

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



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 20, 2020

RFP TITLE: 9-1-1 Call Intake System

PROPOSAL DEADLINE DATE IS NOT CHANGED: May 26, 2020 @ 1:30 p.m. local Alaska time

Addendum Five to RFP 2020-1200-4534 9-1-1 Call Intake System serves to answer questions, change an installation address, and change Sec. 3.08 Location of Work (all other terms and conditions remain the same):

- Vendors are advised that the scope of work for 5500 East Tudor Road, Anchorage, Alaska will now be implemented at 453 South Valley Way, Palmer, Alaska. All references to 5500 East Tudor Road, Anchorage should be interpreted as "453 South Valley Way, Palmer." The state intends to provision redundant 1 GB broadband service from 453 South Valley Way to the State's core network. All other aspects of the proposed system architecture and scope of work statement remain the same.
- Recognize the change to Section 3.08 Location of Work as follows:
 - 1979 Peger Road, Fairbanks, Alaska
 - 911 Cushman Street, Fairbanks, Alaska
 - 675 7th Avenue, Fairbanks, Alaska
 - 6831 Arctic Boulevard, Anchorage, Alaska
 - 435 South Valley Way, Palmer, Alaska *Added to solicitation*

Question 1: Can we assume that service providers are already involved in maintaining their records in the existing ALI DBMS?

Answer: Yes.

Question 2: Are service providers using the SOI file process to update their records in the existing ALI DBMS? If so, can we assume this process can continue with minimal modification to the new ALI DBMS?

Answer: Yes to both.

Question 3: Are E2 circuits in place to all required MPC/VPC endpoints? If so, can these be reused by the new ALI DBMS? Do we need to include costs for E2 circuits in our response?

Answer: No, costs for E2 circuits do not need to be included in the proposal. The E2 circuits are the responsibility of the wireless carriers; the current configuration includes redundant connections to both Intrado and TCS which are expected to move to the two new points of demarcation.

Question 4: Can the records in the current ALI DBMS be easily exported so they can be imported into the new ALI DBMS system? Can they be exported in the NENA 2.1 exchange format?

Answer: Yes. However, we expect to have further discussion about the transition process and the opportunity to purge expired data.

Question 5: Bundle 3 does not seem to have any line items for recurring support costs in the cost workbook. Is the customer looking for a 5 year combined cost of a solution for Bundle 3 or would they be willing to add line items for annual support & maintenance?

Answer: A five year projection is requested, should vendors choose to respond to Bundle 3. A pricing proposal for Bundle 3 is optional and would be considered by DPS for budgetary and planning purposes only.

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Question 6: Will DPS be submitting one aggregated GIS dataset, or is the expectation that each local government will contribute data to the system and the system will facilitate aggregation?

Answer: *Since the ALI DBMS scope is restricted to the Fairbanks North Star Borough that answer is 'Yes' to one dataset. The current project anticipates that DPS and FECC will utilize the existing CAD mapping displays, so there should be no need otherwise for the State to supply statewide GIS. If the question is regarding Basket 3, then the answer is 'no' since the GIS repository would be the recipient of any jurisdiction's GIS data (i.e., multiple data sets).*

Question 7: (Page 16, Section 2.04) Is there a particular reason that OIT desires to provide all hardware?

Answer: *The state will be taking advantage of volume purchase agreements as well as having end-to-end responsibility for system infrastructure.*

Question 8: In the event of a T1/PRI failure, does the 9-1-1/admin traffic reroute automatically? If so, where does the traffic reroute to?

Answer: *911 traffic will be re-routed by each carrier on discovery or acknowledgement of a circuit issue; hence the suggestion of geographic as well as circuit diversity. DPS will continue to support unpublished telephone numbers for 'route of last resort' in receiving 911 calls from carriers. Administrative PRI circuits will be likely be managed by DPS or FNSB system administrators. Ideally, the proposed solution will sense circuit outages and place these resources 'out of service' automatically.*

Question 9: (Page 12, Section 2.01(d)) What is the circuit type for 9-1-1 calls expected to handoff to the requested call handling solution? (CAMA, CAMA over T1, SS7)?

Answer: *Carriers will be requested to declare their circuit provisioning coincident with the current system implementation. As noted in the RFP, all carriers are currently presenting channelized circuits over fractional T1s.*

Question 10: (Page 16, Section 2.04) What brand is the anti-virus system that SOA uses? Would SOA be open to another brand?

Answer: *Cybereason is the current anti-virus system that SOA uses. No, SOA is not open to another brand.*

Question 11: Some of the NENA standards that are listed in attachment 3 have since been replaced with more recent versions and updated reference STA numbers. How should this be handled?

Answer: *Please utilize the most current edition of the NENA standards.*

Question 12: (Page 20, Exhibit 6) Who will be providing the analog desk sets at each of the 3 PSAPS that will be used for inbound and outbound calls via the additional analog back up circuits?

Answer: *DPS and FNSB will be responsible for the desk sets associated with the analog backup circuits.*

Question 13: What type of media or detailed interface specification (DIS) will be used between the Data Center and the PSAP locations to deliver the 911 calls? Please refer to exhibit 1 (pg. # 14).

Answer: *Proposing vendors are expected to guide the deployment of remote gateways at the State Data Center locations which would convert the inbound 911 calls to Session Initiation Protocol (SIP) for answering at the remote PSAPs.*

Question 14: Is it State's intention to purchase your own workstation equipment and ship it to the vendor for staging with the servers or to purchase the workstation equipment from the vendor?

Answer: *DPS and FNSB will provide workstation hardware separately from the current procurement; vendors should anticipate that they will need to provide application software and configuration instructions to DPS and FNSB.*

Question 15: Please confirm, as stated on page 18, Bundle 1: PSAP Provisioning that the intent of this bundle and the scope of work is to convert the 3 PSAPs mentioned to a new call taking system, with the originating traffic being presented from the NEW Datacenter carrier demarcation points listed below, TBD.

1. Fairbanks Regional Office Building (FROB) CLI: [TBD]
2. State of Alaska Data Center (SDC) CLI: [TBD]

Answer: *Correct.*

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Question 16: Assuming the above is true, please provide the count of circuits terminating and being installed at the two Datacenter sites above (i.e. CAMA, PRI, T1, etc.)

Answer: *At a minimum, the current circuit count would likely be replicated in the new configuration (reference RFP page 12). DPS has not obtained new provisioning information from carriers associated with the further implementation of Wireless 911.*

Question 17: Please advise if you would like the Vendor to provide Netclocks at the 2 datacenters mentioned above, or if they will also be provided by the State.

Answer: *Netclocks will be provided by the state. The state prefers Network Time Protocol (NTP) from established state data center sources.*

Question 18: Please confirm that the only SIP interconnection for the Cisco Call Manager located at the State of Alaska Data Center (SDC).

Answer: *Correct.*

Question 19: Please provide the number of students and specific locations for the "classroom" training for the training(s) requested.

Answer: *Refer to Attachment 2 Cost Proposal - Updated for the number of students; this information is located in the Item column. DPS, FNSB and FECC will assume end-user training after the initial installation as well as the new DPS dispatch center. Fairbanks training will be at 1979 Peger Road (DPS) and 911 Cushman Street (FECC).*

This is a mandatory return Addendum and must be returned with an authorized signature to the issuing office with the proposal.

Vendor Name

Typed or Printed Name of Authorized Signatory

Authorized Signature

Date

Signature: Kelly Pahlau

Kelly Pahlau

DPS Procurement Officer

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End of Addendum Five