

9-1-1 Call Intake System Request for Proposal 2020=1200-4534

The current 9-1-1 call taking system for Fairbanks and the Alaska Department of Public Safety Fairbanks Dispatch Center is (MicroData xT911) installed in May 2014. Since then MicroData has been bought by Comtech and then TCS and is at end of life.

To replace the aging software, we solicited through the RFP process to provide a new call-taking system for the Department of Public Safety and the Fairbanks North Star Borough.

The RFP is separated into 4 “bundles” of services. (Bundle 3 and 4 are for budgetary purposes only).

- 1) Call taking software an implementation/training service for DPS and NSB
 - a. DPS 6-Fairbanks
 - b. NSB 8 seats for the Fairbanks Emergency Communication Center (FECC)
- 2) Automatic Location Information (ALI) Database and Services for NSB
- 3) Statewide Graphical Information System (GIS) Repository
- 4) Emergency Services Network (ESInet) to support NextGen 9-1-1 services.

* Additional requirement is to provide Text to 911

The ramification of not moving forward with the procurement is twofold:

- Risk system failure and vulnerability of the 9-1-1 system by using out of date software.
- Second the cost of software maintenance skyrockets because the vendor must maintain unsupported hardware and software.

NOC: The core proposal is a 1 for 1 replacement of the current 911 software along with moving the network from the city if Fairbanks to the state building about a block away.