

STATE OF ALASKA RFP NUMBER 2020-1200-4534
ADDENDUM THREE



**DEPARTMENT OF PUBLIC SAFETY
ADMINISTRATIVE SERVICES
PROCUREMENT SECTION
4805 DR. MARTIN LUTHER KING JR. AVENUE
ANCHORAGE, ALASKA 99507**



THIS IS NOT AN ORDER

DATE ADDENDUM ISSUED: May 1, 2020

RFP TITLE: 9-1-1 Call Intake System

PROPOSAL DEADLINE DATE IS CHANGED: May 26, 2020 @ 1:30 p.m. local Alaska time

Addendum Three to RFP 2020-1200-4534 9-1-1 Call Intake System serves to address the updated proposal deadline and answer questions (all other terms and conditions remain the same):

- Recognize the new proposal deadline is May 26, 2020 at 1:30 p.m. local Alaska time.

Question 1: Are proposals for service as a node of an existing 911 system acceptable?

Answer: *No. This is intended to be a full system replacement for FNSB and entirely separate from any existing 911 system in the State of Alaska.*

Question 2: Section 2.01 (b) states that: "The interconnection with Ft. Wainwright will continue in its current analog configuration with the selected vendor's application software." By "Selected vendor's application" does this refer to whichever software vendor Ft. Wainwright has currently and in the future, or, is it implied that the "selected vendor software" is the successful offeror of this proposal?

Answer: *"The selected vendor" references the vendor awarded with this contract. The current system at Ft. Wainwright is provided by Airbus.*

Question 3: Given that this proposal introduces state PRIMARY PSAP services which intersect call delivery to existing Primary PSAPs, will the state be coordinating and securing industry standard system interconnection for the Selective Routing function from the Selective Router operator mentioned in the proposal (Alaska Communications) or is the intent of this RFP for the bidder to implement some sort of non-industry standard? Please explain.

Answer: *The State has no authority to direct the configuration or provisioning of carriers in the State for 911 call routing. Local jurisdictions that have chartered 911 programs according to state statute have the authority to configure systems within their boundaries as they deem appropriate, including the purchase of carrier services including selective routing. DPS is declaring the point of entry for the delivery of wireless 911 calls from unorganized areas which are, by definition, outside any programmatic 911 service area. Carriers and service providers are free to design, provision and aggregate their networks as they deem suitable. Please note that the two DPS centers are Secondary to existing Primary PSAPs in the State. Call routing between PSAPs is intended to be over State Provided Network (OIT) or local agency-provisioned broadband links or dialed-number transfers.*

Question 4: By depicting end user direct access to the application vendor, is this intended to preclude an experienced 911 system solution provider from offering Tier 1 Support?

Answer: *Tier 1 support for the proposed 911 system is required. Due to the business day schedule of state information technology staff, each dispatch center will be allowed to report issues or outages directly to the Tier 1 support or application vendor for initial diagnosis and response.*

STATE OF ALASKA RFP NUMBER 2020-1200-4534

ADDENDUM THREE

Question 5: In regard to Sec 3.01: What is the timeline for decommissioning of the existing (legacy) hardware and datacenter equipment at the FNSB? Is **THIS** a service request to work on the states behalf to establish network interoperability in relation to Bundle 4 and will these services be part of a separate RFP?

Answer: *The schedule will be set once the vendor is selected and a mutually-agreeable schedule is established. The selected vendor is expected to provide technical guidance to OIT in the architecture and provisioning of broadband interconnections between PSAPs in the State for call transfers. OIT will take the lead in ordering and/or provisioning the interconnecting links.*

Question 6: In regard to Bundle 1 – PSAP Provisioning: This section states that “PSAP’s require three-color Andon [SIC] lights.” Are these to be included for all 3 PSAP’s in the proposal cost form, or do they already exist and just an explanation of how we hand-off to them is achieved with our product?

Answer: *These do not currently exist and are required for all three PSAPs. The State will independently procure and install the hardware; the successful vendor shall provide minimum technical specifications for the hardware and describe the approach to interfacing with this equipment. If proprietary hardware is required that is only available from the proposing vendor, then that equipment shall be proposed and included in cost schedules.*

This is an informational Addendum and does not need to be returned to the issuing office.

Signature: Kelly Pahlau

Kelly Pahlau

DPS Procurement Officer

Desk: 907.269.8493

Email: kelly.pahlau@alaska.gov

End of Addendum Three