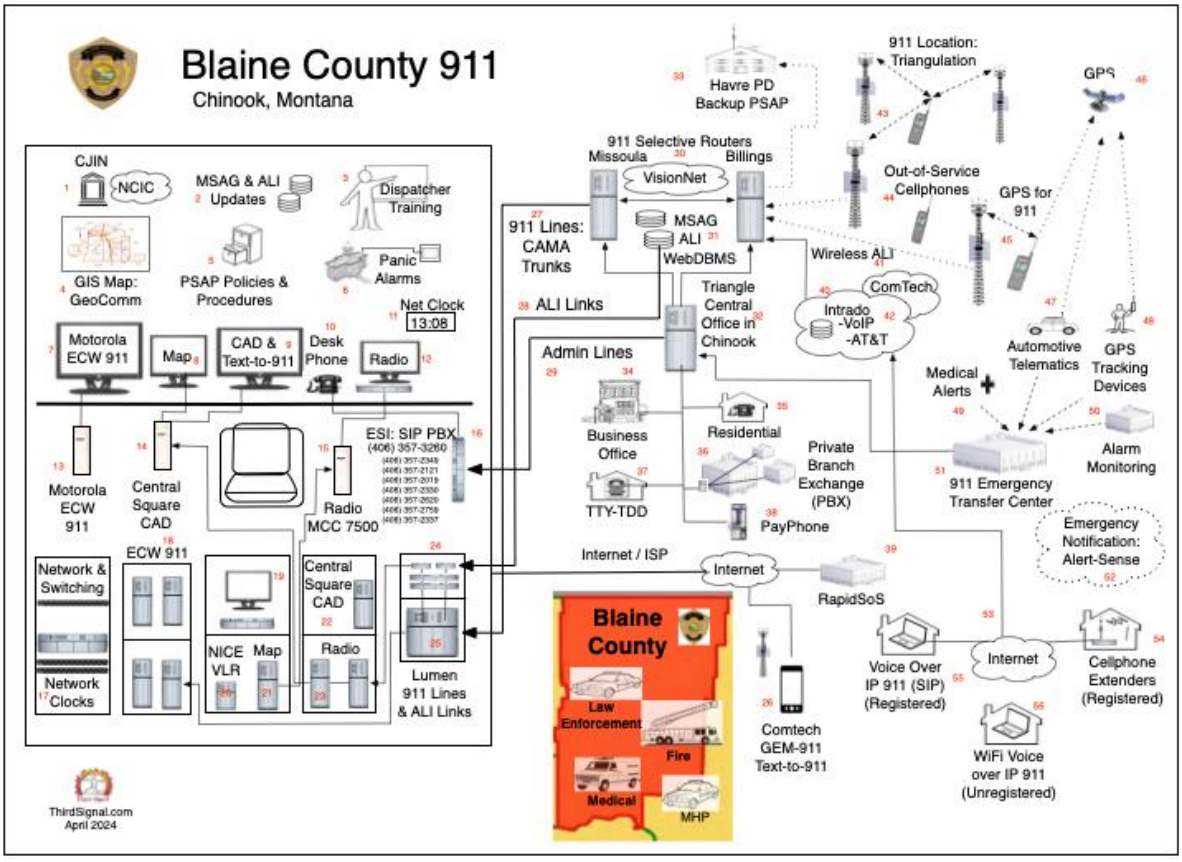
Blaine County 911: Request for Proposal (RFP): E911 Call Taking System

[11/26/25]



Prepared by Third Signal, LLC

Blaine County 911: Request for Proposal (RFP):
E911 Call Taking System

November 26, 2025

Request for Proposal (RFP) Description:

- The following requirements describe a vendor-proposed 911 call taking solution for a 911 call taking system for Blaine County 911.
- RFP will be released November 26, 2025.
- Vendor proposals need to be submitted no later than 5:00 p.m. Tuesday, January 20, 2026
    - Vendors will include at least 1 hardcopy and 1 softcopy of their proposals.
    - Proposals can be delivered to:
        - Blaine County Commissioners
        - PO Box 278
        - 420 Ohio Street
        - Chinook, MT 59523
        - (406) 357-3250
        - BlaineCountyCommissioners@blainecounty-mt.gov
- There will be a two-week Question and Answer period, beginning December 1, 2025, and will end December 15, 2025.
    - Questions can be Emailed to:
        - Haley M Velk
        - Emergency Manager and 911/Rural Addressing Coordinator
        - Hvelk@Blainecounty-mt.gov
- High-Level Project Timeline:
    - RFP Released November 26, 2025.
    - Vendor selection February, 2026.
    - Installation should be approximately 3 months after contract award.
- All communications regarding this RFP shall be directed to Haley M Velk.
- All vendors must respond in detail to each element of this RFP in order to be considered for a contract award.
- Vendor proposals will be opened at the County Commissioners' Meeting at 10:00AM, January 21, 2026.

RFP Administrative Requirements:

Cover Page:

- Must include the vendor's legal name and contact information, as well as the name of the RFP, federal Tax Identification Number, the vendor's contact person for the proposal, and the date the proposal is due.
- Vendors are expected to provide their best and most competitive proposal.

Disclaimer:

- This RFP does not form or constitute a contractual document. Blaine County shall not be liable for any loss, expense, damage or claim arising out of the advice given or not given or statements made or omitted in connection with this RFP.

- The County also will not be responsible for any expenses that may be incurred in the preparation of this RFP.
- The County reserves the right to reject any or all proposals and to determine which proposal is, in their judgment, most responsible proposal. The County also reserves the right to waive any informalities, irregularities, or minor deviations in any proposal and to request revisions in the proposal if these do not meet their needs or budget requirements.

Signature:

- All proposals must be signed in longhand by the proposer or proposer's agent or designee, with his/her usual signature.

Withdrawal of Proposals:

- Proposers may withdraw their proposal either personally or by written request at any time prior to the due date set for receiving proposals. No proposal may be withdrawn or modified after the due date and time, unless and until the award of the contract is delayed beyond April 25, 2026.

Quote Valid:

- The proposer must honor their quote until April 25, 2026.

Insurance Requirements:

1. Insurance: Contractor shall purchase and keep in effect during the term of this Agreement the following types of insurance at least in the following amounts:
    1. Comprehensive General Liability Insurance on an occurrence basis with limits of liability not less than $1,000,000 per occurrence for Bodily injury and Property Damage.
    1. Automobile Liability, with limits of liability not less than $500,000 per occurrence, combined single limit for Bodily Injury, and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.
    1. Workers Compensation Insurance or an independent contractor's exemption certificate, as required by the laws of the State of Montana.

Vendor Introduction:

- Please include with your proposal a letter of introduction including:
    - Company name
    - Address
    - Contact Name
    - Contact Phone
    - Contact E-mail
    - Company website
    - Provide a brief company history
- How many years has your company been doing business under this name?

Vendor Background:

- Has your company ever been party to a buy-out, merger, or company acquisition? If so, explain.
- Has your company or any company employee ever been named in litigation and/or arbitration related to the company's product, services or for any security breaches? If so, explain.
- Are there any lawsuits against your company by current or former clients?
- Has your company ever completed an implementation after the originally agreed-upon deadline? If so, indicate the date, parties involved, and circumstances.
- Has an implementation ever exceeded the agreed budget? If so, describe.
- Has your company ever terminated a contract or failed to complete any work awarded to it? If so, describe.

Vendor References:

- Please provide a list of at least three customer references, including contact information and years using the system, that demonstrates your company's capabilities to meet the requirements listed in this RFP.
    - Include any 911 Public Safety Jurisdictions in Montana.
    - These references may be contacted during this RFP process.

Issues and Assumptions:

- Describe any issues or assumptions that could impact the successful outcome of the project.

Standard Terms and Conditions:

- The successful vendor will be required to comply with the following standard contractual terms and conditions:
- BACKGROUND INVESTIGATION/FINGERPRINTS REQUIRED. The contract will include a requirement that the vendor's employees assigned to this project must consent to and pass a fingerprint-based background check and sign a confidentiality agreement prior to commencing work on the project.
- NON-DISCRIMINATION. All hiring shall be on the basis of merit and qualification and there shall be no discrimination in employment on the basis race, ancestry, color, physical or mental disability, religion, national origin, sex, age, marital or familial status, creed, ex-offender status, physical condition, political belief, public assistance status or sexual orientation, gender identity or expression, except where these criteria are reasonable bona fide occupational qualifications.
- COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA). Contractor shall comply with any applicable provisions of the AMERICANS WITH DISABILITIES ACT with respect to the performance of this contract. Contractor shall incorporate or communicate the intent of the following statement in all publications, announcements, video recordings, course offerings or other program outputs: "Contractor will provide reasonable accommodations for any known disability that may interfere with a person in participating in any service, program or activity offered by the Contractor. In the case of documents, recordings or verbal presentations, alternative accessible formats will be provided."

- EVIDENCE OF WORKERS COMPENSATION COVERAGE. Contractor hereby certifies that Contractor is covered by a Workers' Compensation insurance program with either the State of Montana, a private insurance carrier, or an approved self-insurance plan in accordance with Montana State law and that the County has no liability for Contractor's worker's compensation insurance or claims or that the Contractor has received a waiver of such coverage from the State of Montana. If the Contractor has not received a waiver from such coverage, the Contractor shall provide evidence of such coverage to the County prior to the execution of the agreement.
- COMPLIANCE WITH OTHER FEDERAL, STATE, County, AND MUNICIPAL LAWS. Contractor shall obey all other laws, ordinances, regulations and rules of the Federal, State, County and Municipal governments which may be applicable to its operations. Said laws include, but are not limited to, the Equal Employment Opportunity laws, the Fair Labor Standards Act, and Occupational Safety and Health Administration (OSHA). Any violation of applicable law shall constitute a breach of this Agreement and Contractor shall hold the County harmless from any and all liability arising out of, or in connection with, said violations including any attorney's fees and costs incurred by the County as a result of such violation.
- OWNERSHIP AND PUBLICATION OF MATERIALS. All records, drawings, reports, information, data, and other materials prepared by the Contractor pursuant to this Contract are the property of the County, which has the exclusive and unrestricted authority to release, publish or otherwise use, in whole or part, information relating thereto. No material produced in whole or in part under this Contract may be copyrighted or patented in the United States or in any other country without the prior written approval of the County.
- REPORTS AND INFORMATION. The Contractor will maintain accounts and records, including personnel, property and financial records, adequate to identify and account for all costs pertaining to this Contract and such other records as may be deemed necessary by the County to assure proper accounting for all project funds, both federal and non-federal shares. These records will be made available for audit purposes to the County or its authorized representative and will be retained for three years after receipt of final payment for the services rendered under this Contract unless permission to destroy them is granted by the County.
- ACCESS TO RECORDS. It is expressly understood that the Contractor's records relating to this Contract will be available during normal business hours for inspection by the County or their authorized representatives.
- INDEMNIFICATION. The Contractor waives any and all claims and recourse against the County including the right of contribution for loss and damage to persons or property arising from, growing out of, or in any way connected with or incidental to the Contractor's performance of this contract except for liability arising out of sole negligence of the County or its officers, agents or employees. Further, the Contractor will indemnify, hold harmless, and defend the County against any and all claims, demands, damages, costs, expenses or liability arising out of the Contractor's performance of this Contract except for liability arising out of the sole negligence of the County or its officers, agents or employees.
- LEGAL FEES. In the event either party incurs legal expenses to enforce the terms and conditions of this Contract, the prevailing party is entitled to recover reasonable

attorney's fees and other costs and expenses, whether the same are incurred with or without suit.

- INSURANCE - TERMS AND LIMITS. Without limiting any of the other obligations or liabilities of the Contractor, Contractor shall obtain and maintain all required insurance from companies lawfully authorized to do business in the State of Montana.
- CONTRACTOR'S LIABILITY NOT LIMITED. By requiring such insurance and insurance limits as listed in this document, Owner does not represent that coverage and limits will necessarily be adequate to protect Contractor, and such coverage and limits shall not be deemed as a limitation on Contractor's liability under the indemnities granted to Owner in the Contract Documents.

Bonding Requirements: Blaine County Purchasing Policy (Updated 2022):

A. Blaine County must follow its own bonding requirements for construction or facility improvement projects beneath the simplified acquisition threshold (2 C.F.R. § 200.325)

B. Blaine County must meet certain bonding requirements for construction or facility improvement projects above the simplified acquisition threshold (2 C.F.R. § 200.325(a)-(c)), unless waived.

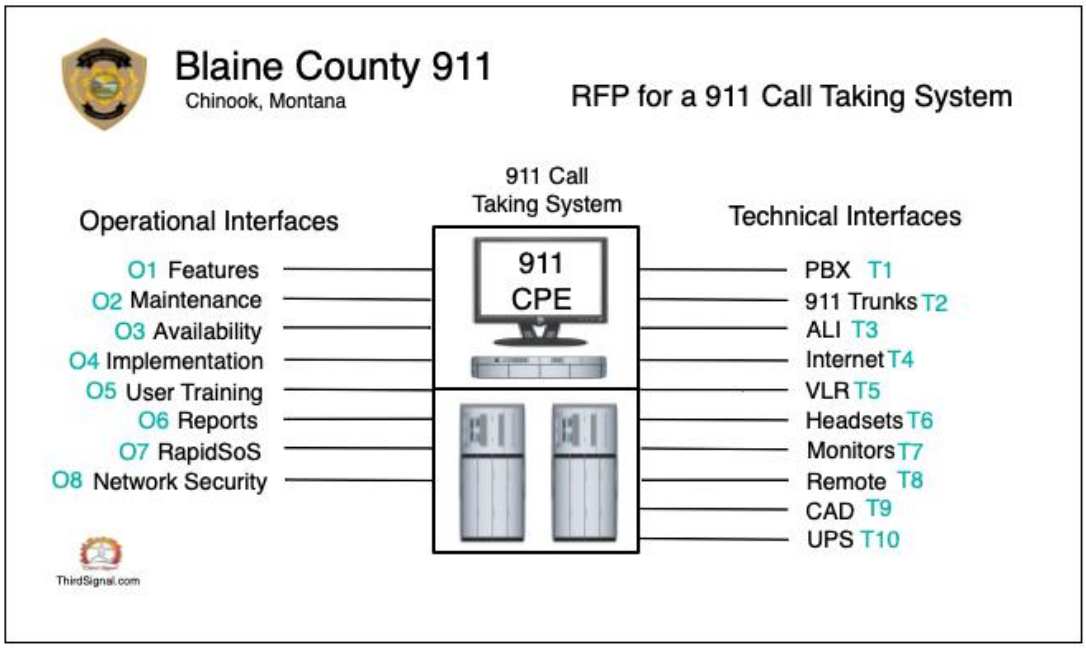
C. If no such waiver has been made, the bonding requirements are: A bid guarantee from each bidder equivalent to 5% of the bid price; A performance and payment bond on the part of the contractor for 100% of the contract price.

D. Blaine County's contracts are required to contain certain provisions – some are based on sound contracting practices while others are required by Federal law, executive order, and regulations (2 C.F.R. § 200.326).

E. These required provisions are provided in Appendix II to Part 200—Contract Provisions for Non-Federal Contracts Under Federal Awards.

1. Contracts in excess of $150,000 – Administrative/contractual/or legal remedies for breach of contract
2. Contracts in excess of $10,000 – Terminations for Cause and Convenience
3. Equal Employment Opportunity – Construction
4. Davis Bacon / Copeland Anti-Kickback Acts – Construction (Inapplicable to PA grants)
5. Contracts in excess of $100,000+ mechanics or laborers – Contract Work Hours and Safety Act
6. Rights to Inventions Made Under a Contract or Agreement (Inapplicable)
7. Contracts in excess of $150,000 – Clean Air Act & the Federal Water Pollution Control Act
8. Debarment and Suspension – "SAM"
9. Contracts in excess of $100,000 award – Byrd Anti-Lobbying

Technical and Operational Requirements:



- The graphic above will be used to track the RFP's Technical and Operational Requirements and specific sections.

Index for Technical and Operational Requirements, Section 2:

- General System Overview
- Section T1: Private Brance Exchange (PBX) Interfaces
- Section T2: 911 Trunks
- Section T3: ALI Interface
- Section T4: Internet Interface
- Section T5: Voice Logging Recorder
- Section T6: Dispatch Headsets
- Section T7: Monitors
- Section T8: Remote Position 3
- Section T9: Computer Aided Dispatch
- Section T10: Uninterruptable Power Supply
- Section O1: System Features
- Section O2: Maintenance and Support
- Section O3: Availability and Reliability
- Section O4: Implementation and Project Management

- Section O5: Dispatcher and Manager Training
- Section O6: System Reports
- Section O7: Clearinghouse Services / RapidSoS
- Section O8: Network Security

Section2. Technical and Operational Requirements:

Technical Requirements:
General System Overview:

- The system will be a 2-position 911 call taking solution with a remote third position.
- The system proposed will be replacing a 2-position Motorola Emergency Call Works (ECW) call taking system.
- It is recommended that vendors perform a site survey to analyze IT closets; wiring, LAN, and rack configurations; as well as telecommunications interfaces.
- Vendors will note that some of the same requirements appear in multiple sections in this RFP.
    - If a requirement has already been addressed, vendors can cross reference previous information or readdress requirements again.
- Vendor responses to requirements on this RFP will be potentially used in contract language and for vendor accountability.
- Vendors will include the types of racks needed for their proposed solution.
    - 2-post or 4-post racks.
    - General rack space needed in Rack Units (RUs)
- Facility Wiring:
    - Vendors should be able to re-use existing facility wiring
    - If wiring work is needed:
        - The winning bidder will be required to follow best practices in installation
        - This includes, but is not limited to:
            - All wiring and connections must be secure, tidy, and labeled in accordance with the ANSI/TIA-606-B standard for identification and labeling
        - As-built technical graphics and documentation must be provided

Section T1: Private Branch Exchange (PBX) Interfaces:
Private Branch Exchange (PBX) Integration:

- The existing Private Branch Exchange is an ESI ESIP 200, IP telephone systems, used by the entire Blaine County courthouse.
- The PBX is supported by Triangle Telecommunications and Triangle technical contacts will be provided if needed.
- Vendors should explain their approach to interfacing with or integrating PBX systems into their call-taking solution.
    - List acceptable technical interfaces between the 911 CPE and PBX systems.
- Please include diagrams with configuration options for PBX integration, if available.
- If Session Initialization Protocol (SIP) is preferred, vendors will list software versions of SIP that are supported.

- Vendors will integrate PSAP PBX systems to the degree that a separate PBX telephone is NOT needed at the 911 workstation.
- The 911 call taking system will also be able to access outside lines on the PBX for external transfers and outbound calling; as well as internal PBX workstations within the courthouse.
- Administrative lines terminated in the PBX will have call no-ALI appearances on the 911 call taking system.
- If the PSAP uses an unpublished 10-digit DID number that is not connected via the PBX, the 911 call taking system must be able to terminate and display this DS0 analog line on the call taking system.

Section T2: 911 Voice Trunks:

911 CAMA Trunks:

- Lumen is the 911 service provider for Blaine County, and they manage the 911 selective routers used for services delivery.
- There are 4 each 911 trunks delivered to the PSAP by Lumen.
- There will be no changes to the number of CAMA trunks during the installation of the new 911 CPE.
- The 911 CPE proposed by the vendor must support standard 911 selective transfers to neighboring PSAPs, including the transferring of the ALI record.
- If the 4 CAMA trunks need to be extended to reach the new 911 call taking system, the vendor will work with Lumen (and their IT support company, VisionNet) to extend the 911 trunks.
- The 911 CPE voice termination equipment should be able to detect 911 network outages versus 911 CPE termination equipment failures.

Section T3: Automatic Location Information (ALI)

Automatic Location Information (ALI):

- Describe how the proposed solution will terminate ALI links.
- Describe vendor approaches to splitting ALI information if necessary.
    - Note; the existing ALI handoff to the ECW system should not need changing, but vendors should be familiar with splitting ALI or extending ALI serial wiring if needed.
- Explain how a Wireless E911 manual or automatic ALI re-bid (ALI re-request for Phase II handset location) would function from a network-connected, remote 3rd 911 workstation that is located in another building.
- Provide a list of nationally supported ALI formats that the proposed solution can support.
- In the 911 call taking system, is raw ALI or parsed ALI displayed, or both?
- Vendor will recognize that there are many ALI formats and the proposed system must display and/or parse the ALI information correctly on the workstation.

Section T4: PSAP Internet Services:

- Describe what type of Internet requirements the proposed system will need to connect to and display backend clearinghouse information, such as RapidSoS.

    - Include minimum bandwidth and/or download speed necessary for clearinghouse applications.
- Vendors will include network requirements for remote PSAP monitoring, maintenance access, system alarming, specific to the level of maintenance support chosen.
- If the PSAP has redundant Internet services, can the 911 CPE connect to two networks for connecting to maintenance support and clearinghouse services?

Section T5: Voice Logging Recorder (VLR):

- The VLR used by Blaine County is a Nice Inform logging recorder system.
- Vendor will provide proposed configuration options for trunk-level and/or station-level voice logging recording, including configurations for connecting to 911 call-taking positions if needed.
- During installation, vendors will work directly with the voice logging recorder vendor if technical questions and constraints arise.

Section T6: 911 Dispatcher Headsets:

- Vendor will provide a list of wired and wireless headsets that are compatible with their call taking solution.
- Vendors will also provide documentation regarding their processes for integrating multiple interfaces into the headset solution, including:
    - 911 voice calls
    - Land Mobile Radio consoles
    - Admin lines / PBX telephones

Section T7: System Monitors and Displays:

- Vendor will describe workstation monitor options available with their call taking solution; touchscreens, for example.
    - Presently, Blaine County dispatchers utilize a touchscreen monitor
- List system interfaces for standard monitors and displays.
- Does the 911 CPE use a dedicated monitor for 911 or can it display via a client on another computer?
    - Include monitor options for the 3rd remote workstation.

Section T8: Remote 911 Workstation:

- The 3rd mobile 911 workstation will require the same functionality as regular 911 call taking workstations, including 911 call taking, clearinghouse services, and ALI re-bids across a network.
- Include minimum network requirements for connectivity to mobile workstation, including bandwidth and network latency requirements for standard 911 workstation functionality.

Section T9: CAD Integration:

- Beyond the typical ALI dump, what are the call taking system's options for CAD-911 CPE integration?
- What interfaces to CAD are available with your solution?
- Vendors will describe events that initiate ALI/ANI record dumps into CAD.

- For example, when a Phase II record comes in as a result of an ALI re-bid, is the ALI re-dumped into CAD?

Section T10: Uninterruptable Power Supply (UPS):

- Vendors will include costs for UPS systems to provide backup power during power outages for the 911 call taking solution.
- Include a calculation of rack space required for each UPS if they are rack-mounted.
- Also include the general wattage / UPS power requirements for the 911 system and equipment.
- Vendor will include the expected lifecycle of the UPS batteries; in other words, how long is the UPS is expected to last before needing to replace it.

Operational Requirements:

Section O1: 911 Call-Taking Features:

NENA I3 compliance:

- As it is made available from future network service providers, it is a requirement that the proposed solution accept calls via TCP/IP that is compliant with the version of the NENA I3 SIP standard in effect at the time of system implementation.
- In addition, the successful vendor must plan for and commit to compliance with NENA I3 standards that are released subsequent to implementation, and to make the transition to remain compliant with I3 standards in a timely and efficient manner following release of those standards.
- Vendor will document their involvement and methodology to support I3, and how they intend to keep up with ongoing standards development.
- Vendor will explain where their presented solution fits in its planned lifecycle; for example, how many years until the vendor predicts this solution's end-of-life.

Interface customization:

- Can the PSAP customize the dispatcher's user interface?
- Vendors will provide methodologies and options for 911 workstation customization, if available.
- If user customization is available, the specific configuration should be initiated by the specific user login.
- It is a requirement that the proposed solution allow users to save any per-user settings upon logging out.
- The settings must follow the user and be triggered when dispatchers log into the system.

Answering calls:

- It is a requirement that the call handling application in the proposed solution provide both audible and visual methods to notify the call-taker of an incoming call.
- Call-takers must be able to hear the audible alert with or without a headset on.
- Call-takers must be able to answer a call with either a mouse, a keyboard, or touchscreen.
- Call-takers must have the option of using either a handset, headset, or soft-phone at their workstation based on call-taker preference.
- Any calls in queue shall be easily identified and retrieved.

- There must be no possibility that a call can be in a queue if there is an available call-taker anywhere in the solution.
- By default, answering a call shall result in the oldest call being picked up first.

Sound quality:

- It is a requirement that the proposed solution accurately reproduce the sounds transmitted by the devices connected to the call.
- The system cannot introduce echo, static, interference, delay, or anything else that reduces the ability of the parties on the call to communicate with each other.
- We recognize that there may be external influences to sound quality such as PSTN circuits, cordless phones, cell phones, etc.; however, the proposed solution should provide the vendor's methodology and approaches for determining the cause of poor sound quality, and steps to optimized voice quality.
- It is a requirement that the proposed solution allow call-takers to easily adjust both transmit and receive volumes.

Mapping Features:

- As of the release date of this RFP, the county is and will continue to use a 3rd party mapping system.
- If the call taking solution has an optional or included mapping or GIS elements, vendors will describe the mapping feature functionality in detail.
- Vendors will list necessary local GIS support functions to support the mapping features; support will be provided by the PSAP.
    - For example, does the system require periodic GIS updates when local maps change?

Monitoring and barge-in capabilities:

- Can the 911 CPE perform silent monitoring of any workstation's audio from any other workstation on the system?
- Can the monitoring workstation barge into a 3-way conference if necessary?
- Silent monitoring and 3-way conference should also be available on the remote 911 workstation.

Call transfers:

- It is a requirement that the proposed solution allow a call to be transferred to any other position in the system; including remote 911 workstation.
- 911 Selective transfers will be utilized on the Lumen 911 service provider network.
    - The existing 911 service provider uses star-codes (*-codes) to identify each PSAP for selective transfers.
    - Star-Code selective transfer buttons must be programmable and 911 selective transfers must be tested during system turn-up.
- If a dispatcher selectively transfers to another PSAP, a 3-way conference call must be established between the 911 caller, the answering PSAP, and the transfer-to PSAP.
- Transferring must allow dispatchers to be able to drop off the 911 call without affecting connectivity between 911 caller and the transfer-to PSAP.

- ALI records must accompany the 911 selective transfers.

Non-selective transfer:

- It is a requirement that the proposed solution include a standard 10-digit phone number contact list that allows call-takers with proper permissions to dial numbers with a single action.
- The list must allow the call-taker to sort and filter the list in various ways to allow for the rapid selection of the proper contact.
- The call-taker must be able to connect to a responding agency with a single mouse click, keystroke, or touch of the screen.
- These non-selective transfers will occur through the PSAP's PBX interface and will use outbound PBX trunks managed by the PSAP.

Manual dialing:

- It is a requirement that the proposed solution provide a method to allow a call-taker to manually dial any number, either with a hardware dial-pad, or via soft-phone.
- The ability to dial a number must be available while on a 911 call.

Dial back:

- Provided that the ALI record has the appropriate Callback Number, it is a requirement that the proposed solution include a way to dial back a disconnected caller with a single action.

Forced disconnect:

- It is a requirement that the proposed solution allow call-takers to selectively release any call or any individual party of a call at any time.

Instant recall recorder:

- It is a requirement that the proposed solution provide call-takers with a method to play back the recording of any call from their assigned workstation, provided the dispatcher has the proper permissions.
- The timeframe for providing access to calls with the instant recorder must be configurable and the minimum duration that calls are accessible through the instant call recorder is 24 hours.

Short-Term call history display:

- It is a requirement that the proposed solution maintain a log of all 911 calls into the system.
- The call log must allow call-takers to recall and redisplay the ANI/ALI information for any recent 911 call.
- Vendors will indicate how long dispatchers can access the 911 historical call details.
- It is a requirement that the proposed solution maintain call history by callback number and provide a method for viewing the historical data.

Selective muting:

- It is a requirement that the proposed solution allow call-takers to block the caller from hearing the remaining parties on the call.
- The call-taker should have the ability to selectively mute any party on a call at his or her discretion.

Hold:

- It is a requirement that the proposed solution support placing calls on hold.
- There must be some sort of reminder that alerts the call-taker after an administrator-configurable timer has expired when a call is on hold.
- Callers who are on hold must hear a message or tone that periodically reminds them that they are on hold and have not been disconnected.
- When a call on hold disconnects there should be an alert made to the dispatcher.
    - The alert should display the call back number.

Teletype (TTY) and Telephone Device for the Deaf (TDD):

- It is a requirement that the proposed solution fully support all ADA laws with integrated TDD/TTY features at each call-taking position.
- TDD/TTY calls must have the same level of functionality as voice calls.
- TDD/TTY detection must be automatic and be indicated clearly on the workstation.
- The entire conversation must be logged and easily retrieved.
- The TDD/TTY interface must support the creation and use of pre-programmed messages.

Refuse capability:

- It is a requirement that call-takers have the ability to refuse an incoming 911 call.
- The refused call would then automatically route as described in the call routing and call distribution requirement.

Ready / Not Ready:

- It is a requirement that call-takers have the ability to tell the system whether or not they are available to take calls without having to completely log out.
- An example of this might be a dispatcher changing to “Not Ready” to complete some paperwork before moving on to another 911 call.

Auto answer:

- It is a requirement that the proposed solution support auto-answer functionality.
- Auto-answer must include the same audible and visual indicators as manual call-answering.

ANI-ALI display:

- It is a requirement that the proposed solution provide a NENA compliant ANI/ALI display.
- Vendors must describe how ALI is displayed on the system, either raw ALI or parsed into windows.
    - If ALI is parsed into windows, these must be programmable and customizable per PSAP’s direction.

- Vendors must also describe options for printing and/or copy-pasting the ALI record into other applications, if possible.

Manual ALI query:

- It is a requirement that the proposed solution support manual (reverse) ALI lookup for landline 911 calls.
    - All manual queries must be logged.
- Vendors will indicate if their manual ALI look up needs management approval or a "Cause Code" that indicates the reason for the reverse ALI lookup.

Wireless Z-Location:

- As wireless E911 Z-Location is made available from the wireless and 911 network service providers, vendors will explain their approach to displaying Z-Location in the call taking solution or via backend clearinghouse solutions.

Cellphone - Wireless 911 ALI rebid:

- It is a requirement that the proposed solution provide automatic ALI rebid on all phase 1 and 2 wireless calls if the PSAP does not want to use manual ALI rebid, without losing the original ALI data.
    - The auto-rebid timer must be configurable.
- These rebid requirements also apply to remote 911 workstation functioning across the network.
- The manual rebid button must be clearly displayed on the call-taker's screen.

Abandoned call handling:

- It is a requirement that the proposed solution alert call-takers, both visually and through a distinct tone, that a call was abandoned while in queue, and allow callback with a single action.
- It is a requirement that once a call has gone unanswered and has rolled to a different position and/or PSAP, and the caller then abandons the call, that the abandoned call alert will occur in the PSAP and at the time the caller actually abandoned the call.
- The callback number must be displayed on the system when a call is abandoned.

Value Added Features:

- In this section of the RFP, vendors may add detailed descriptions of value-added call taking features that are not otherwise required in this proposal.
    - In other words, what call taking features make your system unique?
    - What features differentiate your solution from the others?

Section O2: Maintenance and Support

General System Support:

- It is a requirement that the system operator provide live 7/24/365 technical support for the entire 911 call taking system.
- Vendor will provide a description of their Network Operations Center, and their approach to system support.
    - Include methodologies and mean-time-to-repair for general component outages.

- If there are critical, single-point-of-failure elements, vendor will recommend those for the "Spares Kit".
    - Cost for Spares Kit options will be included in the Cost Summary.
- Likewise, list all the single points of failure in the proposed system.
- Vendor will submit a detailed maintenance summary that will include:
    - Recommended on-site Spares Kit.
    - Average expected response time for system outages.
    - If it is necessary to provide on-site support, how many hours to get technicians onsite?
        - Vendors may contract with local IT services companies for "smart hands" technical assistance.
    - Describe the vendor's escalation process for problems that are not quickly resolved.
    - Vendors will provide a Trouble Reporting Contacts list for issues and outages including an escalation hierarchy.
- All scheduled maintenance will occur in a predetermined maintenance window; coordinated by PSAP's IT staff.

Maintenance Contract:

- Vendors will provide a detailed description of maintenance options, prices, levels of support, and duration of standard maintenance agreements.
- If there are tiered layers of maintenance, describe in detail what services are provided for each tier.
- Include maintenance tiers and pricing in the RFP's Cost Summary.

Response time:

- It is a requirement that all calls for support be responded to within one hour.
- If it is necessary to provide on-site support, the response time is two hours.
- Once alerted to a problem, the contractor must make reasonable efforts, appropriate for a mission critical system, to remedy the problem in as short of period of time as possible.
- Describe the escalation process for problems that are not quickly resolved.
- Describe where the nearest maintenance technician is located, and how long it will take for that technician to be on-site.
- Note that failure to comply with agreed upon response times may trigger an assessment of the maintenance contract.
- All expectations will be detailed in the associated Service Level Agreement and maintenance contract.

System Monitoring:

- It is a requirement that the proposed solution include comprehensive monitoring of all 911 system components, including hardware, software, servers, and workstations.
- Vendors will list all systems and equipment that will be monitored as a function of the maintenance contract.
    - Alarm monitoring vs active monitoring options can be included.

- Describe customer notifications options when there are technical issues and system outages.

System Alarming:

- It is a requirement that system alarming be employed and follow a best practice tiered severity level methodology, to include hardware, software, server services, and overall system health and security.
- Severity alert levels must be configurable on system components.
- Alarm response must include notification of IT staff by way of telephone, email, or in a manner that can be determined at a later date.
- Vendors will submit documentation describing alert levels and options.

Quality Assurance (QA) and software upgrades:

- It is a requirement that the proposed solution has a fully functioning and dedicated live QA testing or lab system.
- It is also a requirement that the proposed solution provide a fully functioning and dedicated User Acceptance Testing (UAT) environment where any and all patches, fixes, upgrades, service packs, etc. can be deployed and approved before installation in the field.
- Vendor will describe their lab environment and the general processes used to test vendor software patches, features, and evolving versions.
- It is a requirement that the system operator provide a single point of contact for all problems, along with an escalation list.
- It is a requirement that the proposal include a narrative that describes how you plan to meet the support requirements.
    - Include a description of the vendor's support infrastructure.
- List any third-party maintenance agreements you foresee; and/or any local third-party support companies you will employ.

Support personnel:

- It is a requirement that individuals who provide service and support must have proper training, certifications, and /or supervision to ensure that manufacturer guidelines are followed.
- List qualifications, training, and certifications for all of the vendor's technicians associated with the proposed solution.

Equipment refresh:

- It is a requirement that the vendor describes the frequency with which their proposed solution will need to replace its hardware, including servers, network termination equipment, and workstations, during the term of the contract.
- An estimate of time frame and potential replacement charges should accompany this description.

Declaration of support:

- It is a requirement that the proposal contain a declaration of support that details the support policies, including minimum advance notice given for End of Life and End of Support status for any components that you have developed.
- It is not necessary to provide minimum notice for EOL and EOS for common and readily available items such as PCs, LANs, servers, and operating systems.

Bug fixes:

- It is acceptable to install new executable files to fix a bug; however, this cannot change the user experience or system operation to the degree that additional training is necessary.
- It is a requirement that the system operator provide patches and upgrades for all components supplied under the contract resulting from this proposal.
- Patches that address serious security vulnerabilities must be applied within 48 hours of patch release, unless other mitigation measures can address the security vulnerability.

Service Level Agreements & Penalties:

- It is a requirement that the vendor agree to establish a Service Level Agreement (SLA) that includes a penalty if functionality is provided that does not work consistently with the requirements of this proposal or as agreed to in the contract statement of work.
- SLA measures and milestones will be detailed during systems procurement and contract signing.

Software Licensing:

- Vendor shall propose the licensing options available and if there are licensing options, the vendor will explain the details of those various options.
- Vendors will include all software licensing costs in the RFP's Cost Summary.
    - Note: Blaine County 911 currently uses a network-based Text-to-911 system (GEM-911) that will not be connected to the 911 call taking system.

Configurations and Backups:

- It is a requirement that the proposed solution include provisions to regularly backup all system configuration data.
- Vendors will also include solutions for storing 911 ALI and call detail information on a long-term basis; matching PSAPs' records retention policies.
- It is a requirement that the proposed solution provide a method to maintain current backups of all system configurations.

Unique Maintenance Features:

- This is the section wherein vendors can highlight unique approaches to maintenance.
    - How is your system's maintenance and support better than the others?
    - Summarize your key maintenance and support differentiators

Section O3: Reliability and Availability

- It is a requirement that the winning bidder's response to this section will be negotiated into a maintenance contract and service level agreement (SLA) wherein the systems and component availability are expressed in the SLA.

- It is a requirement that the proposed solution provide 99.999% overall system availability.
- Vendors will include diagrams of redundancy configurations in their proposals.
- Individual components do not have to provide 99.999% uptime as long as the system as a whole is able to do so.

No unscheduled complete system downtime:

- It is a requirement that the proposed solution have redundancy components as to not require a complete system shutdown for routine or anticipated maintenance.
- Individual components may have downtime for routine or scheduled maintenance; however, the system as a whole must remain operational and able to deliver calls as designed 99.999% of the time.

System Redundancy:

- It is a requirement that any redundant components in the proposal must provide redundancy automatically, without human intervention.
- Vendors will provide a primary hardware component list and indicate which are redundant elements, and which there are not.
- If there are single points of failure identified, vendors will describe their strategy for addressing these potential points of failure.
    - These single points of failure will be considered as candidates for a hardware Spares Kit.
- It is a requirement that where and whenever possible the proposed solution must utilize self-healing technology; taking into account that the previously mentioned Redundancy & Diversity needs to be systematically controlled, not requiring Network Operations Center (NOC) intervention.
- It is a requirement that the proposed solution be able to maintain normal operations in a fail-over scenario.

Spares Kit:

- The vendor may recommend that the PSAP maintain a spares kit and/or parts for any device that is critical to the system or PSAP operations that ensures availability of the spares and/or parts within two hours of when the need is determined.
- If vendors have multiple options for spares kits, make sure these clearly described in the RFP's Cost Proposal.

Section O4: Implementation & Project Management

Project Management Plan:

- It is a requirement that the proposal include a comprehensive project management plan for the installation, testing, user training, and cutover of the 911 system.
- The vendor's project management team will be responsible for the successful completion of all phases of this project, including, but not limited to:
    - Responsibility for contractor's project personnel.
    - Project tracking using Microsoft Project, or equivalent project management software, including any applicable achievement milestones, and action items.
    - Providing project status reports to Blaine County management team.

Migration plan:

- It is a requirement that the proposal include a detailed plan that describes the steps involved with migrating from the current 911 system to the proposed new call taking system.
- It must include provisions to rollback if problems occur during the migration.

Installation standards:

- The winning bidder will be required to follow best practices when installing the system.
- This includes, but is not limited to:
    - Installations will conform to pre-approved, detailed technical plans.
    - All wiring and connections must be neat, tidy, and labeled in accordance with the ANSI/TIA-606-B standard for identification and labeling.
    - TIA/EIA Telecommunications Building Cabling (Wiring) standards for wire management must be used.
- Detailed As-Built documentation must be provided to Blaine County management team.

Acceptance Test Plan:

- The winning bidder will develop a acceptance test plan during the contract negotiation phase.
- Final payment will not occur before the system successfully passes all acceptance tests, all punch list items are complete, and the system is 100% fully operational.

Section O5: Dispatcher and Manager Training

- Dispatchers must be trained on the new system to a level where they feel comfortable using the system.
- Rather than requiring dispatchers to change schedules for training, the winning bidder will offer call-taking training across existing dispatcher shifts.
    - Vendor will explain how much training will be remote-video versus on-site and in-person.
- The winning bidder will also be required to train the 911 technical staff with an overview of the technical systems.
- Blaine County also encourages vendors to include the cost of a post-install, follow-up visit to the PSAPs, wherein the vendor can do final configuration changes if needed, and host follow-up training sessions for users who might have questions or who may have missed the initial training.

User Training Documentation and Materials:

- The winning bidder will be required to provide hard-copy and electronic copies of users' manuals and/or documentation suitable for call-takers.
- Training materials must match system functionality and be clear and easy to understand.
    - Vendors can include samples of their training materials in their proposals.

Section O6: 911 Reports and Reporting:

Operational Reports:

- It is a requirement that the proposed solution include a comprehensive operational call taking reports.
- The reports must be filterable and sortable by relevant fields such as date/time, class of service, etc.
- The report must be able to show all system activity including at a minimum.
    - Calls by class of service
    - Calls by date
    - Calls by time
    - Calls by day of week
    - Statistics such as average time to answer and average call length
- Vendors will describe how these call-taking reports are generated.
- It is a requirement that the proposed solution provide extensive logging of call-handling activities.
- The logs must be accessible from a centralized location.
- It is a requirement that all reports be available both in hard copy and in commonly used electronic formats including but not limited to .pdf.
- Vendors will indicate if automatically generated reports are a feature in their system, and if these can be automatically sent out via email.
- If auto reporting can use email, vendors will provide the email requirements needed for this functionality.
- The report must be able to show all call-taker activity, such as login, logout, busy, not busy, on a call, etc.

Section O7: Clearinghouse Services & RapidSOS

- The call taking system will utilize Internet-based clearinghouse data services such as RapidSOS.
- Vendors will include how their system interfaces with this functionality, including diagrams and graphics of how this additional data will be displayed on the 911 call taking system.
- Include graphics of additional caller-location maps that will be available, as well as additional data windows to be displayed.
- Applicable ISP firewalls, bandwidth, latency, and general Internet requirements for accessing clearinghouse services should be detailed in the proposals.
- If available, include security features explaining how this backend data will be protected.
- If possible, the call taking system should indicate when 911 calls originate from legacy wireless interfaces or old cellphones, wherein clearinghouse services will not be available.

Section O8: Network Security

Network Firewalls:

- Vendors will explain their approach to system security, including network access security practices and security monitoring.
- Vendors should include appropriate Firewall solutions to monitor and control incoming and outgoing traffic.

    - Vendor Firewalls function as a barrier between the trusted CPE and the untrusted external network.
- If Firewall functionality is embedded in other hardware and systems, vendors will address how the embedded solution meets necessary security requirements.
- All network termination equipment will have strict User Management and Authentication processes, logging, and records retrieval.
- It is a requirement that the proposed solution uniquely identify all users, including all administrative users and maintenance technicians.
- The Firewall and network termination solution must maintain a historical record of all log-in attempts and user interactions.
- All users must be authenticated with industry-standard secure passwords.
- Vendor network termination equipment will be considered an access point for investigating potential security breaches and attacks as per national CJIN/CJIS Security Requirements

RFP Cost Summary:

5-Year Complete Cost of Ownership:

- Vendors will include a turn-key pricing summary that includes the cost of the complete 911 call taking system, including hardware, software, installation, cabling, training, spares kits, and 5 years of system maintenance.
- If necessary, vendors will provide a detailed description of maintenance options, prices, and tiered levels of support, including duration of standard maintenance agreements.
    - If there are tiered layers of maintenance, describe in detail what services are provided for each tier, and the associated pricing.
- A 5-year "Total Cost of Ownership" for equipment and maintenance should be clearly detailed.
- It is important for vendors to realize that this 5-year Total Cost of Ownership needs to be clear and easy for managers and commissioners to understand and evaluate.
    - Please do not include equipment SKU numbers unless they also have detailed text explanations describing the equipment.
- If there are optional payment plans or lease options available, please indicate these in the Cost Summary.
- Price is an important factor when selecting the best solution, but selection will also be based on system functionality, features, usability, and the quality of RFP response.