RFP # 2228 SD Emergency Services IP Network,
Statewide Host Remote Call Answering System and Managed Services
Written Inquiry Responses

First Company:

1. <u>Reference</u>:   Paragraph 1.1, page 1-2
   <u>Question</u>:   In order to provide the network backbone, we need additional details. Please provide the specific PSAP addresses.

   The addresses are provided in the attached document.

2. <u>Reference</u>:   Paragraph 3.0, High Level Requirements, page 3-2
   <u>Question</u>:   Does the State of South Dakota want a straight lease or a lease to purchase?

   Lease, the State or Commission does not desire to own any equipment.

3. **<u>Reference</u>**:   Paragraph 3.1.5, page 3-4 and Appendix A
   <u>Question</u>:   In Appendix A, there is a list of PSAPs with current workstation count. In order to accurately design a system, the total trunk count is required as well. Please provide us with the correct number of 9-1-1 trunks and administrative lines at each respective PSAP. This should include POTS, PRI/T-1 (total live channels), and ringdown lines. Are there PBX connections, and if so, how many call handoffs and type between the two? Without this information, we would need to make assumptions in order to properly quote the system.

   Some of this information is listed in the PSAP information spreadsheet provided as supplementary information to this document. The rest is unavailable at this time.

4. **<u>Reference</u>**:   Paragraph 3.1.22.1, page 3-9
   <u>Question</u>:   Please clarify what site or sites this requirement is referring to.

   This would be the 2 redundant master controller locations. The offeror is to propose the sites.

5. **<u>Reference</u>**:   Paragraph 3.2.46.1, page 3-40
   <u>Question</u>:   How many end-users need to be trained? How many administrators need to be trained? How many trainers need to be trained for train-the-trainer?

   When the select vendor is onsite, upon completion of installing the equipment at each PSAP they should provide their standard train the trainer and train the administrator class at that time prior to their departure. The identified PSAP trainees will then train the end users.   Standard training materials for train the trainers and administrators shall be left with designated PSAP personnel.

6. **<u>Reference</u>:**   Appendix A
   <u>Question</u>:   How many workstations will be radio interconnected, and how many will be direct headset connections?

All workstations will have radio interconnect capabilities including the headset function.

Second Company:

Section 3.2.1
Item #: The solution shall have a minimum of two physical servers each that process the packets for voice and data. Features of the server operation shall provide the minimum functionality as follows:
Description: Every interface port shall have dedicated resources to detect tones, generate tones and support audio conferencing.

1. In section 3.2.1 can you provide clarity to the requirement that every interface port shall have dedicated resources to detect tones, generate tones and support audio conferencing?

No workstation shall be restricted to a single function but have the ability to be programmed for any of the identified functions.

Section 3.2.43.2
Item #: Data Integration
Description: The reporting interface shall be capable of integrating multiple databases into one report with the ability to add attachments to the call record.

2. In section 3.2.43.2 can you provide examples of what type of databases the reporting interface would need to have the capability of integrating with?

CAD, mapping and ALI are examples.

Section 3.2.6.12.2
Item # Remote Public Safety Answering Point Operator
Description: It is the State's desire to have a feature that allows trunks to be accessed based on user profiles. If a PSAP's 9-1-1 trunks are connected to a host, any other PSAP also connected to that host would have those trunks available to them if they use the right profile.

3. Please provide a list of 9-1-1 trunks currently associated with each PSAP

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

Section 3.2.6.21
Item # Administrative Lines/Non-Life Threatening Emergency Lines
Description: Administrative or ten digit emergency lines as designated by each PSAP may terminate on the workstations with caller ID functionality with name or name and number delivery if supplied by the carrier. Lines terminating on the workstations can not appear on a Private Branch Exchange (PBX) or be answered from any other device.

4. Can you provide a list of 10 administrative lines for each PSAP and whether they are PBX lines, Ring-down lines, or PSTN lines?

Some of this information is listed in the PSAP information spreadsheet provided as supplementary information to this document. The rest is unavailable at this time.

Section 3.2.6.43
Item # Maintenance Printing – Equipment Room
Description: The equipment room requires a maintenance printer to assist service provider's maintenance personnel when printouts are a necessity

5. In section 3.2.6.43 please clarify if a maintenance printer is needed in each PSAP equipment room as well as each data center

Yes, in every location that has service provider call processing equipment, a printer is required.

Section 3.2.4
Item # Solution Sizing
Description: The solution shall be sized to support the PSAPs in Appendix A and for reasonable expansion.

6. Please define "reasonable" expansion in terms of percent growth over the initial 5 year term.

 30% increase in bandwidth is a reasonable expansion.

Section 3.2.46
Item # Training
Description: N/A

7. Please provide number of agents and administrators to be trained.

When the select vendor is onsite, upon completion of installing the equipment at each PSAP they should provide their standard train the trainer and train the administrator class at that time prior to their departure. The identified PSAP trainees will then train the end users. Standard training materials for train the trainers and administrators shall be left with designated PSAP personnel.

Section 1.3
Item # Schedule of Activities
Description: N/A

8. Assuming a July 2014 contract execution when would the customer expect implementation to begin? When would the customer expect the first cutover to begin and when would the customer expect the final cutover to begin.

Depending upon the offeror's system design, the implementation will be subjectively evaluated. Below is the Migration activity plan as described in the State's 9-1-1 plan as adopted August, 2013.

Migration Date Activity	Hosted 9-1-1 Systems
July 1, 2014- Beta Test PSAPs	Brookings, Mitchell, Pierre, Rapid City, Sioux Falls, Winner
December 1, 2014- Migration to Host	Aberdeen, Canton, Huron, Mobridge, Watertown, Sturgis, Yankton
July 31, 2015- Migration to Host	Deadwood, Elk Point, Lake Andes, Madison, Sisseton, Spearfish, Vermillion
December 31, 2016- Migration to Host	Belle Fourche, Redfield, Custer, Hot Springs, Tyndall, Flandreau, Howard, Britton, Clear Lake, Eagle Butte*, Ft. Thompson*, Rosebud*, Porcupine*
By December 31, 2017	Full migration to ESInet connectivity by all PSAPs
	*PSAPs may migrate to the Host upon entering into an agreement with the Board.

Third Company:

3.1.21
This section indicates that on the fully redundant network, the failure of the redundant link could result in an acceptable loss of 50% of bandwidth in a failure or scheduled maintenance scenario.

1. Please explain this statement further. Please acknowledge 50% reduction in call capability is acceptable under the provision.

This specific section refers to the loss of the redundant connection which in a failure mode or maintenance window is acceptable but in no case will the call capability be reduced. The purpose of redundant connections is to prevent the loss of call capacity. Each connection shall have to capacity to carry 100% of the call volume.

3.1.12
This section states that no protocols should be inhibited or blocked.

2. Please provide clarification as to what, if any, protocols outside those of the ESInet provider are expected to travel over the ESInet.

No specific protocols or applications are currently identified but the ESInet shall have to ability to provide for such protocols or applications.

3.1.24.1
Mentions that any IP in the system should reach any other IP within the system.

3. Please clarify what additional protocols or applications the State plans to run over the 911 dedicated ESInet (if any).

No specific protocols or applications are currently identified but the ESInet shall have to ability to provide for such protocols or applications.

Call Handling Questions:

4. Can the State please list the 29 locally operated and 4 tribal PSAPs?

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

5. Can the State provide the total number of existing CAMA 911 trunks into each location? Please provide PSAP survey results.

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

6. Can the State provide the total number of Admin Lines at each PSAP? Please provide PSAP survey results.

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

7. Can the State elaborate on the ingress type of each of the administrative lines at each site? (SIP, FXS/FXO, T1/ISDN/PRI (NCAS)

This information is not available

8. Until the State transitions to the NG9-1-1 Call Routing and Delivery, will the E9-1-1 trunks be terminated at the respective PSAP locations? Please describe the desired stages of deploying the ESINET and Call Answering System. Will one happen before the other?

See the State of South Dakota NG911 Plan. This is considered part of the offeror's system design and will be subjectively evaluated.

9. Can the State clarify which PSAPs will elect to use ACD (Automatic Call Distribution) for call presentation to their agents as opposed to a Ring-All presentation?

All PSAPs shall have the capability of both ACD and Ring-All. Each PSAP will have to option to determine the methodology.

Fourth Company:

1) **In section 3.1.34 the text reads** *"As the expert, the Offeror is expected to design, propose and implement the most effective and efficient solution at the most cost effective price. The solution must include but not limited to the LISfollowing: Border control function (BCF), Policy routing function (PRF), Emergency services routing proxy (ESRP), Legacy network gateway (LNG), Emergency call routing function (ECRF) and Location Validation Function (LVF).* "should the text read 'the solution must include but limited to the following: LIS, Border control Function(BCF)……'? And if the text should read 'Following: LIS' will the existing Carrier ALI Database in the State be migrated to this new NG911 LIS/ALI database? And would the State want the vendor to quote the ongoing management service of the ALI/LIS database, or will the State maintain the database?

This specific section reads as follows:

As the expert, the Offeror is expected to design, propose and implement the most effective and efficient solution at the most cost effective price. The solution must include but not limited to the following: Border control function (BCF), Policy routing function (PRF), Emergency services routing proxy (ESRP), Legacy network gateway (LNG), Emergency call routing function (ECRF) and Location Validation Function (LVF).

LIS is not identified in this section.

2) **In Sections 3.2.6.28 and 3.2.6.29** "ALI database provided by the ESInet provider" is this an ALI/LIS database per NENA NG911 i3 Specifications?

Yes along with the provisions identified in 3.2.6.30 of the RFP

3) **In …."***Section3.2.50.4 Text to 9-1-1*
The Offeror shall provide pricing for an optional text to 9-1-1 solution. Text to 9-1-1 allows citizens to communicate with a PSAP via text messaging. This application provides deaf, hearing and speech impaired callers with improved communication options for reporting emergencies and requesting emergency assistance. It also provides callers under duress, such as during home invasions, kidnappings, etc. with alternate method of contacting PSAPs and emergency services." Is the state asking for a full Text-Control-Center(TCC) implementation, to meet FCC rulings on 911 SMS calls, that would act as a South Dakota TCC for all PSAP in the State, or, is the State asking to connect the NG911 system to Carrier(s) TCC?

The method of connection to the carriers Text Control Center (TCC) is considered a part of the Offerors system design and will be subjectively evaluated. In any case it is not the desire for the State of function as a TCC.

4) **3.2.27 Telecommunication Device for the Deaf/Teletype.** Will the State remove the requirement to provide support for ASCII-type TDD/TTY equipment? NENA standards do not require that this type of equipment be provided or supported.

No, ASCII is an ANSI standard and must be available equally to Baudot.

Fifth Company:

RFP Section: 3.0
RFP Description: Initially each host controller will each be connected to the two existing CenturyLink selective routers via legacy gateways.

1. Pertaining to the Century Link selective routers, can you provide more detail encompassing: number of circuits, trunks, and connectivity or service types to be offered for transport into the new ESInet core?

   The CAMA trunks coming out of the tandem should be diverse to each host. This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

2. Would DPS/9-1-1 Coordination Board/CenturyLink allow an offeror supplied LNG placed at each existing Tandem site connected to an offeror network for transport into the new ESInet core?

6

This is considered part of the Offerors solution and their responsibility to determine the ability to connect to the respective LEC's selective router.

RFP Section 3.0
RFP Description: The emergence of NG9-1-1 core functionality will eventually allow Voice over Internet Protocol (VoIP), wireless, as well as incumbent local exchange carriers (ILECs) and competitive local exchange carriers (CLECs) and future media providers to connect directly to the ESInet without the use of the existing selective routers.

3. Can you provide historical call volumes of VoIP Internet Service Provider type calls? What is the estimated future volume of VoIP Internet Service Provider type calling?

Existing PSAPs do not have the ability to provide that information.

RFP Section 3.1.7
RFP Description: The proposed ESInet shall be able to accommodate growth of bandwidth, interconnection to additional sites in South Dakota and interconnection to other national and/or state-level ESInets in the future.
4. Can you provide the total yearly historical 9-1-1 call volume for South Dakota or direct us to an electronic document with that information? (2013 requested / past 3 years if possible)

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

RFP section 3.2.4
RFP Description: The solution shall be sized to support the PSAPs as listed in Appendix A and allow for reasonable expansion.

5. Can you please provide clarity to what is meant by "reasonable" expansion?

10% increase in call volume.

RFP Section 3.2.6.17
RFP Description: Given the mission-critical nature of the system and the various interfaces that need to be supported now or in the future, redundant legacy gateways shall be supported.

6. What is the existing 9-1-1 CAMA voice trunk count at each PSAP currently?

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

Section 3.2.6.21
RFP Description: The controller shall interface with PSAP's administrative lines.

7. Can you provide the count of 10-digit administrative lines for each PSAP and whether they are PSTN lines (analog trunk), PBX lines (analog station), or Ring-down circuits?

Some of this information is listed in the PSAP information spreadsheet provided as supplementary information to this document. The rest is unavailable.

Section 3.2.6.41
RFP Description: The proposed solution shall have the demonstrated ability to effectively manage and process a variety of different call formats

8. What is the 9-1-1 Coordination Board's requirement for i3 event recording accommodation?

This would be considered part of the Offerors system design and will be subjectively evaluated.

Section 3.2.45.1
RFP Description: South Dakota's goal is to complete the design, implementation and installation of a complete, functional system and achieve full production operations within 18 months after contract award.

9. Assuming a July 2014 contract execution, when would the customer expect implementation to begin, or is that a negotiable date per 1.3 Anticipated Award Decision/Contract Negotiation?

Depending upon the offeror's system design, the implementation will be subjectively evaluated. Below is the Migration activity plan as described in the State's 9-1-1 plan as adopted August, 2013.

Migration Date Activity	Hosted 9-1-1 Systems
July 1, 2014- Beta Test PSAPs	Brookings, Mitchell, Pierre, Rapid City, Sioux Falls, Winner
December 1, 2014- Migration to Host	Aberdeen, Canton, Huron, Mobridge, Watertown, Sturgis, Yankton
July 31, 2015- Migration to Host	Deadwood, Elk Point, Lake Andes, Madison, Sisseton, Spearfish, Vermillion
December 31, 2016- Migration to Host	Belle Fourche, Redfield, Custer, Hot Springs, Tyndall, Flandreau, Howard, Britton, Clear Lake, Eagle Butte*, Ft. Thompson*, Rosebud*, Porcupine*
By December 31, 2017	Full migration to ESInet connectivity by all PSAPs
	*PSAPs may migrate to the Host upon entering into an agreement with the Board.

Section 3.2.46.2
RFP Description: The successful Offeror shall provide a training curriculum for call takers, administrators and State training instructors.

10. What is the headcount per PSAP of call takers to be trained? 2) What is the headcount per PSAP of administrators to be trained? 3) What is the headcount of state training instructors to be trained and will they require admin training as well?

When the select vendor is onsite, upon completion of installing the equipment at each PSAP they should provide their standard train the trainer and train the administrator class at that time prior to their departure. The identified PSAP trainees will then train the end users.

Standard training materials for train the trainers and administrators shall be left with designated PSAP personnel.

Sixth Company:

Pg. 4 1.1 states that the DPS is seeking a National Emergency Number Association (NENA) i3-compliant Next Generation 9-1-1 (NG9-1-1) network and emergency call answering system interconnecting Public Safety Answering Points (PSAPs) across the State. Section 1.1 further states that the RFP seeks to procure the services and leased equipment of a service provider(s) to provide 1) the network backbone, all related technology hardware and software and connection points to transport emergency calls from the point of call ingress to the call taker workstation; 2) a host/remote call answering system; and 3) managed network services.

1. Does this mean that the DPS is seeking: An end-state solution as described in NENA 08-003, the NENA Detailed Functional and Interface Standards for the NENA i3 Solution, providing an Emergency Services IP Network (ESInet) containing all of the functional elements described in NENA 08-003…

   A network, hardware and software that will provide an emergency call routing and delivery system interconnecting all PSAPs in South Dakota…

   A Host/Remote call answering system that includes a multi-media call taker interface to support the handling of voice, text, video and images transported across the ESInet, and managed network services supporting the backbone and call delivery system?

   Yes

Pg. 13 Section 3.0 states that South Dakota contains 29 locally operated PSAPs. There are also four tribal PSAPs on Indian Reservations that are independent of the State, but may participate at their discretion.

2. Is separate pricing for the four tribal PSAPs expected?

   No

Pg. 14 Section 3.0 further states that this RFP provides the minimum requirements that the proposal will need to address when offering the automatic number identification (ANI)/ALI controller, workstation options for NG9-1-1 functionality and compatibility. It also states that the State must ultimately ensure that a fully functional and operating NG9-1-1 system is deployed to replace the legacy system now in use within the State. If DPS is seeking an end-state NG9-1-1 solution as described in NENA 08-003, the NENA Detailed Functional and Interface Standards for the NENA i3 Solution, an automatic number identification (ANI)/ALI controller is not required. The i3 document describes the end state where conversion from the legacy system to the Next Generation is complete. At that point, selective routers and existing ALI systems are decommissioned and all 9-1-1 calls are routed by the ECRF and arrive at the ESInet via SIP.

3. Please clarify/explain the requirement further.

   There will be a period of time during which both the legacy system with ALI and the new NG9-1-1 system will be operational. During the period that the legacy system is still utilized the ALI function must be maintained and operational.

The State expects to deploy a NG9-1-1 capable system prior to completion of NG 911 core services being deployed. The State will initially deploy the NG 911 capable Hosts and remotes using existing CenturyLink CAMA and ALI.

Pg. 15 Section 3.2.1.2 states that "Equipment shall be compliant with NENA i3 standards".

    4.   To which specific NENA standards does this refer?

All current published applicable NENA standards.

    5.   How will compliance with these standards be evaluated?

Compliance with all required standards will be subjectively evaluated.

Pg. 26 Section Section 3.1.30.1 three NENA Standards are cited: the NENA NG-SEC Document 75-001, the NENA i3 Technical Requirements Document 08-751, and the NENA Detailed Functional and Interface Standards for NENA (i3) Solution Stage 3 08-003, but only say that "Offerors shall have general knowledge of IP network security systems, and the standards found in these documents."

A later section, Pg. 34 – 35 3.2.6.6, requires compliance "with consensus standards of industry associations, regulatory bodies, carriers, and vendors".

    6.   Does this mean that Offerers must comply with the three standards cited in 3.1.30.1, or is compliance optional?

Compliance is not optional. Refer to section 3.2.6.6 of the RFP

Pg. 30 Section 3.1.35.1 states that the Offeror shall (optionally) provide the NG9-1-1 ECRF as defined in the NENA 08-003 Detailed Functional and Interface Standards for the NENA i3 Solution.

    7.   If compliance with the i3 Architecture is required, why are these functional elements considered options?

The Standard is not optional only the requirement to provide the ECRF. The Offeror may choose to provide and price that function.

Pg. 31 Section 3.1.36.1 states that the Offeror shall (optionally) provide the NG9-1-1 LVF as defined in the NENA 08-003 Detailed Functional and Interface Standards for the NENA i3 Solution.

    8.   If compliance with the i3 Architecture is required, why are these functional elements considered options?

The Standard is not optional only the requirement to provide the LVF. The Offeror may choose to provide and price that function.

Pg. 34 Section 3.2.6.4 Controller - Interface, Control Functions, Standard states that the new solution architecture shall consist of a complete ANI/ALI controller system with interface

modules to external circuits. The ANI/ALI control functions shall combine into a fully redundant solution. The architecture shall conform to NENA i3 standards, as well as requirements outlined in this document.

9. This conflicts with NENA 08-003, the i3 Standard, which states in the Executive Overview, "This document describes how NG9-1-1 works after transition, including ongoing interworking requirements for IP-based and TDM-based PSAPs and origination networks. It does not provide solutions for how PSAPs, origination networks, selective routers and ALI systems evolve. Rather, it describes the end point where conversion is complete. At that point, selective routers and existing ALI systems are decommissioned and all 9-1-1 calls are routed by the ECRF and arrive at the ESInet via SIP." In order to comply with the NENA i3 Architecture, the existing selective router and ALI system are replaced by the i3 functional elements, which include the ECRF and LVF, among others, which are also described in this RFP. Please explain or clarify where the RFP requires adherence to the i3, but also conflicts with the i3 architecture.

There will be a period of time during which both the legacy system with ALI and the new NG9-1-1 i3 system will be operational. During the period that the legacy system is still utilized the ALI function must be maintained and operational.

The State expects to deploy a NG9-1-1 capable system prior to completion of NG 9-1-1 core services being deployed. The State will initially deploy the NG 911 capable Hosts and remotes using existing CenturyLink CAMA and ALI.

Pg. 13 3.0 Scope of Work "…Three of the Indian Reservations in South Dakota may remain without Enhanced 9-1-1 (E9-1-1) services (Cheyenne River, Pine Ridge and Rosebud)."

10. The summary calls for a NENA i3 compliant system, and page 13 references E9-1-1. Is this a misstatement?

No, information that three reservations may remain without Enhanced 9-1-1 and may or may not participate in the South Dakota NG911 program.

Section 3.1.6.1

11. SDE is not a data exchange format. Is it acceptable that an ESRI File Geodatabase or Shapefile, or an open standard like GML, be used for data exchange?

Data exchange formats shall be compliant as defined in the NENA 08-003 Detailed Functional and Interface Specification for the NENA i3 Solution.

12. Can you tell us the quantities at each PSAP or can we assume 2 lines in the design for each PSAP. We have included a column on the Excel tracking sheet to add this information by PSAP. Also we have added a column for the quantities of ring down lines and type needed per PSAP if known

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

Section 3.2.50.3 Emergency Notification System

13. Can you provide us some samples of intended notifications?

Samples types of notifications are identified within the section.

14. Are you planning recorded voice message to call out to land lines and cell phones?

It is the Offerors responsibility to provide a system that meets the needs of the State in features and functionality. The proposed system will be subjectively evaluated.

15. Is there any desire for text messaging?
It is the Offerors responsibility to provide a system that meets the needs of the State in features and functionality. The proposed system will be subjectively evaluated (answers a – e)

   a. Who do you want to notify

   b. How do you want to notify

   c. How quickly do they need to notify

   d. If you have an idea of call flow that would be helpful of how they see the notifications being sent/triggered

   e. Any idea on number of notifications for any given event

16. We have prepared an excel worksheet gathering all site information. We have tied to locate all correct addresses and telephone numbers for each PSAP. Can you please verify, add or correct all data. This is required for accurate pricing from the network service providers. The additional columns are to add requested data described above.

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

Section 3.1.11 Layer-3

17. This section reference Appendix B of the agreement. There is no appendix B in the RFP. Can you please provide it?
The reference to Appendix B is an error. The sentence should read, "…shall meet the service level requirements as identified in section 3.1.18 of the RFP."

3.1.17 Redundancy Threshold
The Offeror shall price the solution on a per workstation basis, and PSAPs below the threshold of seven workstations shall not require full network redundancy.

18. 3.1.17 states all PSAP's below 7 workstations shall not require full network redundancy. That would be all PSAP's except Metro Communications Agency in Sioux Falls and Pennington County 911 in Rapid City. Most statements highlighted through this section reference fully redundant connected sites. Can you clarify that none of the PSAP's below 7 workstations require this redundancy. If they do require it, please state to what levels,

Physical and Carrier Diversity, redundant on premise solutions such as switches and gateways.

Connections between the host controller and the remote system at individual PSAPs of less than 7 workstations do not require a redundant connection to the host controller.

19. The bid date is March 21st, 2014. Is this a public bid opening?

No, it is not a public bid opening.

Seventh Company:

Section 1.1 Purpose of Request for Proposal (RFP)
1. Section 1.1, paragraph 3 indicates that the States seeks to procure the services and leased equipment of a service provider(s). However in Section 7.0 Cost Proposal, we find no area to include leased pricing.
   a. Could you please clarify if leasing is required, and if so, for which components?

   Lease, the State or Commission does not desire to own any equipment or components.

   b. In addition, if leasing is required, does the State desire to have the option to purchase the equipment following termination of the lease/contract?

   No

   c. If required, will the State be providing an amended Project Cost Sheet to include leasing, or should it be included in Offeror's line item pricing?

All costs must be included in the Offerors line item pricing.

Section 1.9 Proprietary Information
2. According to the Section 1.9, pricing and *service elements* are not considered proprietary. We are only concerned with our technical solution being proprietary, but we don't understand what the State means by "service elements." Please define "service elements" in this context.

The term "service elements" in this sentence would be the pieces or parts or factors or elements or components in the Offeror's response that would result in the completion of the scope of work being successful.

Section 3.0 Scope of Work
3. It is assumed that the preferred solution is the minimum acceptable requirement. Is this a correct assumption? If not, what is the preferred solution?

It is the Offerors responsibility to develop the best solution for the State of South Dakota. All responses must meet the minimum requirements but the final accepted solution will be determined in the best interest of the State.

Section 3.1.x Recording/Logging
4. Since end-to-end recording/logging of the media is not within the current scope, how will responsibilities be delineated between the Offeror and the recording/logging service provider?

Refer to 3.2.6.30 and 3.2.10.4 of the RFP. The Offeror is to provide an interface at the remote PSAP for the recording/logging recorder service provider. It will be the recording/logging service provider's responsibility to connect to that interface.

Section 3.1.1.2 Industry Standards
5. We assume NENA i3 Standards refer to NENA Specification 08-003 version 1.   We also assume all other NENA specifications are not binding unless specifically called out in this paragraph and will be best effort based on evolving requirements. Are these correct assumptions? If not, please clarify.

Not a correct assumption. Refer to section 3.2.6.6 of the RFP

Section 3.1.1.3 Facilitating Carrier Transition
6. Who is responsible for any costs incurred by the carrier?

All carrier costs must be part of the service provider's system design and are the responsibility of the service provider.

Section 3.1.2.1 Open Standards Based
7. Our assumption is that only published IEEE, IETF, ITU, and NENA standards are open standards based requirements and any solution that meets these requirements is open standards based. Is this a correct assumption? If not, please clarify.

Not a correct assumption. Refer to section 3.2.6.6 of the RFP

Section 3.1.5 ESINet Interconnections
8. Total emergency call traffic volume is referenced in Section 3.1.5.
    a. Could the State please provide the number of E9-1-1 calls that are received today and over the last 3 years?

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.
    b. Could the State please provide call traffic by End Site over the same time period?

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

9. Certain costs are fixed regarding infrastructure. Will the State accept a mix of fixed and variable costs?

Yes, all costs should be included in the Offerors line item pricing.

Section 3.1.5; 7.0 ESINet Interconnections; Cost Proposal
10. Section 3.1.5 indicates pricing shall be itemized by End Site. The Project Cost Sheet provided in RFP Section 7.0 does not facilitate this. However, there is a note in Section 7.0 indicating line item pricing is to be included as an attachment. Will itemized End Site pricing be included on an amended Project Cost Sheet, or should Offers include this in the required line item pricing?

All costs must be included in the Offerors line item pricing.

Section 3.1.6 GIS Data Provisioning

11. In the event that the State provided data is unusable for any reason, can we assume the State is responsible for any modifications in either data or process? If not, please clarify.

The State will be contracting with a vendor to provide, as a managed service, a fully developed GIS change detection/update process capable of addressing data updates and discrepancy inquiries. The system must also have the ability to perform QA/QC audit checks and data analysis on an on-going basis prior to the provisioning of GIS data into the ECRF/LVF.

Section 3.1.11 Layer-3

12. Section 3.1.11 requirement references Service Level Requirements in Appendix B. There does not appear to be an Appendix B in the RFP.   Could the State provide Service Level Requirements for Layer 3 IP Services?

Service Level Agreements will be part of contract negotiations.

Section 3.1.11.1 No Single Point of Failure

13. Section 3.1.11.1 requirement references PSAP sites listed in Appendix A.   There is not an Appendix A label in the RFP, but the last page appears to be a list of PSAPs.
    a. Is this Appendix A?

    Yes

    b. Could the State provide a list of Street Addresses for these Sites?

    This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

Section 3.1.17 Redundancy Threshold

14. Section 3.1.17 indicates the price solution shall be provided on a per workstation basis. The Project Cost Sheet (Paragraph7.0) does not facilitate this. However, there is a note in Section 7.0 indicating line item pricing is to be included as an attachment. Will workstation pricing be included on an amended Project Cost Sheet, or should Offers include this in the required line item pricing?

All costs must be included in the Offerors line item pricing.

Section 3.1.35.1 Emergency Call Routing Function (ECRF)

15. In the event that the State provided ECRF is unusable for any reason, can we assume the State is responsible for any additional costs or schedule delays? If not, please clarify.
Yes

Section 3.1.36.1 Location Validation Function (LVF)

16. In the event that the State provided LVF is unusable for any reason, can we assume the State is responsible for any additional costs or schedule delays? If not, please clarify.

Yes

Section 3.1.36.7 Location Validation Function (LVF)

17. We assume this requirement includes a secondary LVF for the LIS data to support public access. We assume customer input data shall be linked to this data in a different

manner. We assume that a different security mechanism will provide additional information to support the Public Security Control Zone (PSCZ). Are these correct assumptions? If not, please clarify.

This would be considered part of the Offerors system design and will be subjectively evaluated.

Section 3.2.2 Hosted Solution Capability
18. Section 3.2.2 states "the IP transport network will be used to backhaul admin line traffic to the host." Has the State given any consideration to using SIP trunking for Administrative lines? This would provide a more location independent and disaster tolerant solution.

This would be considered part of the Offerors system design and will be subjectively evaluated.

19. Section 3.2.2 references Call Detail Record (CDR) printing.
   a. Please describe this requirement in more detail.

Refer to Section 3.2.43.1 of the RFP

   b. Are ALI on demand screen printing, report printing, or RAW CAD spill printing viable options?

No

Section 3.2.5.2 Manuals
20. Section 3.2.5.2 states "The successful Offeror shall provide documentation for installation, operating and maintenance for each component of the solution." Does the State intend to include common COTs components in this requirement?

Yes, if they are an integral part of the total solution.

Section 3.2.6.2 Controller - Switching Technology
21. Section 3.2.6.2 states "The switch shall utilize i3 compliant switching technology." The NENA i3 standards specify interfaces and high-level functions, but they do not define any standards or technology to be used for Call switching. Is the State requesting that the CPE Call Switch support be VoIP and/or software-based in nature?

This is considered part of the Offerors system design and will be subjectively evaluated.

Section 3.2.6.3 Controller – Audio Signal Processing
22. Section 3.2.6.3 states "Any Coder Decoder (CODEC) audio signal protocol entering the central CPE equipment from direct VoIP Internet Service Providers (ISPs) shall be supported…"   This requirement is rather open ended to be practically met. There are currently 100s of well-known audio CODECs; several dozen of which are directly applicable to voice. Further, almost all of these CODECs are patent encumbered and require- often prohibitive- licensing fees to implement. NENA recommends the use of the ITU G.711 CODEC as that is what is used in the PSTN. Would the State consider revising the requirement to the following: "Any current ITU standard CODEC applicable to voice (e.g. G.7xx)…shall be supported…"?

No. It is the responsibility of the Offeror to provide a system design that will allow connectivity into the controller without modification to the VoIP service Providers system.

Section 3.2.6.5 Solution Availability

23. Section 3.2.6.5 states the "Offeror shall describe the method for uninterrupted service in the event of the unavailability of a PSAP system." Is the State referring to a particular single PSAP outage (i.e. due to a WAN segment failure)? Please clarify.

The Offeror will provide a description of how calls for service will be handled in the event that a single PSAP is not available to receive calls.

Section 3.2.6.12 Remote Positions

24. Section 3.2.6.12 states "The remote workstations shall have the same functionality and access to resources as the current local legacy positions." There are multiple vendors deployed. Can you please elaborate on the existing legacy functionality that must be maintained?

Refer to Section 3.2.6. 48 thru 3.2.42 of the RFP

Section 3.2.6.13 Automatic Call Distribution (ACD)

25. Do any of the 33 PSAPs utilize a strategy other than "Ring All" today? If so, please identify.

All PSAPs shall have the capability of both ACD and Ring-All. Each PSAP will have to option to determine the methodology.

Section 3.2.6.17 Legacy Network Gateway/Legacy Public Safety Answering Point (PSAP) Gateway

26. Should the requirement include: The Next Generation 9-1-1 solution shall have the capability of connecting to the existing Enhanced 9-1-1 system during the transition to a complete Next Generation 9-1-1 system via Legacy Gateways?

No, the requirement remains as stated. The Offeror shall describe the design of the interfaces and means to support legacy systems, providing the same redundancy as fully transitioned locations. Some PSAPs may not be available to transition to NG9-1-1 in the foreseeable future.

Section 3.2.6.18 Protocols

27. Section 3.2.6.18 states "The solution shall use TCP/IP network connectivity and client/server network design." Client-Server architecture is a development of the 1990s; the many new/recent innovative solutions utilize alternative architectures. Does the State intend to exclude vendors who utilize post Client-Server architectures such as peer-to-peer or web-client designs?

The State does not exclude any Offerors solution that would provide for the delivery of calls for service in an efficient and cost effective manner. This would be considered part of the Offerors system design and will be subjectively evaluated.

28. Section 3.2.6.18 states "The solution shall use TCP/IP network connectivity and client/server network design." There are several standard and common Transport Layer protocols (e.g. SCTP, UDP, etc) which operate over the Internet Protocol (IP) Network

Layer standard. Further, TCP is contra-indicated for certain uses, such as real-time media transport. Would the State generalize the requirement to include IETF standard protocols operating over Internet Protocol (IP)?

The State does not exclude any Offerors solution that would provide for the delivery of calls for service in an efficient and cost effective manner. IETF is an acceptable standard as defined in section 3.2.6.6 of the RFP. This would be considered part of the Offerors system design and will be subjectively evaluated.

Section 3.2.6.21 Administrative Lines/Non-Life Threatening Emergency Lines

29. Are the Centrex lines analog or Digital?

That information is not available.

Section 3.2.6.23

30. Section 3.2.6.23 states that "there shall be a single point of administration for software/firmware upgrades…" Does the State intend for this requirement to include network devices such as switches, routers and gateways?

Yes, if the Offeror's response does not include all sections of the RFP, it will be the Offerors responsibility to identify and work with the other parties to assure a single point of administration of all upgrades.

31. Would the ability to access the system(s) via maintenance associated laptops from anywhere on the network be more beneficial and satisfy this requirement?

Yes, Remote administration shall also be required through a secure virtual private network (VPN) tunnel.

Section 3.2.6.28 Remote Automatic Location Identification Retrieval System Interface

32. Section 3.2.6.28 states the "ANI/ALI equipment shall interface to the ALI database provided by the ESInet provider." The NENA i3 standard provides a Location Database (LDB) and Call Information Database (CIDb) in lieu of the legacy ALI database. The preferred method for the Call Taking Equipment to retrieve location data in an i3 environment is via the HELD protocol. Would the State consider revising this requirement accordingly?

No, some PSAPs may not be available to transition to NG9-1-1 i3 in the foreseeable future.

Section 3.2.6.30 Interface

33. Shall the Offeror also provide legacy NENA i2 compliant interfaces to support CAD in addition to interoperability with NENA i3?

Refer to 3.2.10.5 of the RFP

Section 3.2.6.31 External Clock

34. Does the State mean that an evidentiary capable recording system shall record all calls and radio dispatch and have GPS based Network Time Protocol (NTP) time stamps for these recordings?

Refer to section 3.2.10.6

Section 3.2.6.34 Overflow Capability

35. Section 3.2.6.34 states the "controller shall allow E9-1-1 calls to be routed to a designated alternate location if all primary location workstations are busy."
   a. Does the State wish for these calls to be re-routed even if some of the workstations are on low priority Administrative Calls?

Yes, the remote PSAP shall have to ability to determine when re-route will be invoked.

   b. Would the State prefer the Calls to Queue for some number of seconds before being transferred to a likely distant PSAP?

The remote PSAP shall have to ability to determine at what point the re-route will be invoked.

Section 3.2.6.35 9-1-1 Transfers

36. Section 3.2.6.35 states "The controller shall provide the capability for an established E9-1-1 call to be transferred by the by the call taker to another PSAP or some other destination compliant with NENA i3 and related standards."   Should it state, "…NENA i3, NENA i2, and related standards"?

No, the requirement is stated correctly.

Section 3.2.6.37 Selective Transfer

37. Section 3.2.6.37 states "he controller shall be able to provide the capacity for access to a minimum of six (6) emergency service providers for each Emergency Service Number (ESN)." The State requests Call routing functionality is provided in the ESInet solution. Per NENA standards, the Emergency Services Routing Proxy (ESRP) does not route Calls based on ESN. Does the State intend for Calls to be routed by the Legacy Selective Router, or by the ESRP?

Initially some calls will be routed via the legacy selective router during the transition period. Upon cutover to the ESInet IP based system, calls will be routed via the ESRP. ESNs will still be required for emergency service responding agency identification to the call taker.

Section 3.2.6.42 Central Equipment

38. Section 3.2.6.42 states the "rack shall be securely mounted to the floor." This is not common practice in the Data Center environment where Raised Floors are the norm. Would the State consider revising this requirement accordingly?

Yes, we will remove the term" mounted to the floor" and restate "rack shall be securely mounted".

Section 3.2.6.43 Maintenance Printing – Equipment Room

39. Section 3.2.6.43 indicates that the equipment room requires a maintenance printer. Laser Printers are a substantial source of inductive load and voltage transients. Inductive loads and transients place the host equipment at risk and may not be permitted in Commercial Data Center environments. Does the State intend to require printers be installed into the Data Center environment?

Printers will be required in the close proximity of the host equipment.

Section 3.2.8 Portable Keypad

40. Does the State mean to require a "programmable" keypad, as noted in the text of Section 3.2.8, rather than a "portable" keypad, as noted in the Section Title? Please clarify.

*Yes, a programmable **keypad** that can perform the same functionality as a portable **keyboard**.*

Section 3.2.10.4 Workstation and Computer Aided Dispatch Dedicated Wiring

41. Will the Workstation Logging Recorder Interface be capable of providing start/stop control, such as a contact closure, in conjunction with the analog audio output to the logging recorder?

This interface is required to mute when the workstation is not active, so that background conversations are not offered to the logging recorder. How this requirement is met will be up to the Offeror's solution.

Section 3.2.11 Computer Telephony Integration Software Requirements

42. Are back-up High Definition VoIP telephones with ALI display desired?

This would be considered part of the offeror's system design and will be subjectively evaluated.

Section 3.2.27 Telecommunication Device for the Deaf/Teletype

43. Should the following be required, as referenced: Department of Justice, §35.162 states "Telephone emergency services, including 911 services, shall provide direct access to individuals who use TDD's and computer modems"?

Section 3.2.27 is stated correctly.

Section 3.2.42 Make-Busy

44. Can you please identify which PSAP's will be utilizing ACD functionality?

All PSAPs shall have the capability of both ACD and Ring-All. Each PSAP will have to option to determine the methodology.

Section 3.2.50 System Options

45. Section 3.2.50 states that the "Offeror shall offer the following mandatory options and detailed pricing for such options from the basic solution pricing." The Project Cost Sheet (Paragraph7.0) does not facilitate this. However, there is a note in Section 7.0 indicating line item pricing is to be included as an attachment.
    a. Will mandatory option pricing be included on an amended Project Cost Sheet, or

       All costs must be included in the Offeror's line item pricing.

    b. Should Offers include this in the required line item pricing, or

       All costs must be included in the Offeror's line item pricing.

    c. Should Offerors include a distinct "Options" section in the Cost Proposal?

       Yes

Section 3.2.50.2 Private Branch Exchange (PBX)

46. Section 3.2.50.2 indicates the State's desire for a fully functional PBX in the base controller proposal, or a priced full feature PBX.
    a. What is the purpose of the PBX?
       For administrative emergency and non-emergency calling and receiving calls
    b. What is the desired functionality?

       Incoming and outgoing calls and 10-digit transfers outside the 9-1-1 network

    c. What are the desired specifications/sizing requirements?
       This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.
    d. What are the host, remote, line types, and line locations?
       Information not available.

Section 3.2.50.3 Emergency Notification System

47. Is it desired/required that Offerors attempt to provide a system that provides equal communication access to receive notifications?

It is the Offeror's responsibility to provide a system that meets the needs of the State in features and functionality. The proposed system will be subjectively evaluated.

Section 3.2.50.4 Text to 9-1-1

48. While some people who are hearing impaired are utilizing their TTY at home, many are relying on emerging technologies such handheld device for e-mail, Internet protocol telecommunications relay and videophone services. Should the contractor provide alternative messaging capability, bypassing 3rd-party Internet Protocol (IP) Telecommunication Relay Service to call 9-1-1?

It is the Offeror's responsibility to provide a system that meets the needs of the State in features and functionality. The proposed system will be subjectively evaluated.

Section 3.3.2.G Oversight of ESInet network service

49. Selective Routing Databases (SRDB) are not i3 elements. This section asserts that the SRDB is a read only from the perspective of the ESInet. Does this mean that the Offeror has no responsibility to provide any SRDB updates?

Selective Routing Database updates are not considered part of this RFP.

Section 3.3.2 H Oversight of EISnet network service

50. We assume the State and Local Government sets public safety policy and requirements. We assume the Offeror shall implement routing within the State and Local Government's desired routing policies. Are these correct assumptions? If not, please clarify.

Routing policies between the controller and remote PSAP will be established by the Policy Store server. Local government will define the routing policies within that Policy Store.

Section 5.1.4.2 Detailed Response

51. Section 5.1.4.2 indicates that a specific point-by-point response to each requirement of the RFP is to be included in the proposal response. Can we assume that in this instance "RFP" refers only to RFP Section 3.0 Scope of Work, and that point-by-point responses are not necessary for Sections 1.0 General Information; 2.0 Standard Contract Terms and Conditions; 4.0 Proposal Requirements and Company Qualifications; 5.0 Proposal Response Format; and 6.0 Proposal Evaluation and Award Process?

That is a correct assumption unless specifically required in the other sections.

General Questions:

52. Is there a requirement to provide a NENA-i3 compliant Logging Service as a functional element of the ESINet?

No

53. If a Logging Service is required, will it be centralized, or individually located at each of the 33 PSAPs?

N/A

54. If a Logging Service is required, will there be a requirement to provide both multi-media recording and event logging?

N/A

55. What are the retention requirements for the Logging Recorder or Logging Service?

N/A

56. What are the user access requirements (the number of concurrent users) for the Logging Recorder or Logging Service on a per PSAP basis?

N/A

57. Is there a requirement for Inter-PSAP access to Logging Recorders or Logging Services?

N/A

58. What is the redundancy requirement for the Logging Recorder or Logging Service?

N/A

59. Is there any requirement for recording public safety radio communications? If so, please specify radio equipment.

Yes, refer to section 3.2.10.6

60. Will the ANI/ALI data be available to the logging recorder, or if in an ESINet environment, will the State provide location information per NENA-i3 Standard?

The State or local government will provide location information per the NENA i3 Standards via a Location Information Server (LIS).

Eighth Company:

1. Would State please elaborate as it can on the desired system architecture? We want to make sure we understand the intended architecture requirement clearly. Our current understanding is as follows:
   - Call processing servers should exist at Hosts only;
   - Remote locations will not have servers; Remote locations would have intelligent workstations leveraging the Host servers over the IP network.
   - QOS/latency/jitter performance standards would apply to the entire IP network - Host-to-Host and Host-to-Remote.

   a. Would you please confirm or correct this understanding?

It is the Offeror's responsibility to provide a system that meets the needs of the State in features and functionality. The proposed system will be subjectively evaluated.

   b. We understand that South Dakota wishes to avoid providing detail that would call out any specific technology, but we would welcome a generic, high-level diagram. If Figure 2 on Page 14 of the State 9-1-1 Master Plan is still representative of State's intention, would you please confirm that this is the case?

Yes, this is currently identified in the State 9-1-1 Master Plan.

2. Section 3.2.1 suggests State is interested in having all host hardware supported in a third party facility. Is this the State's intention, or is the State open to having the host controller equipment located in PSAPs or other State facilities? If the State prefers a non-PSAP/State hosting facility, is an out-of-state facility acceptable?

It is the Offeror's responsibility to provide a system that meets the needs of the State in features and functionality. The locations of the host controllers are considered part of the Offerors response. The proposed system will be subjectively evaluated.

3. Section 3.2.1 - We are clear that the State wants the solution to be housed in a robust, well-equipped facility; we are not quite clear which Tier level is required at which point in the E-9-1-1 to NG911 transition process. Would the State please clarify?

It is the Offeror's responsibility to provide a system that meets the needs of the State in features and functionality. The facilities that will be utilized and when for the host controllers are considered part of the Offerors response. The proposed system will be subjectively evaluated.

4. Would the State please provide call volume data, including peak busy information where available, for the PSAPs for the last year?

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

5. Would the State please specify the number of CAMA and ALI trunks currently in use?

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

6. Would State please provide number and type (ground start, loop start, Centrex, etc.) of administrative lines to be supported by the Call Answering Solution?

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

7. We would request additional clarity around intended Host site failover function in the pre-i3 environment, specifically with respect to the number of CAMA trunks to be provisioned at each Host site. Is the expectation that each Host site will be provisioned with enough CAMA trunks to support all Intelligent Workstations simultaneously in the event the other Host goes down? Or is the intention that each Host would support half of the CAMAs (making each Host site capable of sending calls to 50% of the state's available Intelligent Workstations in the event the other Host goes down)?

It the intent that each Host site will be provisioned with enough CAMA trunks to support all Intelligent Workstations simultaneously in the event the other Host goes down. This provisioning is based on the number of PSAPs connected into the Host in the pre-i3 transition.

8. 3.2.45 Is the State planning to have a map fielded as part of the Call Answering solution? We typically provide a map, but are not sure if the State has another map solution in mind.

A map component is not a requirement of the Call Answering solution. However, the Offeror may include such as a clearly delineated option within their proposal submission.

9. 3.2.6.21 It is our understanding that the desired call answering solution will handle administrative-type calls as well as emergency calls. Is the State planning to have administrative calls sent to the PSAPs via the host sites or is it envisioned, at least to start, that those calls will be routed over the legacy network directly to each PSAP?

It envisioned, at least to start, that administrative type calls will be routed over the hosts directly to each PSAP.

10. 3.2.50.2: We request additional information about the desired PBX configuration (anticipated number of lines to be terminated, number of telephones, etc.) for pricing purposes.

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

11. Section 3.2.10.1-10 seems to address systems integration, but is entitled "Radio integration". Request clarification of which elements in 3.2.10.1-10 are radio integration specific and which ones are meant to focus on other systems.

3.2.10.6 is specific to radio channel interface.

12. 3.2.5.1 Will State consider submittal of as-built drawings on a phased basis rather than a site-by-site basis?

Yes, the Offeror must pre-determine the phases and submit that determination to the State.

13. Request additional information regarding training expectations. For example:
    a. Will site training ultimately be owned by a State training team or will training be done by designated people at each PSAP?

    b. How many people does the State anticipate will need the following types of training: Call Taker, Administrator, Train-the-Trainer, (Maintenance, if desired)

    c. Does the State anticipate training at central locations or at each PSAP?

When the select vendor is onsite, upon completion of installing the equipment at each PSAP they should provide their standard train the trainer and train the administrator class at that time prior to their departure. The identified PSAP trainees will then train the end users. Standard training materials for train the trainers and administrators shall be left with designated PSAP personnel.

14. Would the State please provide the phone numbers and addresses of the PSAPs listed in the RFP? This information is helpful for network design.

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

Ninth Company:

1. Can the State provide the total annual call count, administrative and 9-1-1, for each PSAP?

This information is listed in the PSAP information spreadsheet provided as supplementary information to this document.

2. Can the State provide a circuit profile for each PSAP consisting of the following?

a. Total CAMA trunks; any via T1 if applicable
b. Total administrative lines:
     i. Number of loop start lines
     ii. Number of ground start lines
     iii. Number of ring-down circuits; and whether wet or dry

Some of this information is listed in the PSAP information spreadsheet provided as supplementary information to this document. The rest is unavailable at this time.