

# REQUEST FOR PROPOSAL (RFP) NG9-1-1 DATABASE SOLUTION

## Introduction/Purpose

It is the goal of this procurement to transition from their existing Basic 9-1-1 environment that contains limited 9-1-1 infrastructure to a full NG9-1-1 solution for database. Currently, Elko County has plain old telephone service (POYS) lines with no Selective Router or CAMA trunks in use. There is no ALI or MSAG in use today. The NG9-1-1 Database system for Elko County will be shared by the City of Elko, West Wendover and Owyhee Indian Reservation, with connectivity through an NG9-1-1 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 Emergency Services Internet Protocol (IP) Network (ESInet), as well as deliver such with the utmost reliability.

The Next Generation 9-1-1 Call Routing and answering system 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 Database. 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.

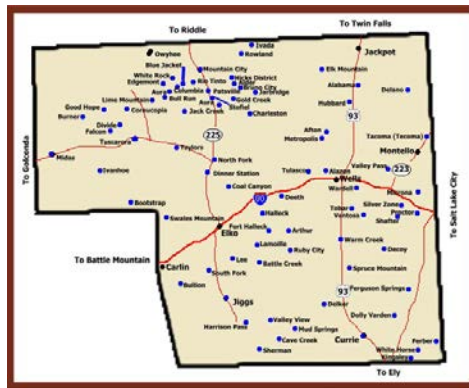


Figure 1 - Elko County Map

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

### **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 NG9-1-1 Database and MSAG

### 1.1 Project Overview and 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.

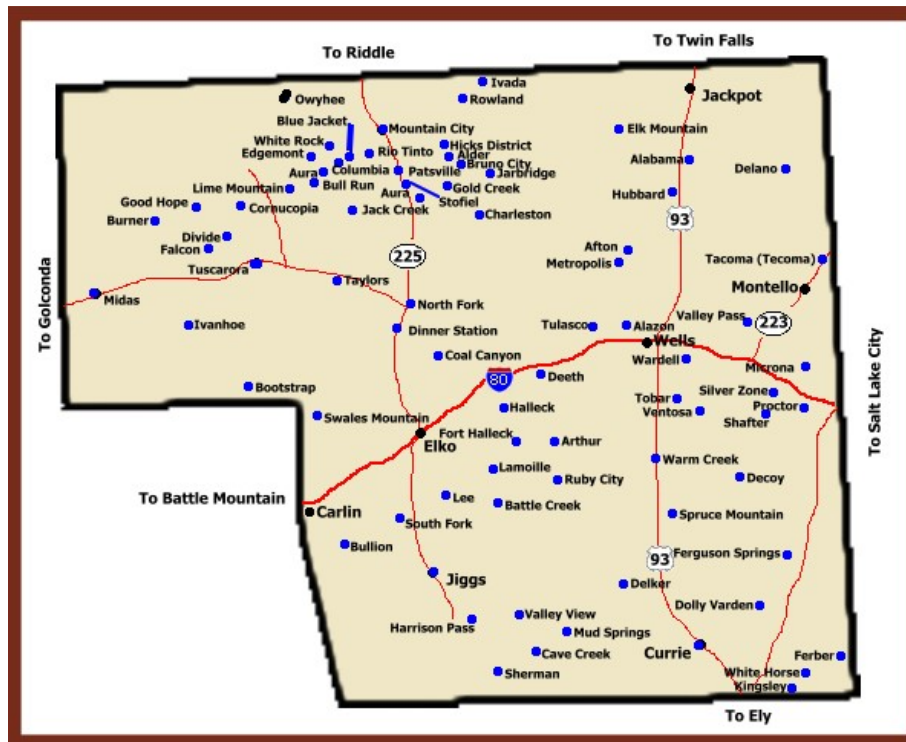


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There are currently three Public Safety Answering Points (PSAPs) in the County. One PSAP is located at the Central Dispatch Administrative Authority (CDAA) facility in Elko. This center handles emergency communications for police, fire and EMS services throughout most of the county. A second PSAP is in the city of West Wendover. This 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.

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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.

Elko County, Nevada desires to transition from their existing Basic 9-1-1 environment that contains limited 9-1-1 infrastructure to a full NG9-1-1 solution for database, CPE and network. Currently they have plain old telephone service (POTS) lines with no Selective Router or CAMA trunks in use. There is no ALI or MSAG in use today. This RFP will not address the CPE or Emergency Services IP Network.

## 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 General Requirements**

The NG9-1-1 database solution should be based on Geographic Information System (GIS) data used in concert with a Location Information Server (LIS), Location Validation Function (LVF) and Emergency Call Routing Function (ECRF) tied to an ESInet and Emergency Services Routing Proxy (ESRP).

- a) The proposed solution should be available 24 hours per day, 7 days per week, 365 days per year with a 99.999% availability
- b) The proposed solution should be a managed services solution
- c) The CPE or ESInet is not part of this procurement
- d) The proposed solution must:
  - Support the creation/verification of existing GIS data and identifying needs for improvement before use in NG9-1-1
  - Provide an outline of the NG9-1-1 functional elements necessary for the transition
  - Support a GIS database that will be a shapefile or file geodatabase
  - Support GIS data that includes road centerlines, address points, PSAP boundaries, emergency service boundaries and provisioning boundaries
  - Provide ECRF and LVF functions that utilizes civic address location information to verify a 9-1-1 address for routing and dispatching. The County requires two geospatial data feature types be used to validate and route civic locations. – Lines (road centerlines) and Points (site/structure address points and Mapping layers
  - Recommend a phased project approach. e.g. build the MSAG, build regional ALIs, integrate and prepare GIS/spatial data for NG routing. Currently, Elko County has B9-1-1.
  - Provide for monitoring and management on a 24x7x365 basis
  - Meet current NENA Data Standards.

**Understood**

### **1.4 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 itemized pricing
- Database Software, with pricing
- Network components, with pricing
- Services provided, with pricing – e.g.- project management
- Training, with pricing

**Understood**

**1.5 Adopted NENA Standards**

**Elko County will need to establish a traditional MSAG, as well as be prepared for the Geospatial routing capabilities of NG9-1-1. The following standards are comprehensive of the GIS requirements for this project. The Standards below cover the entire range of Database requirements.**

Standard ID	Title	Description	Latest Revision/Release Date
INF-005	Emergency Incident Data Document (EIDD) Information Document	Provides a recommended list of data components, their relationships to each other, the data elements contained within each data component, and the registries that control the available values for appropriate data elements. Initiates the process to create a Nation Information Exchange Model (NIEM)	February 21,2014 Scheduled to be replaced by a Standards document
STA-015.10-2018	Standard Data Formats for 9-1-1 Data Exchange and GIS Mapping	Establishes standard formats for Automatic Location Identification (ALI) data exchange between service providers and database management system (DBMS) providers, a Geographic Information System (GIS) data model, a data dictionary, and	August 12, 2018

		formats for data exchange between the ALI database and PSAP controller equipment	
STA-006.1-2018	Standard for NG9-1-1 GIS Data Model	Defines the Geographic Information Systems (GIS) Data Model, which supports the NENA Next Generation 9-1-1 (NG9-1-1) Core Services (NGCS) of location validation and routing, both geospatial call routing or to the appropriate agency for dispatch. This model also defines several GIS data layers, (layers) used in local Public Safety Answering Point (PSAP) and response agency mapping applications for handling and responding to 9-1-1 calls.	June 16, 2018
02-501	Wireless Static and Dynamic ALI Data Content Information Document	Provides national NENA best practice recommendations on wireless E9-1-1 ALI data content, ALI field usage, and data relationships, such that the E9-1-1 call taker receives complete data with a maximum of clarity and with consistency of data elements and meaning across all carriers and their vendors.	October 16, 2006
04-005	ALI Query Service Standard	This document defines the NENA XML ALI Query Service (AQS) that specifies new protocols between the PSAP and the Next Generation Emergency Services Network (NGESN). It provides the rationale behind the AQS and how it relates to the current ALI protocol. It also provides an overview of implementation alternatives (bindings) described in detail within the document.	November 21, 2006

<p>STA-012.2-2017</p>	<p>NG9-1-1 Additional Data Standard</p>	<p>This document defines how to populate the Additional Data structures to describe three entities commonly associated with an emergency call: the Caller placing the emergency call, the Location the emergency call is placed from, and the Call itself (information about the means of communication). The combination of this primary data with Additional Data can assist in determining appropriate call routing and handling.</p>	<p>December 21, 2017</p>
<p>STA-004.1-2014</p>	<p>NG United States Civic Location Data</p>	<p>This document defines the civic location data elements that will be used to support the NENA compliant Next Generation systems, databases, call routing, call handling, and related processes.</p>	<p>March 23, 2014</p>
<p>STA-008.2-2014</p>	<p>NENA Registry System (NRS) Standard</p>	<p>When developing and deploying technical standards which employ enumerations, or lists of values, where the enumeration or lists can reasonably be expected to change over time as new technology, vendors, service providers or other stakeholders evolve, a known stable way to maintain the current acceptable values in the enumeration or list is required. The values in the enumeration or list are called a registry. This document describes how registries are created and maintained in NENA</p>	<p>March 23, 2014</p>

2.105.1-2017	NG9-1-1 Emergency Incident Data Document (EIDD)	The Emergency Incident Data Document (EIDD) provides a standardized, industry-neutral National Information Exchange Model (NIEM) conformant (XML-based) specifications for exchanging emergency incident information to agencies and regions that implement NG9-1-1 and Internet Protocol (IP) based emergency communications systems. Emergency incident information exchanges supported by the EIDD include exchanges between disparate manufacturers' systems located within one or more public safety agencies and with other incident stakeholders.	January 3, 2017
02-011	Data Standard for Local Exchange Carriers, All Service Providers & 9-1-1 jurisdictions	This document sets forth NENA standards for all Service Providers (SPs) involved in providing dial tone to end users whether or not they are the 9-1-1 Database Management System Provider (DBMSP) or a SP in an Enhanced 9-1-1 area. It includes Database Maintenance, Quality measurements, INP, LNP and Number Pooling standards to be utilized for any 9-1-1 system that provides information for data display. It defines measurements that support meaningful computations to allow for a better understanding of database quality and timeliness of database updates.	May 12, 2012
02-014	GIS Data Collection &	Provides recommended standard for GIS data collection	June 17, 2007

	Maintenance Standards	and GIS data maintenance. This document is meant to provide PSAP management, vendors, and other interested parties necessary guidelines for collecting and maintaining GIS data	
02-015	Standard for Reporting & Resolving ANI/ALE Discrepancies and No Records Found	Document sets forth standards for PSAP jurisdictions, Access Infrastructure Providers (AIP), Service Providers and Data Base Management System Providers (DBMSPs) in reporting and resolving discrepancies that occurred during a 9-1-1 call.	June 6, 2006
71-501	Synchronizing GIS Databases with MSAG & ALI Information	This document is provided as a guide to synchronizing both the Master Street Address Guide (MSAG) and optionally the Automatic Location Information (ALI) databases to a Geographic Information System (GIS) geospatial database of road centerlines, site / structure locations, and related spatial databases	September 8, 2009
INF-014.1.2015	Development of Site/Structure Address Point GIS Data for 9-1-1	This document has been designed to serve as a guide for those developing site/structure address point data in a Geographic Information System (GIS) for use in 9-1-1 and Next Generation 9-1-1 (NG9-1-1).	September 8, 2015
REQ-002.1-2016	NENA NG9-1-1 Data Management Requirements	This document defines discrepancy report and the performance reports associated with processes within the Next Generation 9-1-1 (NG9-1-1) system. The intent of the document is to provide 9-1-1 Authorities, vendors, Communication	March 10, 2016

		Service Providers (CSP), and other interested parties with guidelines for communicating issues or status of various elements within the system.	
STA-005.1.1-2017	Standard for Provisioning & Maintenance of GIS data to ECRF and LVFs	This document defines operational processes and procedures necessary to support the i3 Emergency Call Routing Function (ECRF) and Location Validation Function (LVF). Additionally, this document identifies ECRF/LVF performance and implementation considerations for 9-1-1 Authorities' consideration	August 10, 2017
INF-027.1-2018	Document for Location Validation Function Consistency	This document provides recommendations that Location Validation Function (LVF) stakeholders, including operators, implementers, Geographic Information System (GIS) personnel and LVF clients can follow to help ensure that when LVFs from different vendors are provisioned with the same GIS data, they return consistent location validation responses for the same civic locations.	August 10, 2018

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

## 1.6 Architecture



The County will provide two primary database servers. One server will be located at the Elko Dispatch Center and the other at the Elko Police Department. This Regional solution will also include the ability to add other jurisdictions to the system. The vendor must describe information on the servers that need to be purchased.

The responding vendor must describe their architecture for the database services.

**Understood**

### **1.7 Redundancy and Failover**

All key components of the new data management system must be fully redundant and reliable. No single component, if lost, will result in the inability to provide location information. Any such component must be redundant and the system must have 5-9s reliability (available 99.999%).

The responding vendor must describe the details of redundancy and reliability of their equipment and how their solution will provide for continuity in operations with specific outcomes to prevent any single point of failure. Also, describe how the system manages “failover” as a result of the loss of any key component.

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

### **1.8 Scalability**

The new regional database system must be fully expandable to cover 10 year growth rate. Describe the system’s overall capacity as it will be initially installed, as well as any necessary changes required to reach these limits, including professional services and other related costs, if applicable.

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

### **1.9 System Reliability/Availability**

The new system, as a whole, must provide at least 99.999% (5 9’s) reliability and availability. The responding vendor must detail their ability to achieve this level of reliability and availability.

If 5-9's cannot be achieved, the responding vendor must identify such areas within their system design that do not meet this requirement.

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

#### **1.10 Create ALI/LIS Records**

The responding vendor must describe how they will create ALI/LIS records for approximately 53,000 non-Reservation citizens and approximately 1,000 Reservation citizen, who have Basic 9-1-1 today.

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

#### **1.11 Create an MSAG for Basic 9-1-1 Customers**

The responding vendor will need to create an MSAG for Basic 9-1-1 customers. Describe how this requirement will be met. The natural evolution of the MSAG will be the LVF and ECRF.

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

#### **1.12 GIS Data Model Layers**

In NG9-1-1, data may not be confined within a jurisdiction or an area. In disaster or overload conditions, calls may be answered out of area. Data may be consolidated into regional and/or statewide databases. For these reasons, it is essential that the jurisdictions define their GIS data layers and attributes as they are specified in the NENA NG9-1-1 GIS Data Model Standard NENA-STA-006.1-2018. While this change may mean additional effort, it is important that the GIS conform to the GIS Data Model Standard in order to realize the many benefits of interoperable data and systems.

Being able to transfer a 9-1-1 call to another PSAP, or to assist other PSAPs in times of emergencies depends on the core routing and validation database, the provisioned GIS data within the LVF and ECRF, and meeting and adhering to this Standard. The responding vendor should describe how this will be accomplished.

**Required** – the following layers must be available for ECRF and LVF to function

- Road Centerlines
- Site/Structure Address Points
- PSAP Boundary
- Emergency Services Boundary (must include Law, Fire and EMS as separate layers)

**Strongly Recommended** – the following layers may aid in the functionality of the ECRF and LVF

- Street Name Alias Table
- Landmark Name Part Table
- Complete Landmark Name Alias Table
- States or Equivalent
- Counties or Equivalent
- Incorporated Municipality Boundary
- Unincorporated Community Boundary
- Neighborhood Community Boundary
- Other Emergency Services Boundaries (may include but not limited to Poison Control, Forest Service etc.)

**Recommended** -other layers that complete the minimum GIS data for NG9-1-1 and E9-1-1 call taking and dispatch operations

- Railroad Centerlines
- Hydrology Line
- Hydrology Polygon
- Cell Site Location
- Mile Marker Location

The responding vendor must describe how they will meet this requirement.

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

## 1.13 Emergency Call Routing Function (ECRF)

### 1.13.1 ECRP 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**

#### **1.13.2 High Availability Design**

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

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

#### **1.13.3 Accessibility by Outside Functional Elements**

The proposing vendor providing an ECRF shall ensure that it is accessible from outside the ESInet and that the ECRF permits querying by an IP client/endpoint, an LNG, or an ESRP in a next generation emergency services network, or by some combinations of these functions.

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

#### **1.13.4 Query Rate-Limiting**

The proposed ECRF shall allow for rate-limiting queries from sources other than the proposed ESRPs and provide logging of all connections, connection attempts, and LoST transactions.

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

#### **1.13.5 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 (EMS)
  - 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**

#### **1.13.6 User Interface and Provisioning**

The proposing vendor shall define its method of provisioning the ECRF; updating the ECRF (including the frequency of updates); validating data provisioning; performing error logging; performing gap and overlap analysis; and support LoST queries from ESRPs, the PSAP CHE and other authorized hotspots within the ESInet. The vendor 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**

#### **1.14 Location Database Description (LDB)**

A Location Database (LDB) serves both a legacy ALI database and as a Location Information Server (LIS) in an i3 NG9-1-1 environment. The LDB retains all the current information, functionality, and interfaces of today's ALI but also can utilize the new protocols required in a NG9-1-1 deployment. The LDB supports the protocols for legacy ALI query and ALI query service, the protocols required to obtain information for wireless calls by querying the mobile positions center (MPC) or gateway mobile location center (GMLC) and the protocols required

for i3 location information retrieval and conveyance, such as HTTP-Enabled Location Deliver (HELD) or other proprietary protocols.

The LDB shall meet the following requirements:

- Shall support all relevant sections of NENA 02-010, 02-011, 02-015, 04-005, 08-501 and 08-502 related to the ALI database management system (DBMS)
- Shall assume the role of a location DBMS as defined in NENA-INF-008.2-2013, NENA NG9-1-1 Transition Plan Considerations
- Shall support NENA, ATIS, ANSI or other relevant standards, such as J-036, E2, E2+, NCAS and CAS
- Shall be able to provide LIS functionality and interfaces as defined in NENA-STA-010.22016
- Shall be able to dereference a location by reference, as defined in NENA-STA-010.22016
- Shall be able to dereference requests for additional information, as defined in NENASTA-010.2-2016
- Shall be able to interface simultaneously with multiple remote ALI databases
- Shall automatically detect, import and validate customer records (SOI records)
- Shall have the ability to be used simultaneously by both NG9-1-1-capable and E9-1-1-capable PSAPs
- Shall allow different PSAPs to use different ALI formats based on individual needs
- Shall utilize LVFs to validate civic addresses
- Shall support PIDF-LO location data formatting as defined in NENA-STA-010.2-2016
- Shall periodically reevaluate the location information using LVF functions within the system
- Shall be able to communicate with NG9-1-1 functional elements using the SIP and HELD protocols
- Shall be able to provide a PIDF-LO based on both the wireless and VoIP E2 response
- Shall consistently respond to all requests within 400 milliseconds (ms)
- Shall support FoCR, as required

Responding vendor shall describe the functionality of the proposed LDB, including additional features and capabilities, error handling, FoCR capabilities, logging, and deployment recommendations in sufficient detail to address the requirements outlined, with attention to the arrangement of the proposed components, user interface and features, and security aspects.

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

### 1.15 Polygons

The responding vendor will need to create PSAP polygons from a combination of paper maps and GIS data for 3 PSAPs. Describe how you will meet this requirement.

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

The responding vendor will need to reconcile MSAG, USPS and GIS. Describe how you will meet this requirement.

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

### 1.16 Solution

The responding vendor must describe their solution for taking 3 diverse PSAPs from Basic 9-1-1 to NG9-1-1 for a managed Database system including what steps will be taken, what type of equipment is needed, etc.. Describe how you will procure, implement and migrate to a NG9-1-1 Database System.

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

### 1.17 Functional Elements

The responding vendor must provide an outline and the details of the NG9-1-1 functional elements necessary for the DB to transition to NG9-1-1.

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

## 2.0 SERVICE MANAGEMENT REQUIREMENTS

### 2.1 Service Level Agreements

The responding vendor shall produce a service level agreement (SLA) that specifies the performance measurements, calculation models, tools utilized and operational procedures to maintain the SLA. The vendor must disclose risks to achieving high availability (99.999%) in their proposed solution.

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

## **2.2 Change Management**

The responding vendor shall include a description of their procedures and processes that identify how changes to the configuration and the project will be handled.

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

## **2.3 Trouble Ticket System**

The responding vendor must support a 24x7x365 trouble ticket system. The vendor shall describe the system's capabilities and explain the process of generating, reporting and resolving trouble. The vendor must include all methods of generating a trouble ticket (telephone, text, email etc.) as well as 24x7 toll free numbers accessible by Elko County.

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

## **2.4 Trouble Shooting Analysis and Reporting**

The responding vendor must provide updates for any trouble shooting and corrective action(s) identified for minor, major or critical issues. Such analysis should be regularly updated with a final report provided, in writing, to Elko County within five (5) business days of resolution. Describe how the proposed solution will meet this requirement

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



## 2.5 Scheduled Maintenance

The proposed system will require a scheduled maintenance process. The process must include a methodology for coordinating and scheduling preventative maintenance activities and how those events will be executed. Any such maintenance must not cause a disruption in location availability for 9-1-1 calls.

The responding vendor shall describe how their schedule maintenance process will work.

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

## 2.6 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**

## 2.7 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**

**2.7.1 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**

**2.7.2 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**

**2.7.3 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**

**3.0 TRAINING AND DOCUMENTATION REQUIREMENTS**

**3.1 Training Requirements**

The responding vendor must conduct training on all system functions on site at the customer locations. The responding vendor must also conduct “train-the-trainer” sessions on site at the customer locations.

A training schedule will be determined by Elko County to meet their staffing needs.

Training must be conducted by qualified instructors. The training must cover all aspects of the new system. Training must be conducted as close to the installation date as practical and be in concert with the scheduling needs of the center.

The responding vendor must describe their system training.

**Understood**

### **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 responding 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.

**Understood**

### **3.3 Solution Documentation**

The responding 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, DVD or other agreed upon electronic format. Six (6) complete sets of the manuals are required.

**Understood**

## **4.0 SYSTEM TRANSITION REQUIREMENTS**

### **4.1 Installation Support**

The responding vendor must provide the technical resources and personnel to implement and 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**

### **4.2 Migration Plan**

The responding 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.

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**

### **4.3 Cutover Plan**

The responding 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 shall 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, Elko County personnel as well as external resources (i.e. Telco etc.) at any hours identified by Elko County.

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

#### **4.4 Rollback Plan**

The responding 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**

#### **5.0 ACCEPTANCE TESTING**

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

Elko County will not accept the system until all items on the acceptance test plan have passed the acceptance criteria. 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 lists 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**

#### **6.0 FINAL ACCEPTANCE**

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**

## **7.0 PROJECT MANAGEMENT**

The selected vendor must provide project management services during the installation, configuration, implementation, 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.

The responding vendor must describe their approach to project management.

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

### **7.1 Project Manager**

The responding 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**

### **7.2 Project Organization Chart**

The responding 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**

### 7.3 Project Plan

The responding 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**

### 7.4 Project Schedule

The responding vendor must provide a draft project schedule that includes resources and milestones.

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

### 7.5 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**

## **8.0 COST PROPOSAL**

### **Cost Proposal MUST be submitted in a separate sealed envelope**

The proposing vendor shall complete the provided Excel worksheet (Attachment B 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

**Understood**



**ATTACHMENT B**  
**VENDOR PRICING SHEET**

**ATTACHMENT C**  
**VENDOR PRICING SHEET**  
**OWHYEE**