

Answers to Questions from vendors regarding Elko County, NV NG9-1-1 CPE and ESInet

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 Next Generation Core Services (NGCS): Traditional ESInet with NG Core Services offer LDB/LVF/ECRF within the Core Services for operational efficiencies. Would Elko be willing to update the ESInet/CPE RFP to include these services? This would allow respondents to offer these services

Answer: Yes, NG9-1-1 Core Services are required as part of the ESInet RFP response.

Q3 Lines: Please provide the line inventory for each site (Elko, West Wendover, Owyhee) that will need to appear on the call handling CPE. Are these lines POTS, Centrex, PRI, SIP, etc.?

Answer: All lines are POTS.

Elko Dispatch has seven (7) digital administrative lines dedicated to 9-1-1. They also have eight digital administrative lines dedicated to non-emergency calls. Caller ID is available, however not for wireless calls or calls transferred from other jurisdictions.

West Wendover has five (5) administrative lines, three of which are used for 9-1-1 calls. Caller ID is available, however not for wireless calls or calls transferred from other jurisdictions.

Owyhee has four (4) trunk lines for wireline 9-1-1 calls and one (1) trunk line for wireless calls. These trunk lines provide Basic 9-1-1 to the Center. There is a satellite telephone located in dispatch. All the patrol vehicles and fire vehicles have satellite telephones. Most of the area does not have cell coverage. There is no diverse routing to the building.

Century Link has a microwave link near the current dispatch center, feeding a small CO.

During the call flow processing meeting, after contract award, a traffic/ trunk study would need to be completed.

Q4 Call Handling positions: Please confirm the number of call handling positions required at each center. The RFP provides the current environment, but it is not clear how many are to be provided in the RFP

Answer: The required number of call handling positions are: Elko 4; West Wendover 3; Owyhee 2.

Q5: Should the solution include (Uninterruptible Power Supply) UPS for the backroom and dispatch CPE? Or will the County provide UPS for the building or individual units?

Answer: Vendor response should include an optional UPS for each of the 3 PSAPs, the ESInet and the NG9-1-1 database.

Q6 6.2.2 "lost calls": Please clarify what is meant by "lost calls".

Answer: The system should be reliable and resilient enough so that the loss of any single component will NOT result in any live calls being disconnected and NOT result in any call not being delivered to the appropriate PSAP.

Q7 6.13 map display: Clarification requested. In 6.13, what is meant by "integrating the display between CAD and CPE system"? Section 6.14 is clearly requesting a telephony-based (CPE) mapping application which is independent of CAD. Unsure what 6.13 is asking.

Answer: Each call handling position at each PSAP requires a single map display for location of incoming 9-1-1 calls. The map display must also be capable of displaying enhanced location information from providers such as RapidSOS.

Q8 GIS: Who is the GIS provider and what format is the GIS data?

Answer: The responding vendor must work with Elko County GIS department to develop a sufficiently accurate and complete GIS data so as to provision a Location Validation Function (LVF) and an Emergency Call Routing Function (ECRF).

Q9 PM and team: A Project Manager and team is assigned after award, can the requested information be provided then? The PM and team members may change depending upon the timeline.

Answer: Elko County desires that the Project Manager and team be identified in the RFP response. If you are unable to do so, indicate this in your response. Providing the requested information on a possible Project Manager is preferred, with the understanding that this person may be swapped out with an equally qualified candidate based on the timing of the project initiation.

Q10 Master Clock: Will the new system be allowed to interface to the existing Emergitech master clock? If so, does it have an available, dedicated Ethernet/NTP port for use?

Answer: The responding vendor will provide an optional Master Clock for each PSAP as well as a way to synchronize the clocks together. Or, as an alternative, the responding vendor will provide a single Master Clock that can be used by all 3 PSAPs.

Q11 Master Clock model: Please provide the exact model of the current master clock.

Answer: The master clock is Emergitech. The clock is used to synchronize the times for the radio system, logging recorder, telephone, and CAD system. The clock was installed three years ago. Owyhee and West Wendover dispatch centers do not currently have a Master Clock.

Q12 Stand-alone vs. Host/Remote: Should each Dispatch be a standalone CPE solution or would a host/remote configuration be proposed? An ESInet would interface to either configuration. 6.4.3 ("Central Equipment") infers Elko would be a host site

Answer: Elko County understands that there may be advantages to deploying a Host/Remote configuration that could utilize one host site in Elko, and the 2 remote sites for West Wendover and Owyhee. Vendors are not restricted in the architecture and are requested to consider the best value for Elko County, taking into account the required service levels.

Q13 CPE requirements: Please provide the CPE requirements for the Elko PD and SO Comm Center to facilitate the separate pricing elements

Answer: We do not clearly understand this question. The Central Dispatch Administrative Authority (CDAA) in Elko provides service for Police, Fire, EMS, Ambulance, Elko Sheriff's Department, Juvenile Probation, Reach Air, Wells Fire, Carlin Fire and Ambulance, Jackpot Fire, Elko County Ambulance, Carline PD, Western Shoshone DPS and Southfork Tribal. Vendors are asked to provide pricing for the three (3) PSAPs in Elko County: CDAA (City of Elko), West Wendover, and Owyhee. Please note that Owyhee pricing needs to be separately identified in the pricing sheets provided with the RFP.

Q14 i3: Is an i3 interface between the call handling and the ESInet required at deployment?

Answer: Yes. The goal is to implement CPE that is i3-compliant and able to interface with the ESInet.

Q15 ECRFs: Does Elko plan to provision multiple ECRFs (for ESInet and NG database)? The ECRF is referenced in both the ESInet and the NG Database RFPs.

Answer: Elko County understands that it is in their best interest to provision just one ECRF for both Database and ESInet. Vendors are encouraged to propose the solution it believes best provides the features and functionality as detailed in the RFPs.

Q16 Telephone service providers: Can Elko provide the 7 LECs and 3 Wireless Carriers that provide service in Elko County, NV?

Answer: 7 - ILECs - and one LEC

- Frontier Communications
- Beehive
- Pioneer
- Rural Telephone
- Century Link
- AT&T
- Filer Mutual
- Humboldt Telephone

Wireless Carriers: - RFP stated at least 3 primary Wireless Carriers

- AT&T
- Sprint
- T-Mobile
- Verizon

Q17 Admin lines: How many administrative lines are at each dispatch center? Are these lines POTS, Centrex, PRI, SIP, etc.?

Answer: Please see the answer to **Q3**.

Q18 Routers: Standard Host/Remote Call Handling deployments require dual network and routers for redundancy, would Elko like to go with single routers for cost efficiency?

Answer: Vendors are encouraged to propose the solution it believes best provides the features and functionality as detailed in the RFPs.

Q19 Scoring matrix: The RFP does not seem to provide a scoring matrix as to how points will be awarded?

Answer: In the CPE/ESInet RFP, starting on page 7, it outlines the Evaluation Criteria and page 11 outlines the Evaluation Process. In the Database RFP, starting on page 7, it outlines the Evaluation Criteria and page 10 outlines the Evaluation Process.

Q20 Turnkey: Does each vendor have to propose a turnkey solution, or can we propose a partial solution? The RFP stated that the County could award a portion of the RFP? For example, can we bid only CPE equipment to work the NG 911 (ESInet) proposed by another vendor?

Answer: It is the County's intention to award this contract to one (1) bidder for ESInet/NGCS and CPE services. If a vendor is able to provide only a portion of the services, a partnership/subcontract agreement with another vendor for the additional components is acceptable. However, one entity must be identified as the prime contractor. Depending on the responses received, the County could decide to only award part of the solution, however that is not their initial intent.

Q21 Circuits: What are the quantities, types, and termination locations of all trunks/lines/circuits for calls answered by the three PSAP locations?

Answer: Quantities and types will be the responsibility of the awarded vendor to determine. Termination locations are at the D-marc at each PSAP. See question Q#3 for more information.

Q22 Call Volume: What is the expected inbound and outbound call volume of all three PSAPs (combined)?

Answer: As stated in each RFP, there are not current accurate statistics available for each PSAP. The awarded vendor will need to obtain further information during the Call Flow design process with each PSAP.

As a guide to determining possible call volume, the following population counts are provided:

The City of Elko has an approximate population of 20,442.

The City of West Wendover has an approximate population of 4,261 to 5,000 during the week with the population increasing to 25,000 on weekends

The Duck Greek Indian Reservation (Owyhee) has an approximate population of 900 to 1,000

Approximate County wide population is 53,000 and covers over 17,000 square miles.

Q23 Administrative training: How many staff members will receive Administrative training for the different subsystems (call taking, /mapping, MIS)?

Answer: The number has not been determined at this time.

Q24 User training: How many staff members will receive User training for the different subsystems (call taking, /mapping, MIS)?

Answer: The number has not been determine at this time.

Q25 Separate component bids: As the ESInet/NGCS and Call Processing Equipment are two separate components with next generation 9-1-1, will Elko County accept and consider bids responding only to either the ESInet/NGCS or the Call Processing Equipment?

Answer: Please see the answer to **Q20**.

Q26 1 bidder: Is Elko County's requirement to award the RFP to one (1) bidder for both ESInet/NGCS and Call Processing Equipment?

Answer: It is the County's intention to award this contract to one (1) bidder for ESInet/NGCS and CPE. If a vendor is able to provide only a portion of the services, a partnership/subcontract agreement with another vendor for the additional components is acceptable. However, one entity must be identified as the prime contractor.

Q27 Pre-proposal meeting: Page 3 identifies a pre-proposal (non-mandatory) meeting on January 31 and on page identifies a pre-bid meeting to be determined. Are these meetings the same or different?

Answer: These are the same meetings. The pre-bid meeting was held on Jan 31st

Q28 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.

Q29 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 Q28.

Q30 Plans: Are the following Full Plans required with submission of the bidder's response? There is not enough information to complete the Plans requested. Will Elko County accept a sample/example plan as part of the response?

- 5.20.2 – ESInet Migration Plan
- 5.20.3 – ESInet Cutover Plan
- 5.20.4 – ESInet Roll Back Plan
- 5.21 – ESInet Acceptance Testing documentation
- 5.25.2 – ESInet Customer Service Plan
- 5.26.4 – ESInet Project Plan – Culmination of all plans
- 7.1.4 Customer Service Plan
- 7.4.2 CPE Migration Plan
- 7.4.3 CPE Cutover Plan
- 7.4.4 CPE Roll Back Plan
- 7.5 CPE Acceptance Testing
- 7.7.2 CPE Required Logistics for Installation and Migration
- 8.4 – CPE Project Plan – Culmination of all plans

Answer: Responding vendors are encouraged to provide as much detail as possible regarding the listed plans. Sample plans are acceptable.

Q31 Installation and Migration: 5.23.2 Required Logistics for Installation and Migration – There is no request or detail provided. Can Elko County provide additional information for what is being requested?

Answer: The below statement was mistakenly left out of the RFP, it should read:

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

Q32 Product Support: 5.24.1 Product Support Plan – There is no request or detail provided. Can Elko County provide additional information for what is being requested.

Answer: The below statement was mistakenly left out of the RFP, it should read:

5.24.1 Describe the overall support plan for the ESInet solution including manufacturer support.

Q33 Contract Manager: 5.26.1 Contract Manager – There is no request or detail provided. Can Elko County provide additional information for what is being requested.

Answer: The below statement was mistakenly left out of the RFP, it should read:

5.26.1 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.

Q34 Project Implementers: 5.26.5 and 8.5 Project Implementers – Can Elko County define “readily accessible”.

Answer: “Readily accessible” means that people that are assigned to this project should be available during business hours via telephone or email, and respond within one business day.

Q35 Call Transfer: 6.3.8 Call Transfer – There is no request or detail provided. Can Elko County provide additional information for what is being requested.

Answer: The below statement was mistakenly left out of the RFP. It should read:

6.3.8 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.

Q36 Call Taker Log-on: 6.5.1 Call Taker Log-on – There is no request or detail provided. Can Elko County provide additional information for what is being requested.

Answer: The below statement was mistakenly left out of the RFP. It should read:

6.5.1 The CPE solution shall require users to manually log-on with a username/password combination. Upon successful completion of log-on, each call taker will be presented with a selection of pre-configured roles.

Q37 Roll Back Plan: 5.20.4 Roll Back Plan – May contain a typo. There are no options to Comply.... Does Not Comply.

Answer: This was an omission on our part. Please answer if you Comply, Comply Partially, Comply with Future Capability or Do not Comply.

Q38 Section 5 and Section 6: Section 5 specifically reference ESInet while Section 6 specifically references CPE. Is Section 5 meant to cover ESInet and NGCS?

Answer: Although Sections 5 and 6 were meant to cover ESInet (including NGCS) and CPE respectively, the responding vendor should respond to the individual requirements as written in the RFP.

Q39 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

Q40 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

Q41 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.

Q42 Insurance: If I need three separate policies may I have the name and address for each policy?

Answer: Please see answer to Q39 and Q40

Q43 Network Diagram: Please provide a network diagram of the existing infrastructure.

Answer: A diagram is not available at this time, for security purposes, but Elko County IT will share their existing network infrastructure with the successful vendor.

Q44 Geodiversity: Do you require the system to be geo-diverse? Split between Elko Central and West Wendover with Owyhee as a remote.

Answer: We believe geodiversity is a key element of a true NG9-1-1 solution and encourage responding vendors to respond in this manner. However, there is no requirement of exactly where individual components reside.

Q45 OSP Connectivity: Section 4.6.1 specifies that the responding vendor must possess all related state certifications as a 911 service provider in the State of Nevada. Section 4.6.2 is regarding interconnection with other carriers and providers. Is it a requirement under 4.6.1 that the prime respondent hold these certifications or can one of its partners or subs be identified as the service provider of record for Nevada?

Answer: This question cannot be answered at this time. Elko County is still waiting for an answer from the PUC. Once the answer is received this question and the answer will be posted separately.

Q46 CPCN Certification: With respect to 4.6.1 & .2 does Elko County or the State of Nevada require the responder(s) to hold a CPCN certification?

Answer: Please see the response to Q28.

Q47 ESInet: There is a reference to last mile diversity needs. Do the PSAP's have dual entrance feeds into each of the PSAP at this time?

Answer: Currently, the PSAPs do not have dual entrance feeds for last mile diversity. This architecture is strongly desired.

Q48 NGCS: Does the customer desire a premise based NGCS solution or hosted?

Answer: There are no requirements for the location of the NGCS components. However, vendors are encouraged to propose the solution it believes best provides the features and functionality as detailed in the RFPs. Please keep in mind geodiversity and 5-9s reliability.

Q49 Call processing Equipment: Section 6.2.8 refers to interoperability. Does the solution require 'hot-seating' and the ability to log in to any position at any of the 3 PSAP's and have their settings and call flow follow them?

Answer: There is no explicit requirement that call takers can log in at another PSAP and have their setting and calls flow to them. However, this is an attractive feature and vendors are encouraged to provide optional capabilities above and beyond those specifically pointed out in the RFP.

Q50 Redundant network links: If a Geo-diverse solution is preferred, are redundant network links required between the host sites?

Answer: Please refer to Q47.

Q51 Owyhee CPE: Does Owyhee prefer its own stand-alone CPE solution or should it be configured as a remote off the Elko system

Answer: Please refer to Q12.

Q52 Pricing: Where should pricing for Next Generation Core Services be placed, and how should it be broken out?

Answer: Vendors are encouraged to make pricing easy to understand and broken out clearly between recurring and non-recurring costs. All pricing should be included in the pricing sheets provided with the RFPs. Vendors are not allowed to changed formulas or adding or deleting lines.

Q53 Text to 911: The RFP seems to require the ability to integrate Text to 911 but does not provide any specific on whether a Text TCC service will be selected provided or should be included as a separate offering. Can you please clarify what is desired?

Answer: Vendors are encouraged to provide what it deems as the best Text to 911 solution. At this point Elko County does not accept any text calls.

Q54 Elko Police Back Up: At the pre-bid, there was a mention made about the Elko PD Back Up site. There is no mention of this location in the RFP. What role the EPBU does it play in this RFP? Is the EPBU an actual PSAP or planned for one?

Answer: Please refer to Section 1.6 Architecture in the Database RFP and Section 9.0 Cost Proposal in the CPE/ESInet RFP.

Q55 Schedule: Can you please share the expected schedule of completion tied to the timely performance requirement mention in the proposal?

Answer: Elko County has estimated from contract signing to Go Live would take approximately a year and a half (1 ½) years. We are requesting that each vendor provide a Project Plan with the periods of performance needed for their solution as outlined in 5.26.4 of the RFP.

Q56 Evaluation: Please provide some of the specifics behind how the different RFP evaluation factors will be scored or weighted

Answer: Please see answer to Q19.

Q57 ECRF: Typically the ESInet provider will include an ECRF and LFV as part of the core NG9-1-1 services they offer. This RFP required the creation and management of a NG9-1-1 database that will be housed in an ECRF owned by the County. With this, is you intent to have your ECRF feed GIS data into the ESInet provider's ECRF system?

Answer: As we understand your question, you are asking should the same GIS data be provisioned to the County's ECRF and the ESInet. The answer to that question is yes. Therefore, the Database vendor and the ESInet vendor will have to work together.

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.