

Answers to Questions from vendors regarding Elko County, NV RFPs for NG9-1-1 Database

Q1 Extension: Several vendors asked for an extension of the due date for RFP responses.

Answer: Due to the volume and complexity of questions submitted, both RFP response due dates have been moved to March 28th, 2019. Also, formal posting of Answers to the vendor Questions will be posted February 22nd, 2019.

Q2 Database award: When will the NG Database RFP be awarded? Will this be before or after CPE/ESInet RFP?

Answer: It is the desire of Elko County to evaluate responses to both RFPs individually, and determine the timing for each project initiation. We understand the need for the Database to drive the ability to provide location for the 9-1-1 calls, and expect that this award will be made first. However, this may be modified after review of the responses.

Q3 Population growth: Can Elko County provide estimated 10 year growth rate required to answer the capacity planning question?

Answer: The County has seen a population growth rate of less than 1% over the past 5 years. The latest estimate by the State of Nevada is that there will be an increase in population of approximately 5,000 over the next 10 years.

Q4 Database location: Will Elko support a redundant geographically diverse hosted NG database that is not located in Elko County, NV?

Answer: There are no requirements for the location of a hosted database. However, vendors are encouraged to propose the solution it believes best provides the features and functionality as detailed in the RFPs.

Q5 Database provisioning: Does Elko require a database that can be provisioned by Elko resources or will it require the respondent to manage the GIS and MSAG data that resides in the DB?

Answer: The responding vendor should include its own management of GIS and MSAG data. However, keep in mind that this project is funded by a Department of Homeland Security, which will not fund a solution that includes a separate line item for Managed Services.

Q6 Addressing: Does the Indian Reservation have USPS addressing

Answer: The reservation does not have USPS addressing and the citizens each pick up their mail at the Post Office. There is no postal delivery service.

Q7 Zip codes: Can you provide the zip codes for the areas to covered by this database

Answer: 89801, 89802, 89803, 89815, 89822, 89823, 89825, 89826, 89828, 89830, 89831, 89832, 89833, 89834, 89835, 89883

Q8 References: How many references are required?

Answer: Vendors are required to provide three (3) references for their services, to demonstrate their ability to successfully meet the requirements of the RFPs.

Q9 Tab B-2 References: Tab B-2: The reference requests experience with E9-1-1 call taking and ESInet solution services. Is this the reference wanted or should this have been database and GIS experience?

Answer: There was an error on this tab. Tab B-2 for the Database RFP should state:

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 *Database and GIS* services.

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Q11 ESRI centerline data: Is there a preference for ESRI centerline data

Answer: Please refer to Section 1.12 of the Database RFP. It is up to the responding vendor to determine the data format they will use. ESRI is a software product which contains the data that has already been developed.

Q12 MSAG vs. NENA NG9-1-1 i3: Does Elko County want the MSAG database or to be compliant with NG9-1-1 i3 spec. E-911

Answer: We do not understand this question. The goal is for the MSAG database to evolve and ultimately be compliant with NG911 i3 standards.

Q13 Database and GIS integration with CPE: Will the database and GIS mapping integrate with the CPE?

Answer: 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 Owyhee dispatch does not have a CAD system.

Q14 CAD: What is the CAD used by the PSAPs included in this RFP?

Answer: The Elko Dispatch CAD system is Tyler Tech (New World), version 10.2, originally installed in 2005. The last update was in July of 2005. Their CAD system interfaces with the Police Records Management System (RMS)

West Wendover's CAD system is Computer Information Systems (CIS), version 13.05, installed in 2008. Updates are only performed when needed. Their CAD system interfaces with the Records Management System (RMS) and electronic ticketing.

The Owyhee center does not utilize a computer-aided dispatch system. They log incoming calls and dispatches on a paper log, after which calls are input into a BIA computer application called IMARS (IBM Multimedia Analysis & Retrieval System).

Q15 First Responders: Are the First Responders volunteer or career? Will they require mobile integration?

Answer: It is unknown if the First Responders are volunteer or career. We do not know if they require mobile integration, and is out of scope for this RFP, as this question pertains to CAD capabilities.

Q16 Pricing Worksheet: There is not a line item for Year 1 Development Costs. Where should the Non-recurring Costs be included?

Answer: Responding vendor should clearly and separately indicate all recurring and non-recurring charges on the Excel spreadsheet provided.

Q17 Additional Professional Services: Pricing Worksheet: Does Elko County want the ability to purchase additional Professional Services ad hoc during the life of the contract?

Answer: Vendors should include all potential future professional services as options.

Q18 Database and MSAG: The RFP requests migration planning, testing, in various areas but it is the understanding that Elko County does not have an existing database or MSAG. Does Elko County require a migration plan or is this a new install?

Answer: Please refer to Section 4.2 Migration Plan in the RFP. Elko County does not have an existing database or MSAG, so a plan detailing the implementation of the location database is required.

Q19 Rollback Plan: Elko County is requesting a Rollback Plan. It is the understanding that Elko County does not use an existing MSAG or database. Is a Rollback Plan necessary or is there a system in use today? Can Elko County provide details of the existing system if in use?

Answer: Please see Section 4.4 Roll Back Plan. The PSAPs currently have caller-ID from their service providers. The term "roll-back" applies to the ability to return the PSAP back to this environment, if there is an issue with the cutover to the MSAG.

Q20 Word version: If Elko County requires the boxes to be checked, can the RFP be supplied in Word?

Answer: Yes, a Word (.doc) version has been provided.

Q21 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. Can you tell me if this is required with submission of the proposal or after award

Answer: The vendor should furnish the documentation after award.

Q22 Regulatory: Are Offerors required to have a Certificate of Public Convenience and Necessity ("CPC") from Public Utilities Commission in the state of Nevada to submit to this solicitation?

Answer: Per the Regulatory attorney at the PUC, only companies that provide dial tone need to obtain a CPC.

Q23 Regulatory: Will a bid be accepted if the bidder has not yet received their CPC in Nevada but is in pending status or extend the due date to allow for the bidder to complete the process which is estimated between 60-90 days?

Answer: Please see the answer to Q22.

Q24 Insurance: Insurance Requirement Tab A-4: Would proof of existing policy with letter from Insurance Broker stating that vendor is able to obtain the insurance and name Elko County as additional insured meet this requirement?

Answer: All three entities need to be listed on the policy as follows:

1. Elko County
540 Court Street
Suite 101
Elko, Nevada 89801
2. City of West Wendover
1111 N. Gene L. Jones Way
P.O. Box 2825
West Wendover, Nevada 89883
3. U.S. Bureau of Indian Affairs
2719 Argent Ave. #4
Elko, NV

Q25. Insurance: May I have the name and address I need to put on the insurance policy?

Answer: All three entities need to be listed on the policy as follows:

1. Elko County
540 Court Street
Suite 101
Elko, Nevada 89801
2. City of West Wendover
1111 N. Gene L. Jones Way
P.O. Box 2825
West Wendover, Nevada 89883
3. U.S. Bureau of Indian Affairs
2719 Argent Ave. #4
Elko, NV

Q26. Insurance: Can I have one policy for all three PSAPs?

Answer: The Assistant County Manager stated that the question on individual or separate insurance policies needs to be discussed between the vendor and their Insurance Broker.

Q27. Insurance: If I need three separate policies may I have the name and address for each policy?

Answer: Please see answer to Q24 and Q25.

Q28 Database RFP: Would the County accept a NG Database RFP response for only the database builds as most ESInet with NG Core Services include a ECRF/LVF/LDB?

Answer: Yes, as long as a Vendor's response sufficiently covers all the requirements of the RFPs. The Database winning vendor would have to work with the ESInet winning vendor.

Q29 SHSP Grant: The RFP indicates the funding is provided by a grant from the SHSP. Has this grant already been provided and is there a budget that Elko could provide so the respondents can align their timelines and activities up with the funding to come up with the best possible solution for Elko?

Answer: The Grant has already been received by Elko County. The timelines for the grant will be discussed with the winning vendor. Regardless of the status of the Grant, Vendors are encouraged to provide the best possible solution which meets the requirements of the RFP.

Q30 Rural addressing ordinance: Rural addressing projects are typically accompanied with a "rural addressing ordinance" to help provide rules, guidelines and expectations for the buildout and ongoing maintenance of the underlying data – both tabular and GIS. Is there an expectation that the winning vendor develop and communicate such an ordinance?

Answer: This will not be the responsibility of the winning vendor.

Q31 Street naming: Can you provide additional details around how you envision the street naming assignment and approval process and who will be responsible for approving prior to implementation?

Answer: The vendor will need to work with the Planning Department. The contact person will be Planning Technician/GIS operator Peggy Pierce-Fitzgerald.

Q32 Rural addressing signage: Many rural addressing projects include Signage work as part of the addressing assignment. For this proposal is the vendor or the County responsible for Signage activities and if the latter, who at the County will be responsible?

Answer: This is not the responsibility of the winning vendor. The Planning/Road Department handles this.

Q33 Full geographic coverage: NG9-1-1 requires accurate addressing and GIS data. NENA recommends that full geographic coverage be represented by the GIS data loaded into the ECRF/LFV. Since some of the County is covered by Tribal lands, have the Tribal nations agreed to participate in this project for both the addressing and GIS data buildout which would require on-site field work in these areas?

Answer: yes. Work will need to be done with Owyhee.

Q34 Primary databases: Can you provide some more information around how the 2 primary database servers will be used? In other words, what data is expected to be housed and served from these servers?

Answer: The County will provide two servers based upon the winning vendors specifications. One at Elko dispatch and the other as a backup at the Police Department. It is up to the winning vendor to determine what data their software will place on each server to meet the RFP requirements.

Q35 Ongoing maintenance: Does the scope of this project include any ongoing maintenance work to ensure the addressing and GIS databases are kept current, accurate and synchronized. Or is the scope of the addressing and GIS data buildout a one-time project?

Answer: The scope of the project includes ongoing maintenance for all components for the life of the contract.

Additional Information

- This project is funded by a Department of Homeland Security, which will not fund a solution that includes a separate line item for Managed Services.