.2 Monitoring of Applications and Equipment**

The proposed solution will require proactive monitoring of all system components for operation, performance and fault conditions.

The proposed solution shall ensure that all alarms including environmental status alarms are received and monitored in a Network Operations Center (NOC). Proposed vendors shall describe the tools, methods and procedures that will be used for monitoring.

Vendor providers shall include a matrix of components that will be proactively monitored, managed and administered.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.15.3 Operations**

The proposed solution must include a comprehensive operations report. The report must be filterable and sortable by relevant fields such as date/time, PSAP, class of service etc.

The report must be able to show all system activity including calls by PSAP, calls by class of service, calls by date, calls by time, calls by day of week etc. Statistics such as average time to answer and average call length must be available.

Any data and/or report must be available by a system administrator through the system's reporting feature.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.15.4 Call Takers on Duty**

The proposed solution must include a call taker status report. The report must be filterable and sortable by relevant fields such as date/time, PSAP, and call taker ID. The report must be able to show staffing levels and call takers on duty for any given time period queried by the report.

Any report must be buildable and available by a system administrator(s) through the system's reporting feature.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.15.5 Event Log**

The proposed solution must include an event log report. The report must be filterable and sortable by relevant fields such as date/time, PSAP, and call taker ID. The report must be able to show recorded events buildable and available by a system administrator(s) through the system's reporting feature.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **6.15.6 Ad Hoc Reporting**

The proposed solution must include a comprehensive ad hoc reporting tool. All data available to or described within this document must be accessible by the identified comprehensive ad

hoc reporting tool. In addition, it shall be usable, buildable and available by a system administrator(s).

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## **7.0 CUSTOMER SERVICE REQUIREMENT FOR CPE**

### **7.1 Service Requirements**

Customer Service and Support capabilities are relied upon to insure the readiness of this critical infrastructure. Twenty-four hour access, monitoring and a quick response are expectation of Elko County to insure readiness.

#### **7.1.1 System Readiness**

The system must remain operational 24x7x365 inclusive of normal operating conditions, system updates, system refreshes, equipment/hardware replacements etc. The vendor shall propose a solution which keeps the entire system up and operational.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **7.1.2 Call Flow Analysis**

The proposing vendor will perform a call flow analysis with the Elko County team prior to system configuration. This is necessary to ensure that the new system is consistent with operational needs.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

#### **7.1.3 Traffic Study**

The proposing vendor will work with the Elko County project team in requesting a traffic study from the local exchange carrier to ensure adequate trunk lines are in place. The proposing vendor will review the traffic study and determine if current trunks are sufficient or more need to be added.

- Complies**

- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.1.4 Customer Service Plan**

The proposed solution must include a customer service plan which ensures the continuity of operations and regular/routine maintenance. The plan shall include a defined criterion for the identification of service levels (i.e. minor, major, critical etc.) which must be approved and accepted by Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.1.5 Remote Monitoring**

The proposed solution should include remote monitoring to aid in detecting any issues and/or potential problems that can be seen and remotely addressed. Describe the remote monitoring available.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.1.6 Updates and/or Upgrades and/or Replacements**

The proposed solution should include any and all updates and/or upgrades and/or replacements provided through the life of the system to ensure that Elko County's platform is operating on the latest version including the operating system. As well, customer service should include a representative which can communicate updates and/or hardware requirements in advance of any version changes.

The vendor must provide a description of software enhancements currently planned for the future and expected release dates projected for the next five (5) years. Describe your process to secure upgrades.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.1.7 Maintenance Spares**

The proposed solution must include maintenance spares with an associated list including functional descriptions and quantities of each item. Please list and define your maintenance spares that will be kept on site.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.1.8 Commercial Power Requirements**

The proposing vendor shall provide an itemized breakdown of commercial power requirements for each component of the proposed system. The breakdown shall culminate in the net sum of required commercial power for the entire proposed system.

In addition; any power restrictions/special requirements, power phase distribution needs and/or specific grounding requirements shall be outlined by the prospective vendor.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.1.9 End-of-Support Equipment**

The proposing vendor shall proactively replace any hardware that has reached end of support (EOS) no later than 90 days prior to the manufacturer’s EOS date.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.1.10 Remedies**

The proposing vendor shall define the financial and operational remedies it is offering to Elko County for each event in which the above system performance service levels are not maintained. The vendor also shall describe the escalation process for prompt resolution, identify whether it may be different by type of element, and provide the specific proposed language that vendor will agree to on these issues.

- Complies**
- Complies Partially**

- Complies with Future Capability**
- Does Not Comply**

## **7.2 OUTAGE NOTIFICATION AND REASON FOR OUTAGE (RFO) REPORT**

### **7.2.1 Regulatory Compliance**

The proposing vendor shall comply with all applicable local, state, and federal outage and notification statutes and rules throughout the term of the contract.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **7.2.2 Outage Notification**

The proposing vendor shall notify Elko County within 15 minutes of discovering an event or outage that may impact 9-1-1 services. All events that meet criteria for local, state, or federal reporting shall also be completed by the vendor. At the time of initial notification, the vendor shall convey all available information that may be useful in mitigating the effects of the event or outage, as well as a name, telephone number, ticket or reference number, and email address at which the service provider can be reached for follow-up. The vendor is responsible for coordinating data gathering, troubleshooting and reporting on behalf of its suppliers. Note that the network should be designed with a self-healing architecture with multiple routes to prevent outages or loss of service.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **7.2.3 Status Updates**

The proposing vendor shall communicate any updated status information to Elko County no later than two hours after the initial contact, and at intervals no greater than two hours thereafter until normal 9-1-1 service is restored. This information shall include the nature of the outage, its best-known cause, the geographic scope of the outage, the estimated time for repairs, and any other information that may be useful to the management of the affected operation.

- Complies**

- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.2.4 Reason for Outage (RFO) Reporting**

Following the restoration of normal 9-1-1 service, the vendor shall provide a preliminary RFO report to Elko County no later than three days after discovering the outage. An in-depth RFO report, including a detailed root-cause analysis, shall be provided to Elko County no later than ten days after discovering an outage.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.2.5 Media Contact**

The successful vendor shall provide a 24 x 7 spokesperson that will be available for media contact upon executive approval by Elko County regarding ANY outage of 9-1-1 service due to any failure of 9-1-1 call delivery to Elko County's host equipment.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.2.6 SLA Reporting**

The proposing vendor shall provide a detailed description of how it measures and reports incidents, including immediate notifications and regularly scheduled reports. Final SLA's will be completed with Elko County during contract negotiations.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.3 TRAINING AND DOCUMENTATION REQUIREMENTS**

**7.3.1 Training Requirements**

The vendor must conduct training on all system functions on site. Training must be accomplished to accommodate various shifts. The time, dates and class size must be subject to the approval of Elko County.

Training must be conducted by qualified instructors. The training must cover all aspects of the new CPE. Training must be conducted as close to the installation date as practical and be in concert with the scheduling needs of the centers and IT staff, if appropriate. Elko County shall have the right to replace the instructor.

The proposing vendor must describe their CPE training.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **7.3.2 Training Materials**

Students shall receive individual printed copies of applicable training materials at the time the course is conducted.

Training materials supplied as part of the proposed solution shall become the property of Elko County. The vendor shall grant authorization to reproduce the training materials allowing Elko County the ability to continue to train after the installation is complete.

The vendor shall also provide to Elko County all training materials in electronic format which may allow Elko County to adapt said materials internally, as needed.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **7.3.3 Manuals**

The vendor must furnish documentation for installation, operating and maintenance for each component of the proposed solution. The vendor shall provide a parts list, user manual, configuration and maintenance manuals. The vendor shall provide the manuals in printed form as well as CD or other agreed upon electronic format. Six (6) complete sets of the manuals are required.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**



## **7.4 SYSTEM TRANSITION REQUIREMENTS**

### **7.4.1 Installation Support**

The proposing vendor must provide the technical resources and personnel to support the installation. Personnel must be technically qualified to support and repair all components and equipment proposed and familiar with the configuration outlined in the proposal.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **7.4.2 Migration Plan**

The proposing vendor must provide a detailed and phased migration plan that specifies the steps for transitioning to the proposed solution including but not limited to identification and management of risks.

This plan shall include common interaction with the current telecommunications providers, aggregators, etc. as necessary to ensure that calls are not impacted during the transition.

Elko County must approve the entire migration plan; including the cutover and rollback plans prior to the commencement of the transition.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **7.4.3 Cutover Plan**

The proposing vendor must supply a cutover plan prior to the migration to the new system. Elko County must approve the cutover plan prior to the commencement of the transition.

Upon approval, the vendor may begin executing the cutover process outlined in the plan. The plan should include any and all personnel resources (technical, functional, training) to be on site and/or available during cutover, including but not limited to, external resources (i.e. Telco etc.) at any hours identified by Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.4.4 Roll Back Plan**

The proposing vendor must supply a rollback plan that permits a “back out” of the cutover if failures or issues arise. The rollback plan must provide details for returning the PSAPs to their current call taking, dispatch and operational functionality

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.5 ACCEPTANCE TESTING**

A written acceptance plan must be supplied to Elko County and must be approved by Elko County.

The vendor will remain solely responsible for all materials, hardware and software provided until all items have been delivered, implemented, tested and accepted by Elko County.

Pre-install procedures, checklists or punch list will be completed by the vendor and reviewed by Elko County. Signatures must be provided by the Vendor and Elko County to complete documentation for any and all acceptance testing.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**7.6 FINAL ACCEPTANCE OF CPE**

The vendor final acceptance testing must be conducted for a period of 30 days without a major/critical failure. If a failure is detected, the final acceptance period stops and the failure or failures are immediately fixed and the final acceptance period may reset if deemed necessary by Elko County.

Elko County expects that any interruptions to the normal operation shall be minimized.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## **7.7 VENDOR HARDWARE SPECIFICATIONS**

### **7.7.1 Hardware Specifications**

Identify all hardware specifications required for the system. Proposed specifications should provide minimum and recommended specifications. Separate the hardware per PSAP.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **7.7.2 Required Logistics for Installation and Migration**

Identify any and all logistical and material needs from Elko County for installation and migration for each PSAP.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## **8.0 PROJECT MANAGEMENT FOR CPE**

The selected vendor must provide project management services during the installation, configuration, migration and testing of the proposed solution. The vendor must support all activities to ensure that their proposed solution is implemented according to the defined configuration.

Any changes to the configuration must follow a standardized Change Management Plan defined in the required project plan.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **8.1 Contract Manager**

Any individual assigned by the vendor to support contract negotiation and management should be readily accessible through the implementation and cutover period for no less than six (6) months following system acceptance.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **8.2 Project Manager**

The proposing vendor must designate a Project Manager for program planning, direction, structure and controls in order to provide superior service and to ensure strict adherence to all contract requirements and specifications. Elko County reserves the right to request a new Project Manager should issues arise.

The qualifications, resumes with references and experiences on similar projects should be included for the Project Manager and the Project Team.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **8.3 Organizational Chart**

The proposing vendor must provide an organization chart of the proposed project team. A resume shall be provided as part of the proposal response for all project team members.

It is expected that all team members and/or project participants be subject to and pass the security requirements identified by Elko County.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

### **8.4 Project Plan**

The proposing vendor must provide a project plan that details how the collective project components will be managed. This project plan should document:

- Change Management

- Communications Management
- Cost Management
- Risk Management
- Resource Management
- Schedule Management
- Quality Assurance

The proposed start date for the project shall utilize a “contract date”.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**8.5 Project Implementers**

Individuals associated with the project implementation including, but not limited to pre-sale team members, implementers, trainers etc. be readily accessible to Elko County for no less than six (6) months post installation.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

**8.6 Project Updates**

Regular project updates must be conducted weekly to meet all project plan components. These meetings should be proposed by the vendor to include a thorough process by which the project plan is met through implementation and system acceptance. These weekly project updates may be done via conference calls. The vendor will provide project member contact information. The vendor will provide written minutes for all project meetings.

- Complies**
- Complies Partially**
- Complies with Future Capability**
- Does Not Comply**

## 9.0 COST PROPOSAL

### **Cost Proposal MUST be submitted in a separate sealed envelope**

The proposing vendor shall complete the provided Excel worksheet (Attachment B for Elko and West Wendover and Attachment C for Owyhee to this document) providing costs for the identified services to include:

- Cost of Software for Elko Communications Center, West Wendover Communications Center, Elko Police Department and Owyhee Communication Center
- Cost of hardware/equipment/components, broken down by each PSAP and the Police Department
- Network Components
- Training Costs
- Anti-Virus Management
- First year maintenance costs for non-hardware components to begin on completion of system acceptance, with two (2) five (5) year renewals
- First year maintenance costs for hardware components with two (2) five (5) renewals

The pricing for Owyhee must be provided as a separate entity.

**Understood**

**ATTACHMENT B**  
**VENDOR PRICING SHEET**

**ATTACHMENT C**  
**VENDOR PRICING SHEET**  
**OWYHEE**