



THE STATE
of **ALASKA**
GOVERNOR MIKE DUNLEAVY

Department of Commerce, Community, and Economic Development

OFFICE OF THE COMMISSIONER
Anchorage Office

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9-1-1 and Dispatch Consolidation Working Group

November 5, 2020, 10:00 – 11:30 am

AGENDA

1. Call to Order/Roll Call
2. Correspondence
3. Subcommittee Reports:
 - a. Improved 911 Service Subgroup – Lisa Kosto, Chair
 - b. GIS Subgroup – Hillary Palmer, Chair
 - c. Integration of Technology Subgroup – Ben Hanson (KPB), Chair
4. Presentation by GeoComm: GIS Data Hub (20 minutes)
5. Presentation by State of Alaska Geospatial Information Officer Leslie Jones: The Alaska Geospatial Council (20 minutes)
6. Continued Discussion with DPS RE: FNSB RFP
7. Member Comments
8. Next Meeting Date: 11/12/2020, 10:00 am
9. Adjourn

Public comments, inquiries, or requests for working group documents, may be sent to

annamarie.russell@alaska.gov

From: [Demboski, Amy L \(CED\)](#)
To: [oconnor@alaskatel.org](#); [cpierce@kpb.us](#); [edevries@palmerak.org](#); [heather.cavanaugh@acsalaska.com](#); [Butcher, Jacob \(DOT sponsored\)](#); [Rockwell, John V \(DPS\)](#); [rodneyd@kgbak.us](#); [ronmarieiris@yahoo.com](#); [AKDRAFT77@YAHOO.COM](#); [Price, Amanda \(DPS\)](#); [kwilliams@otz.org](#); [Micciche, Peter A \(LEG\)](#); [Representative.Dan.Ortiz@akleg.gov](#); [tgallagher@gci.com](#)
Cc: [Russell, Annamarie \(CED\)](#); [Lebon, Barton \(LEG\)](#)
Subject: FW: Documents for today's meeting
Date: Thursday, October 29, 2020 9:30:00 AM
Attachments: [911 Call Intake System RFP.pdf](#)
[Implement E 9-1-1 Service for Alaskas rural communities v1.2.docx](#)
Importance: High

911 Working Group Members,

The attached information has been received from Commissioner Price for consideration of the 911 Working Group at today's meeting.

Respectfully,

Amy Demboski

Assistant Commissioner
Department of Commerce, Community,
and Economic Development
(907) 269-7387

From: Price, Amanda (DPS)
Sent: Thursday, October 29, 2020 9:28 AM
To: Demboski, Amy L (CED) <amy.demboski@alaska.gov>; Butcher, Jacob (DOT sponsored) <jbutcher2@ci.wasilla.ak.us>; Russell, Annamarie (CED) <annamarie.russell@alaska.gov>
Subject: RE: Documents for today's meeting

The original RFP and a review of the impact and process

From: Demboski, Amy L (CED) <amy.demboski@alaska.gov>
Sent: Thursday, October 29, 2020 8:21 AM
To: Price, Amanda (DPS) <amanda.price@alaska.gov>; Butcher, Jacob (DOT sponsored) <jbutcher2@ci.wasilla.ak.us>; Russell, Annamarie (CED) <annamarie.russell@alaska.gov>
Subject: RE: Documents for today's meeting

Absolutely, anything you send I can distribute right away.

Amy Demboski

Assistant Commissioner
Department of Commerce, Community,
and Economic Development
(907) 269-7387

From: Price, Amanda (DPS)

Sent: Thursday, October 29, 2020 8:20 AM

To: Butcher, Jacob (DOT sponsored) <jbutcher2@ci.wasilla.ak.us>; Demboski, Amy L (CED) <amy.demboski@alaska.gov>; Russell, Annamarie (CED) <annamarie.russell@alaska.gov>

Subject: Documents for today's meeting

Amy,

I realize I had asked the group to consider the Interior partnership, but haven't provided much information for the group to consume. I have a brief one page draft that summarizes the project, along with the status, and the OLD RFP (which is no longer active) – my thought being that we could address the areas of the RFP that were of concern to the group and ask the FNSB to amend their RFP to meet the concerns. In any case – can I send you a few late documents for addition to the group?

Amanda Price

Commissioner

Department of Public Safety

5700 E. Tudor Road | Anchorage, Alaska 99507 | 907-269-5086

PO Box 111200 | Juneau, Alaska 99811 | 907-465-4322

STATE OF ALASKA REQUEST FOR PROPOSALS



9-1-1 CALL INTAKE SYSTEM RFP 2020-1200-4534

ISSUED APRIL 20, 2020

THIS SOLICITATION IS TO PROVIDE A 9-1-1 CALL-TAKING SYSTEM AND ADDITIONAL SUPPORT SERVICES FOR THE DEPARTMENT OF PUBLIC SAFETY AND THE FAIRBANKS NORTH STAR BOROUGH.

ISSUED BY:

DEPARTMENT OF PUBLIC SAFETY
OPERATIONS SUPPORT BUREAU

PRIMARY CONTACT:

KELLY PAHLAU
PROCUREMENT OFFICER
KELLY.PAHLAU@ALASKA.GOV
(907) 269-8493

OFFERORS ARE NOT REQUIRED TO RETURN THIS FORM.

IMPORTANT NOTICE: IF YOU RECEIVED THIS SOLICITATION FROM THE STATE OF ALASKA'S "ONLINE PUBLIC NOTICE" WEB SITE, YOU MUST REGISTER WITH THE PROCUREMENT OFFICER LISTED IN THIS DOCUMENT TO RECEIVE NOTIFICATION OF SUBSEQUENT AMENDMENTS. FAILURE TO CONTACT THE PROCUREMENT OFFICER MAY RESULT IN THE REJECTION OF YOUR OFFER.

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SECTION 1. INTRODUCTION & INSTRUCTIONS

SEC. 1.01 PURPOSE OF THE RFP

The Department of Public Safety, Operational Support Bureau, is soliciting proposals for a 9-1-1 call-taking system for the Department of Public Safety (DPS) and Fairbanks North Star Borough (FNSB), as well as automatic location database services for the Fairbanks North Star Borough. Additional services include a GIS repository and statewide public safety answering point network. For more details, see Section 3, Scope of Work.

SEC. 1.02 BUDGET

Department of Public Safety, Operational Support Bureau, estimates a budget of between \$1,000,000 and \$1,400,000 dollars for completion of this project, inclusive of the five-year cost of ownership for Bundle 1 and Bundle 2 as described in Section 3. Proposals priced at more than \$1,400,000 for the mandatory Bundle 1 and Bundle 2 will be considered non-responsive.

As this is a joint procurement, vendors must anticipate that invoices for both implementation and recurring services will be allocated to DPS and FNSB according to the intergovernmental agreement which defines (in general) a 60%-40% allocation of costs, respectively.

Approval or continuation of a contract resulting from this RFP is contingent upon legislative appropriation.

SEC. 1.03 DEADLINE FOR RECEIPT OF PROPOSALS

Proposals must be received no later than 1:30 p.m. prevailing Alaska Time on May 6, 2020. Late proposals or amendments will be disqualified and not opened or accepted for evaluation.

SEC. 1.04 PRIOR EXPERIENCE

In order for offers to be considered responsive offerors must meet these minimum prior experience requirements:

- A minimum of five years of continuous business operation
- A minimum of five prior installations of comparable products and services

An offeror's failure to meet these minimum prior experience requirements will cause their proposal to be considered non-responsive and rejected.

SEC. 1.05 REQUIRED REVIEW

Offerors should carefully review this solicitation for defects and questionable or objectionable material. Comments concerning defects and questionable or objectionable material should be made in writing and received by the procurement officer at least ten days before the deadline for receipt of proposals. This will allow time for the issuance of any necessary amendments. It will also help prevent the opening of a defective proposal and exposure of offeror's proposals upon which award could not be made.

SEC. 1.06 QUESTIONS PRIOR TO DEADLINE FOR RECEIPT OF PROPOSALS

All questions must be in writing and directed to the procurement officer. The interested party must confirm telephone conversations in writing.

Two types of questions generally arise. One may be answered by directing the questioner to a specific section of the RFP. These questions may be answered over the telephone. Other questions may be more complex and may require a written amendment to the RFP. The procurement officer will make that decision.

PROCUREMENT OFFICER: Kelly Pahlau – PHONE: 907.269.8493 EMAIL: kelly.pahlau@alaska.gov

The deadline for questions is May 4, 2020 at 1:30 p.m. Prevailing Alaska Time

SEC. 1.07 RETURN INSTRUCTIONS

Offerors must submit one electronic copy of their proposal. The technical proposal and cost proposal must be saved as separate PDF documents and emailed to kelly.pahlau@alaska.gov as separate, clearly labeled attachments, such as “Vendor A – Technical Proposal.pdf” and “Vendor A – Cost Proposal.pdf” (Vendor A is the name of the offeror). The email must contain the RFP number in the subject line.

The maximum size of a single email (including all text and attachments) that can be received by the state is 50mb (megabytes). If the email containing the proposal exceeds this size, the proposal must be sent in multiple emails that are each less than 50 megabytes and each email must comply with the requirements described above.

Please note that email transmission is not instantaneous. Similar to sending a hard copy proposal, if you are emailing your proposal, the state recommends sending it enough ahead of time to ensure the email is delivered by the deadline for receipt of proposals.

It is the offeror’s responsibility to contact the issuing agency at 907.269.8493 to confirm that the proposal has been received. The state is not responsible for unreadable, corrupt, or missing attachments.

Faxed, mailed, and oral proposals will not be accepted.

SEC. 1.08 PROPOSAL CONTENTS

The following information must be included in all proposals.

(a) AUTHORIZED SIGNATURE

All proposals must be signed by an individual authorized to bind the offeror to the provisions of the RFP. Proposals must remain open and valid for at least 90-days from the date set as the deadline for receipt of proposals.

(b) OFFEROR'S CERTIFICATION

By signature on the proposal, offerors certify that they comply with the following:

- A. the laws of the State of Alaska;
- B. the applicable portion of the Federal Civil Rights Act of 1964;
- C. the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government;

- D. the Americans with Disabilities Act of 1990 and the regulations issued thereunder by the federal government;
- E. all terms and conditions set out in this RFP;
- F. a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; and
- G. that the offers will remain open and valid for at least 90 days.

If any offeror fails to comply with [a] through [g] of this paragraph, the state reserves the right to disregard the proposal, terminate the contract, or consider the contractor in default.

(c) VENDOR TAX ID

A valid Vendor Tax ID must be submitted to the issuing office with the proposal or within five days of the state's request.

(d) CONFLICT OF INTEREST

Each proposal shall include a statement indicating whether or not the firm or any individuals working on the contract has a possible conflict of interest (e.g., currently employed by the State of Alaska or formerly employed by the State of Alaska within the past two years) and, if so, the nature of that conflict. The procurement officer reserves the right to **consider a proposal non-responsive and reject it** or cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the contract to be performed by the offeror.

(e) FEDERAL REQUIREMENTS

The offeror must identify all known federal requirements that apply to the proposal, the evaluation, or the contract.

(f) BID BOND – PERFORMANCE BOND – SURETY DEPOSIT – NOT APPLICABLE

SEC. 1.09 ASSISTANCE TO OFFERORS WITH A DISABILITY

Offerors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the procurement officer no later than ten days prior to the deadline for receipt of proposals.

SEC. 1.10 AMENDMENTS TO PROPOSALS

Amendments to or withdrawals of proposals will only be allowed if acceptable requests are received prior to the deadline that is set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline unless they are in response to the state's request in accordance with 2 AAC 12.290.

SEC. 1.11 AMENDMENTS TO THE RFP

If an amendment is issued, it will be provided to all who were notified of the RFP and to those who have registered with the procurement officer after receiving the RFP from the State of Alaska Online Public Notice website.

SEC. 1.12 RFP SCHEDULE

The RFP schedule set out herein represents the State of Alaska's best estimate of the schedule that will be followed. If a component of this schedule, such as the deadline for receipt of proposals, is delayed, the rest of the schedule may be shifted accordingly. All times are Alaska Time.

- Issue RFP April 20, 2020,
- Deadline for questions: May 4, 2020 at 1:30 pm,
- Deadline for Receipt of Proposals May 11, 2020 at 1:30 pm,
- Proposal Evaluation Committee complete evaluation the week of May 18, 2020,
- State of Alaska issues Notice of Intent to Award a Contract the week of May 18, 2020,
- State of Alaska issues contract the week of June 1, 2020,
- Contract start June 15, 2020.

This RFP does not, by itself, obligate the state. The state's obligation will commence when the contract is approved by the Commissioner of the Department of Public Safety, or the Commissioner's designee. Upon written notice to the contractor, the state may set a different starting date for the contract. The state will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to the contract start date set by the state.

SEC. 1.13 PRE-PROPOSAL CONFERENCE – NOT APPLICABLE

SEC. 1.14 ALTERNATE PROPOSALS

Offerors may only submit one proposal for evaluation.

In accordance with 2 AAC 12.830 alternate proposals (proposals that offer something different than what is asked for) will be rejected.

SEC. 1.15 NEWS RELEASES

News releases related to this RFP will not be made without prior approval of the project director.

SECTION 2. BACKGROUND INFORMATION

SEC. 2.01 BACKGROUND INFORMATION

The Alaska Department of Public Safety (DPS) includes the Alaska State Troopers, Alaska Wildlife Troopers, and Division of Fire and Life Safety. DPS also maintains the state's criminal history records and message switch interconnection with National Law Enforcement Telecommunications System and National Crime Information Center NLETS/NCIC. DPS maintains an internal information technology support organization for 'line of business' applications.

The state's Office of Information Technology (OIT) is a function of the Alaska Department of Administration, providing centralized commodity technology services including telephone and telecommunications networks, desktop computing, virtual servers, and cybersecurity.

The state also provides a State of Alaska Telecommunications System (SATS) supporting radio communications sites statewide along with interconnection to state and local government dispatch centers for radio communications including the Alaska Land Mobile radio System (ALMR). This office also supports radio consoles and audio logging recorders for DPS.

The Fairbanks North Star borough (FNSB) is a second-class borough located in the interior of Alaska. The FNSB Emergency Operations Department administers the borough's 9-1-1 program, created within Alaska statutes (29.35.131 et seq.) and borough code (chapter 21.04). The Fairbanks North Star Borough population is approximately 96,000 individuals.

The exhibit below provides an overview of the project team:

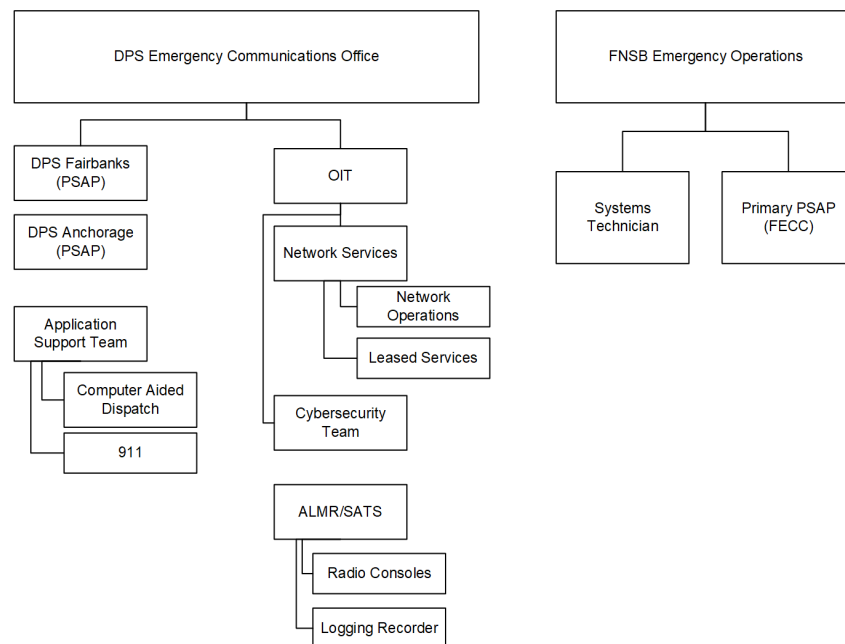


EXHIBIT 1

(a) DEMOGRAPHICS

The State of Alaska has a population of approximately 700,000 residents covering a geographic area of over 663,000 square miles with 14,000 roads within the state.

The DPS service population is approximately 400,000 individuals, divided between Trooper A and B Detachments (190,000) and C and D Detachments (209,000).

The Alaska Department of Public Safety and the Fairbanks North Star Borough will execute an intergovernmental agreement to cooperate in the acquisition and operation of a comprehensive 9-1-1 telephone system.

The City of Fairbanks dispatch center (Fairbanks Emergency Communications Center, FECC) provides primary Public Safety Answering Point (PSAP) call taking services under contract to FNSB for wireless and wire line 9-1-1 calls originating within the Borough's jurisdiction. The Borough's Wireless 9-1-1 Phase 1/Phase 2 implementation was completed with the 2014 cutover of the current 9-1-1 system.

FECC also provides primary PSAP call taking for the Denali Borough and the City of Delta Junction under separate agreements with those jurisdictions. 9-1-1 calls from these areas are forwarded to unpublished telephone numbers answered at FECC.

The DPS Fairbanks dispatch center is secondary to FECC for 9-1-1 calls answered by FECC. This DPS center is primary for callers outside the Borough in northern and western Alaska (except as noted above). Local exchange and wireless carriers have been provided unpublished numbers by DPS for routing emergency calls as Basic 911/Phase 0 (i.e., voice only, no ANI).

(b) CURRENT CONFIGURATION

There are currently six emergency communications centers operating within FNSB:

Center	9-1-1 Call Taking Scope
Fairbanks Emergency Communications Center (FECC) operated by the City of Fairbanks	<ul style="list-style-type: none">• Primary PSAP for wire line and wireless 9-1-1 within FNSB• Primary PSAP for 9-1-1 calls originating in Denali Borough and City of Delta Junction
Department of Public Safety	<ul style="list-style-type: none">• Secondary PSAP
FNSB Emergency Operations Center	<ul style="list-style-type: none">• Backup PSAP
University Emergency Communications Center operated by the University Police Department	<ul style="list-style-type: none">• Secondary PSAP
Fairbanks International Airport Dispatch Center	<ul style="list-style-type: none">• Secondary PSAP
Ft. Wainwright Dispatch operated by US Army Garrison Alaska, Directorate of Emergency Services	<ul style="list-style-type: none">• Primary PSAP within installation boundaries for wire line 9-1-1• Secondary PSAP for wireless 9-1-1

The current procurement will provide a replacement 9-1-1 system for FECC, DPS Fairbanks, and a future DPS Anchorage emergency communications centers. The interconnection with Ft. Wainwright will continue in its current analog configuration with the selected vendor's application software.

Eielson Air Force Base is excluded from the FNSB 9-1-1 program per Borough Code section 21.04.030.

Local exchange carriers with serving areas within FNSB include: Alaska Communications Systems (ACS), GCI, and Summit Telephone. Mobile network operators with serving areas within FNSB include: AT&T Mobility, the Alaska Wireless Network (AWN) and Verizon Wireless.

Additional mobile network operators within Alaska also include: Bristol Bay Cellular, Arctic Slope Telephone Association Cooperative, OTZ Telecommunications, Sprint, Cordova Wireless Communications, OptimERA, TelAlaska Cellular and Windy City Cellular.

(c) 9-1-1 SYSTEM

FNSB owns and operates the current 9-1-1 system provided by Comtech/TCS which went live in May 2014. 9-1-1 data centers consisting of core system infrastructure have been established at the FECC and FNSB Emergency Operations Center (EOC) locations. The exhibit below provides an overview of the current system configuration:

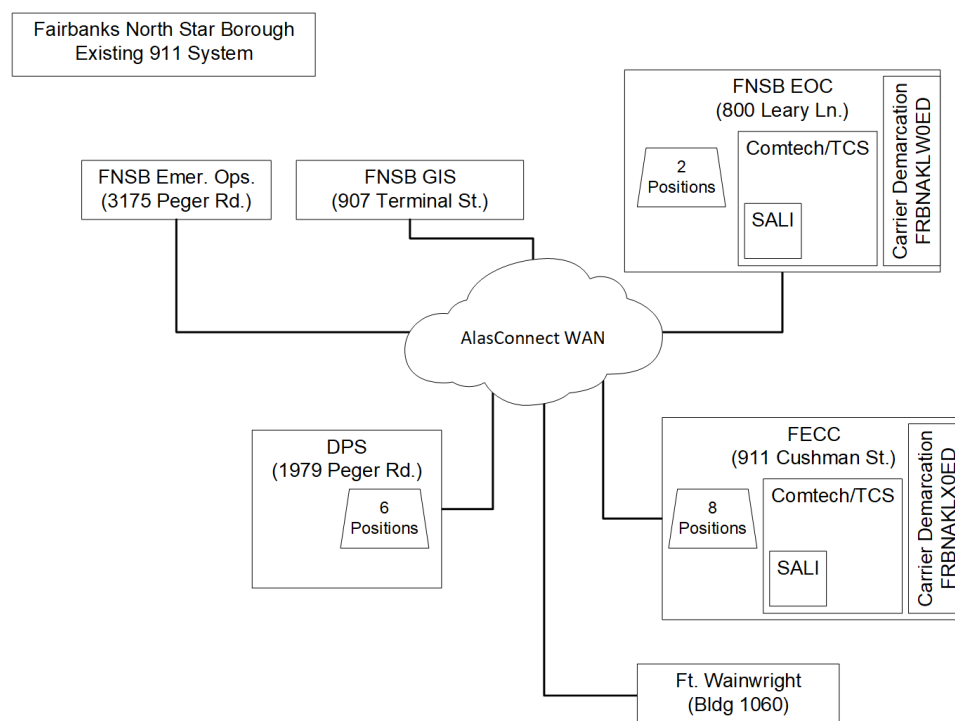


EXHIBIT 2

Call taker workstations have been provisioned at FECC (8 positions), DPS (6 positions) and the FNSB EOC (2 positions). Each position is provided with two monitors as well as a 24-key Genovation keypad for dialing and call control. Call takers at both centers utilize wireless headsets that incorporate audio from the 9-1-1 system and radio console communications.

The current system includes xTrakker mapping capability at each call taker position. One monitor is provided for call management functions as well as ANI/ALI display; the second monitor provides the xTrakker display.

The current 9-1-1 system includes a Comtech xALI Stand-Alone Automatic Location Information (SALI) database management system (DBMS). Local exchange carriers are granted access credentials to provide daily uploads of subscriber records and to download the current Master Street Address Guide (MSAG).

Currently, FNSB Emergency Operations maintains critical GIS features datasets (structure address, road centerlines, jurisdictional boundaries) for the 9-1-1 and CAD systems. In addition, FNSB EO provides auxiliary layers such as aerial imagery, oblique imagery, building outlines, hydrants, natural gas lines, CAD dispatch layers, etc. FNSB Emergency Operations also maintains and serves out the MSAG database within the geographic extent of the FNSB, synchronized to the road centerline features and the Comtech xALI (SALI) database management system.

The FNSB 9-1-1 GIS features cover the entire geographic extent within the FNSB and slightly beyond the Borough boundaries. In addition, the Kodiak Island Borough has provided road centerline features for the Kodiak Island Borough that FNSB EO has provisioned to the 9-1-1 workstations. Aerial ortho-photography is provisioned to the 9-1-1 system workstations, (collected with cooperation from outside agencies and utilities) which extends along the road corridors from the Denali Highway near Cantwell to the Alcan Highway near Delta Junction. A statewide topographic map is implemented on each 9-1-1 call taker workstation.

The three PSAP locations are interconnected over a fiber optic wide area network (WAN) currently provided by AlasConnect. This WAN (10 Mbps) was also extended to Bldg. 1060 on Ft. Wainwright during 2019.

At Ft. Wainwright, the WAN connection is converted via gateways to analog circuits allowing interface with the Ft. Wainwright Airbus 9-1-1 system. The primary purpose is to allow for transfers of wireless 9-1-1 calls to Ft. Wainwright with Phase 1 and Phase 2 information. There are twelve circuits total (8 originating from FECC and 4 originating from Ft. Wainwright) in addition to a serial RS-232 data interface.

Hardware available for reuse at this location includes: one Dell 5040 personal computer (used as an intelligent/managed end point); two Cisco 1921 WAN routers; two Mediant 1000B gateways, each with a 4-port FXO module and one with a 4-port FXS module; two 24-port Layer 2 Gb non-POE switches; a 24-port patch panel; and a Digi Connect SP IP to serial media converters (with one spare converter).

FNSB has implemented SolarWinds Network Performance Manager, monitoring the 9-1-1 system LAN and certain components of the WAN. This system is configured for polling active interfaces every two minutes using Simple Network Management Protocol (SNMP), Internet Control Message Protocol (ICMP) and Windows Management Instrumentation (WMI) protocols.

Email alerts are also provided as outbound only via an Access Control List (ACL) rules to only allow SMTP traffic out of the network via a firewall. FNSB also views the Active Directory server as well as utilization of CPU, RAM and storage on workstations.

(d) INBOUND AND OUTBOUND TRUNKING

FNSB has established two carrier 'selective router demarcation points' in Borough code. Since FNSB has designated only one Primary PSAP, there is no requirement for Selective Routing within FNSB.

Alaska Communications (ACS) has two Selective Routers to their DMS-100 central office switching (in Fairbanks and Anchorage). Carrier interconnection and call routing before the PSAP demarcation is up to each carrier.

Local exchange carriers and wireless carriers currently have redundant point-of-presence at the current FNSB data center location demarcations (CLLI FRBNAKLX0ED and FRBNAKLW0ED). Carrier trunking for inbound 9-1-1 calls at each demarcation includes:

Carrier	Network	Utilization
ACS and Intrado (VoIP)	Fractional T1	4 channels
GCI and Alaska Wireless	Fractional T1	6 channels
AT&T Wireless	Fractional T1	5 channels
Verizon Wireless	Fractional T1	4 channels

Outbound calling is through redundant analog telephone resources and Primary Rate Interface (PRI) circuits implemented at each data center:

	Network	Utilization
Admin (FECC)	Fractional PRI	6 channels
Admin (DPS)	Fractional PRI	6 channels
Analog Backup	Single-line	2 lines

The PRI resources are utilized for a variety of inbound calls, including call forwarding of emergency and non-emergency calls. For each span, the first two time slots are reserved for inbound calls only, with the remainder bi-directional for inbound hunt groups and outbound calling. Both FECC and DPS Fairbanks have numerous published and unpublished telephone numbers that are forwarded to designed PRI pilot numbers.

Four additional circuits (single-line, analog telephone service) are connected to system gateways as the primary outbound dialing resources.

(e) COMPUTER AIDED DISPATCH (CAD)

DPS will be implementing a CentralSquare Enterprise (TriTech Inform) CAD platform in Fairbanks during June 2020. The DPS Anchorage facility will utilize the same platform when the center is activated in June 2021. CAD servers for production, test and training are hosted in the State's Anchorage Data Center with a disaster recovery capability implemented in the Juneau Data Center.

FECC currently utilizes a CentralSquare (OSSI OneSolution) CAD system with servers located at 9-1-1 Cushman Street. FECC will be migrating to a CentralSquare Enterprise (TriTech/Inform) CAD system in the future.

Both CAD systems are intended to integrate such that ANI/ALI information is transferred from the call taking system to the call taker's CAD call entry screen, including both civic address and Wireless 9-1-1 location information.

'Over the Top' and third-party 9-1-1 applications are also intended to have integration that supports the transfer of caller information into each CAD system's call for service and incident history.

(f) RADIO CONSOLES AND LOGGING RECORDERS

All PSAP positions are provisioned with Motorola 7500E radio consoles. Each position is provided with two hard-wired headset jacks that are interconnected with wireless headset bases. Wireless headset bases are generally Plantronics model CA12CD.

DPS Fairbanks has a Verint logging recorder connected to the 9-1-1 system for recording of SIP traffic via network switch SPAN port as well as interconnection with ALMR for recording radio traffic. This system will be upgraded shortly to incorporate recording of telephone calls for both DPS Fairbanks and the future DPS Anchorage locations.

FECC has implemented an Eventide NexLog 740 VLR logging recorder also utilizing a SPAN port interconnection for telephone audio recording. A master clock time source (Spectracom NetClock/GPS 9183) is available at FECC.

(g) FACILITY PREPARATION

All three PSAPs as well as the State Data Centers have secured, environmentally-controlled equipment rooms with protected (uninterruptible) power supplies.

PSAP equipment will be placed by OIT into ergonomic workstation furniture or established equipment racks. Placement of data center equipment will also be performed by OIT staff.

Installation of client application software will be accomplished by DPS IT, OIT and FNSB personnel with support from vendor technical staff. Server software installation and configuration will be accomplished by vendor personnel under escort by DPS IT staff.

(h) PLANNED FUTURE STATE

DPS is constructing a new Anchorage dispatch center at 5500 E Tudor Road, consolidating emergency communications services for the department. The DPS Fairbanks center will receive calls from interior and western Alaska and the DPS Anchorage center will receive calls from central and southern Alaska. DPS Fairbanks will primarily support C and D Detachments with DPS Anchorage supporting A and B Detachments.

Either center will be provisioned to receive calls and to dispatch DPS resources statewide in case of outage at either center. The exhibit below provides an overview of the projected future state configuration:

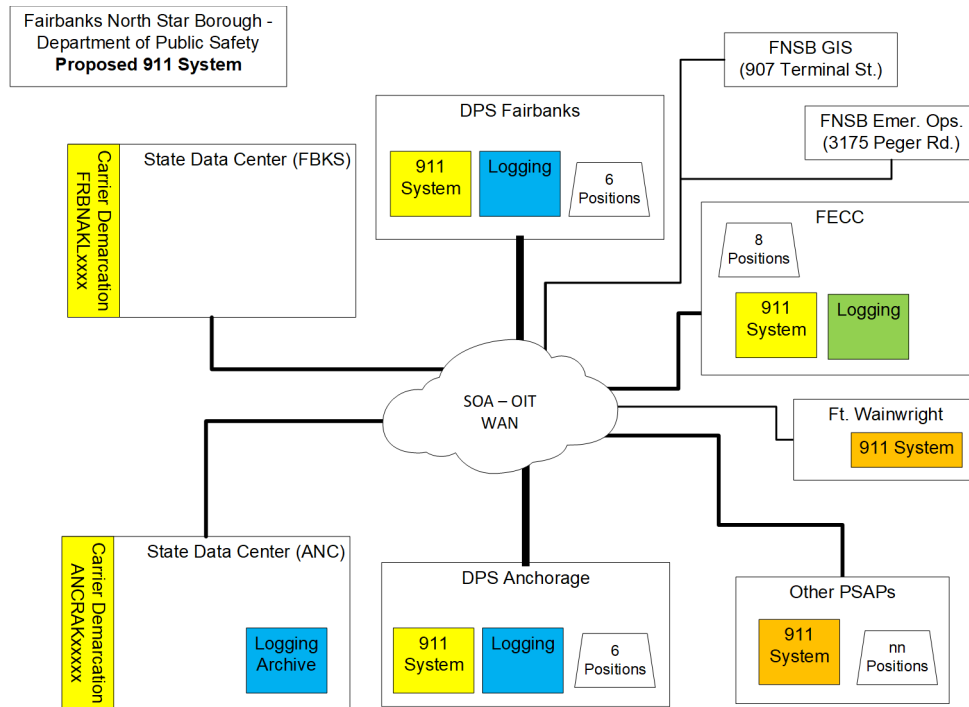


EXHIBIT 1

DPS Fairbanks and DPS Anchorage will be interconnected by redundant 1Gbps wide area networks along with a tertiary 100Mbps link via SATS. Network spur connections for FECC (PSAP), FNSB (system administrative functions and GIS/ALI DBMS functions) and Ft. Wainwright (PSAP interconnection) will be determined during system design.

Future interconnection to third-party providers for Automatic Location Information, Wireless 91-1- Phase 1/Phase 2 capability as well as Text-to-91-1- and other applications is intended to utilize broadband Internet Protocol standards.

Unrestricted network access by State of Alaska technical support teams is not reflected in this exhibit.

SEC. 2.02 SCHEDULE

The following exhibit provides an overview of the desired implementation schedule:

	2020												2021											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
							1st Wave 1: Fairbanks PSAPs										2nd Wave: Anchorage PSAP							
System Design							■	■	■	■	■	■												
Network Implementation							■	■	■	■	■	■					■	■	■	■	■	■	■	■
PSAP Installation, Configuration									■	■	■	■					■	■	■	■	■	■	■	■
Admin Training											■	■												
User Training												■	■						■	■	■	■	■	■
Live Operations																								

EXHIBIT 2

The first wave is intended to provide the PSAPs in Fairbanks. FNSB is paying system support and maintenance on a quarterly basis and needs to depart the existing system by the end of calendar 2020.

The second wave will provision the new center in Anchorage. DPS will incur substantial fees for the continuation of services provided by other jurisdictions if they are not fully transitioned and into the new center by July 1, 2021.

SEC. 2.03 WIRELESS 9-1-1 PHASE 1/PHASE 2 EXPANSION

The following jurisdictions in the State of Alaska are known to have requested and/or deployed Wireless 9-1-1 Phase 1/Phase 2 capability:

Municipality of Anchorage
Fairbanks North Star Borough
Haines Borough
City and Borough of Juneau
Kenai Peninsula Borough
Ketchikan Gateway Borough
Kodiak Island Borough
Matanuska-Susitna Borough
North Slope Borough

DPS intends to request Wireless 9-1-1 Phase 1/Phase 2 functionality from wireless carriers for the non-Phase 1/Phase 2 areas of the state in two stages.

Stage 1

The first request would cover the interior and western portion of Alaska that includes the following geographic areas:

Yukon-Koyukuk Census Area
Nome Census Area
Kusilvak Census Area
Bethel Census Area
Southeast Fairbanks Census Area

Incorporated Boroughs that have not requested Phase 1/Phase 2 service may also be included in this request:

Northwest Arctic Borough
Denali Borough

This carrier request would be sent once a firm installation schedule is known from the current procurement. The DPS Fairbanks facility would be the primary PSAP for Wireless 9-1-1 calls originating from unorganized areas in interior and western Alaska, and a default PSAP for other requesting areas.

Stage 2

The second request letter would cover the remaining central and southern portions of Alaska including the following geographic areas:

Dillingham Census Area
Aleutians West Census Area
Valdez-Cordova Census Area
Hoonah-Angoon Census Area
Prince of Wales-Hyder Census Areas

This request would be sent during the first part of calendar year 2021.

Test calls for Stage 2 would commence approximately one month after operations are initiated at DPS Anchorage. This facility would then be the Primary PSAP for Wireless 9-1-1 calls originating from unorganized areas in central and southern Alaska, and a default PSAP for other requesting areas.

SEC. 2.04 SYSTEM SUPPORT

State of Alaska OIT will acquire all hardware and ownership of equipment and infrastructure lifecycle, including maintenance and support of manufacturer-provided updates such as operating system and firmware patches. OIT will provide anti-virus software and updates for servers and workstations. OIT will manage user access and Active Directory resources as well as security certificates and access credentials.

OIT will provision all local area and wide area networks, either through State-owned assets or through third-party providers (i.e., carrier services). OIT currently has 24/7 network operations support (Network Operations Center) provided by GCI.

DPS, OIT and FNSB will co-manage the installed system. The state will facilitate 24/7 access by vendors to allow for immediate reaction and troubleshooting of system issues.

The following diagram represents a preliminary work flow for trouble reporting and problem resolution:

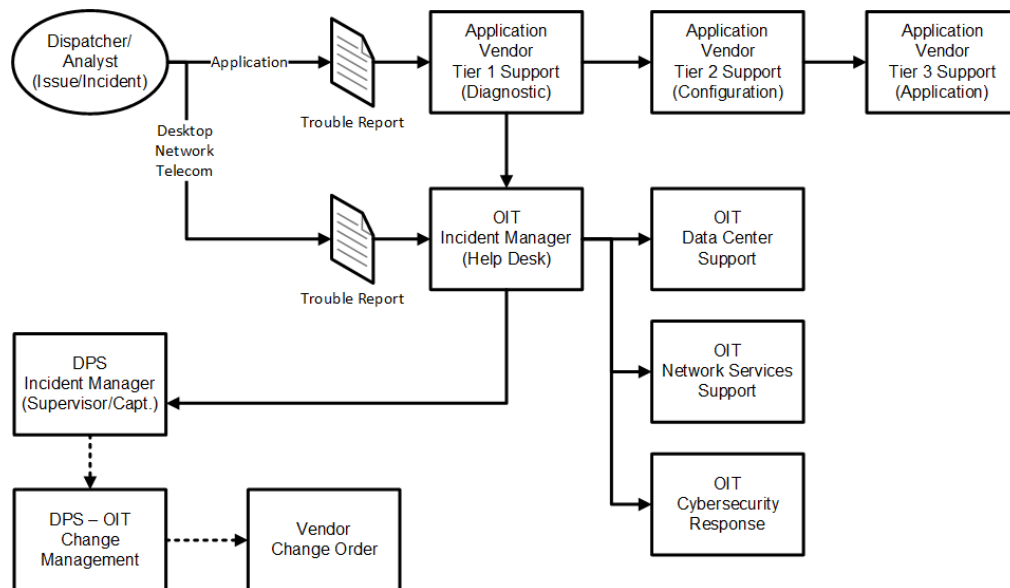


EXHIBIT 3

DPS, OIT and FNSB will continue to refine this model to incorporate on-site support, informal support requests, vendor contract administration and additional DPS help desk and application support specialists.

SEC. 2.05 PSAP NETWORK

DPS intends to provision broadband interconnection with adjacent agency Primary PSAPs for transfers of E9-1-1 and Wireless 9-1-1 calls. The following PSAPs are intended for this initial deployment:

Anchorage Police Department
MatCom (Wasilla)
Soldotna Public Safety Communications Center
Ketchikan Police Department

Additional municipal and village PSAPs would also be interconnected after the current project is completed.

SECTION 3. SCOPE OF WORK & CONTRACT INFORMATION

SEC. 3.01 SCOPE OF WORK

The Department of Public Safety is soliciting proposals to fulfill the following services:

- Replacement of the existing 9-1-1 and Wireless Phase 1/Phase 2 capability for FNSB and DPS Fairbanks dispatch
- Migration of carrier point-of-presence (POP) to new demarcations for FNSB and DPS
- Continuation of Enhanced 9-1-1 ALI DBMS for FNSB
- Implementation of Text-to-9-1-1
- Establishment of State Data center in Anchorage for system archives
- Decommissioning of 9-1-1 data center and call taking positions at the FNSB EOC
- Establish initial Emergency Services IP Network with state and local government PSAPs
- Initiate the foundation of statewide Next Generation 9-1-1 infrastructure

This procurement is divided into four service bundles. Only Bundle 1 and Bundle 2 are necessary for responsiveness. The Bundles are as follows:

Bundle 1: PSAP provisioning

Bundle 2: E9-1-1 Automatic Location Information Database Management (ALI DBMS)

Bundle 3: NG9-1-1 Geographic Information (GIS) Repository

Bundle 4: ESInet and NG9-1-1 core services

Bundle 1: PSAP Provisioning

The current solicitation is to provide replacement intelligent workstation call taking application software and services for three PSAPs:

Fairbanks Emergency Communications Center (FECC)
911 Cushman Street, Fairbanks
Eight (8) positions

DPS Fairbanks Communications Center
1979 Peger Road, Fairbanks
Six (6) positions

DPS Anchorage Communications Center
5500 East Tudor Road, Anchorage
Six (6) positions

FECC and DPS Fairbanks will commence live operations during calendar 2020 with DPS Anchorage beginning live operations no later than July 1, 2021.

This initial project will also establish new carrier demarcations for inbound 9-1-1 trunks at:

Fairbanks Regional Office Building (FROB)	CLLI: [TBD]
675 7th Avenue, Fairbanks	

State of Alaska Data Center (SDC)	CLLI: [TBD]
6831 Arctic Boulevard, Anchorage	

WORKSTATIONS AND PERIPHERALS

DPS, OIT or FNSB will supply personal computers, network interfaces, graphics cards, displays/monitors, peripherals and interconnecting cables for workstation positions, as well as mounting hardware within workstation furniture and equipment rooms. Proposers should clearly identify minimum equipment requirements and/or specifications to allow for this provisioning. Proposers should also identify any requirements for proprietary hardware or necessary third-party licenses.

Call takers require separate keypad control of call answering and dialing functions. The existing Genovation keypads will be replaced with the overall equipment lifecycle; proposers should identify compatible keypad hardware (i.e., manufacturers, makes and models) in their proposals.

PSAPs require three-color Andon lights (stack lights) at each call taker position to indicate call taker status: off-hook, transmitting or emergency call in progress (e.g., red, yellow, green). The emergency status would be indicated by the call taker's activation of an auxiliary control (relay contact) provided by the radio console. Transmit status is provided by low voltage contact closures of the Motorola console interface. Proposers should indicate requirements and/or specifications for supported Andon lights and describe their integration approach for providing off-hook status.

Each PSAP requires one or more large-screen displays of system status and call taking performance, including call queues and call taker availability. In addition, many call takers mute their individual speakers thus each PSAP requires a centralized audible and visual indication of 9-1-1 calls pending answer. Proposers should indicate the hardware requirements of their proposed large screen display and audible notification capabilities.

CARRIER TRUNKING

Inbound 9-1-1 trunks from carriers and telecommunications providers will be presented to FNSB and DPS at one or both of the new demarcations in Fairbanks (FROB) and Anchorage (SDC). Carriers will be requested to provide redundancy and circuit diversity at their discretion.

Carriers will be requested to route 9-1-1 calls originating within FNSB to specific channels within trunk groups to allow for answering by FECC. All other 9-1-1 calls would be presented on separate channels to be answered by DPS.

FNSB and DPS will provision 'legacy' gateways for the carrier-provisioned service to be delivered, anticipating fractional or full DS1/T1 trunking. It is not anticipated that any carriers will request analog (CAMA) or broadband access (i.e., SIP for NG9-1-1 calls).

ADMINISTRATIVE CALL HANDLING

Inbound and outbound calling for non-9-1-1 calls will be accommodated through a combination of Primary Rate Interface (PRI), analog circuits and SIP interconnections. The following exhibit provides an overview of the planned administrative circuit provisioning:

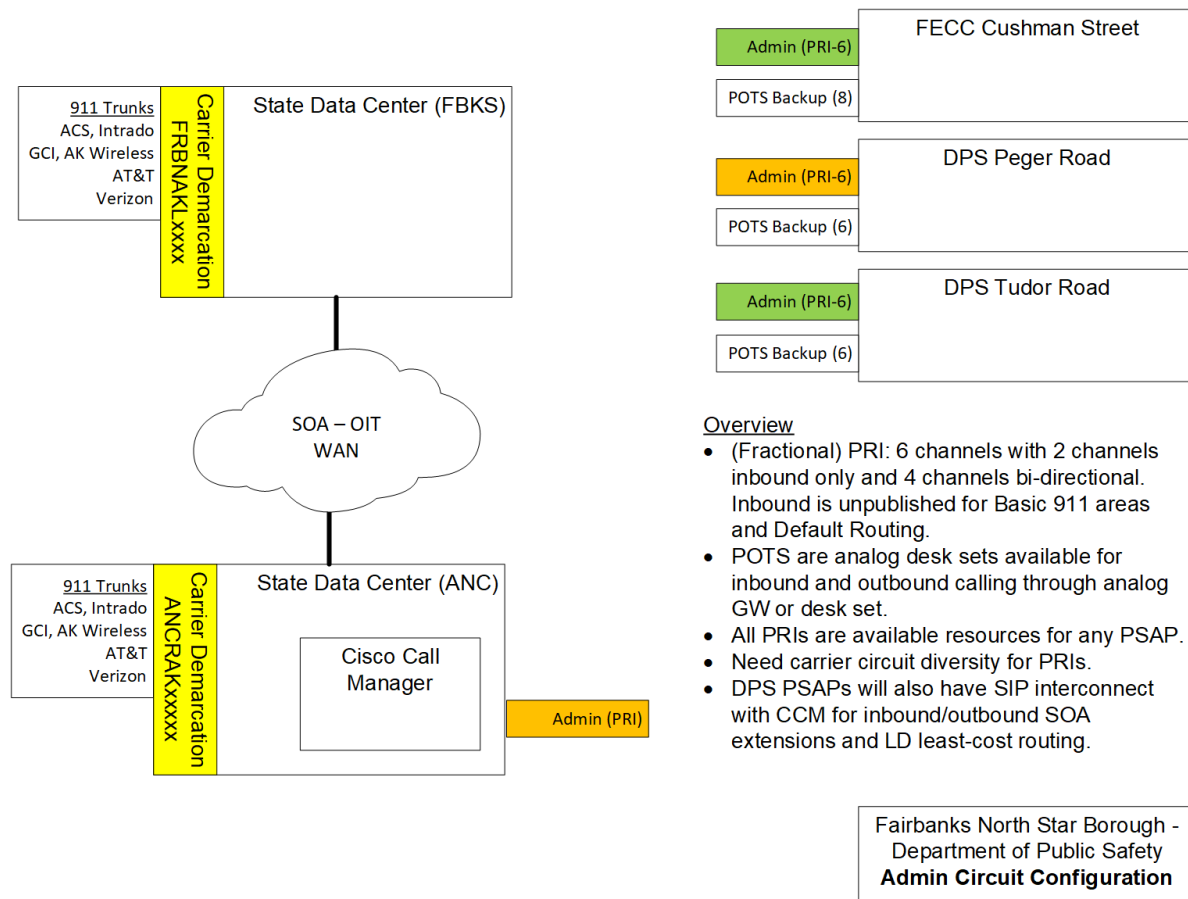


EXHIBIT 6

For FECC, a fractional PRI from ACS is currently provisioned at the Cushman PSAP as the primary means of inbound & outbound calling. In addition, shared PRI circuits with DPS in the Fairbanks (FROB) and Anchorage (SDC) data centers will be provisioned with an alternate carrier.

For DPS, new fractional PRI circuits will be provisioned at both the Peger and Tudor PSAPs as the primary means of inbound and outbound calling. DPS will also implement a SIP interconnection with the State's Cisco Call Manager for inbound calls from state extensions and for calling to State telephones and employee voice mail extensions.

Additional analog telephone lines as an additional backup circuit provisioning will be provided at each of the three PSAP locations. These are intended as multi-drop appearances with desk sets at each position as well as

parallel connection with analog gateways to participate in the pool of available dial-tone for the proposed 9-1-1 system.

Circuit ordering for analog and PRI circuits at FECC will be the responsibility of the City of Fairbanks. Circuit ordering for other analog and PRI circuits will be the responsibility of OIT. Proposers should include the verification of circuit provisioning during system installation tasks.

CONCEPT OF OPERATIONS

DPS will establish two geographically diverse Secondary PSAPs in the State of Alaska for receipt of calls from local government Primary PSAPs. Both DPS PSAPs will have user-selectable statewide views of system-wide calls for service that enter through state-controlled carrier demarcations.

DPS will begin the implementation of a statewide ESInet with other PSAPs to facilitate the bi-directional transfer of calls for service with any available ANI/ALI information, regardless of source. Interconnection will utilize current versions of NENA standards for Next Generation 9-1-1 such that each PSAP may deploy equipment and applications from differing vendors.

The current procurement will establish a shared 9-1-1 system between FNSB and DPS which will be co-managed and administered by DPS, OIT and FNSB. Existing FNSB SolarWinds network monitoring will continue to be utilized to receive network and application status and utilization, with SMS and email alerts for service-impacting events.

The proposed call taking application should provide ANI/ALI display capability with integration to DPS and FNSB CAD systems. DPS and FNSB intend to support a unified mapping display reflecting inbound calls for service as well as incident and responder locations.

Network infrastructure, whether State-owned or leased services, will be administered and managed by OIT. Proposing vendors are expected to declare and provide minimum network requirements and protocols, participate in network design and configuration as well as support monitoring services with OIT and existing state contractors. The state anticipates receiving low-level design guidance from the successful contractor to provide a 'build to suit' infrastructure as well as availability of the vendor implementation team through the post go-live availability period.

To the extent possible, DPS and FNSB want to capture (i.e., audio and multimedia logging) the full duration of an emergency call for service. Proposers should describe the logic (business rules) and capabilities of their proposed integration with logging recorders to support operational and jurisdictional separation. In particular, a Secondary PSAP should be able to review the audio that immediately preceded a transferred 9-1-1 call.

OPERATIONAL CONTINUITY

All call taker and dispatcher positions will have the same complement of technology, including 9-1-1 call taking, mapping, computer aided dispatch, radio consoles, APSIN/NCIC and records management access. In case of equipment issues or outage of a single call taker position, call takers will move and occupy another available workstation position.

Proposed system configurations need to include functional redundancy such that no single component represents a point of failure or cause of significantly degraded operations. To the greatest degree possible,

single component failures will be treated as next business day repair/replacement. PSAPs will also have replacement peripheral equipment on-site, such as monitors, keyboards, etc.

In case of a single PSAP outage, calls will flow to other available PSAP call takers. This call flow will not require human intervention. Exact routing policies and configuration will be determined during system design.

Carriers will be expected to monitor and supervise their 9-1-1 trunks to the point of demarcation with DPS. Proposers should declare their system's ability to monitor and supervise circuit availability as well as alert call takers of circuit outages.

In case of carrier outage, carriers will be expected to re-route 9-1-1 calls to an alternate PSAP demarcation or to designated Default PSAPs. The DPS centers in Fairbanks and Anchorage are designated as Statewide Default PSAPs.

In case of PRI outages, PSAPs will initially access alternate carrier PRI services available through the OIT wide area network. As a third source of dial tone, call takers will be able to access analog line appearances at each PSAP.

INBOUND – FNSB

9-1-1 calls originating within the FNSB will be answered at FECC as the Borough's Primary PSAP. Additional routing policies for overflow calls will be developed during system design.

Administrative calls for FECC will not overflow to DPS; likewise, DPS administrative calls will not overflow to FECC.

All calls to DPS numbers will overflow between DPS Fairbanks and DPS Anchorage. Numerous DPS facilities will also 'night-route' and call forward to one or the other communications center.

FECC has numerous published and unpublished destination numbers as well as unpublished numbers for receipt of emergency calls from other jurisdictions; this configuration will continue.

INBOUND – DPS/RURAL ALASKA

9-1-1 calls from unorganized areas of the state without existing PSAPs will be answered at DPS PSAP locations as reflected in the exhibit below (Northern Detachment = DPS Fairbanks, Central Detachment = DPS Anchorage):



TEXT MESSAGING TO 9-1-1

Proposers should clearly describe how this application software is integrated into their core product offering. Text-to-9-1-1 dialogue should also be presented for capture by DPS and FNSB logging recorder systems.

DPS and FNSB fully embrace the national standards, best practices and recommendations promulgated by the following organizations:

Rev. 02/20

Internet Engineering Task Force (IETF)
National Emergency Number Association (NENA)
Open Geospatial Consortium (OGC)
Telecommunications Industry Association (TIA)
Urban and Regional Information Systems Association (URISA)

Bundle 2: Automatic Location Information Database Management

FNSB will continue to administer an E9-1-1 ALI DBMS for local exchange subscribers within the Fairbanks North Star Borough. FNSB will continue to provide a Master Street Address Guide (MSAG) meeting NENA standards for content and business process.

The current procurement will receive and evaluate alternate approaches to meeting this programmatic requirement, including a replacement Stand-Alone ALI DBMS or a hosted (Service Bureau) approach.

Local exchange carriers will be provided credentials to manage their subscriber information in the proposed ALI DBMS. In all cases, changes to source ALI records are done by the originating or ported-to carrier.

Proposed ALI DBMS must provide for number-porting and record-unlock coordination between carriers.

Bundle 3: NG9-1-1 Geographic Information (GIS) Repository

Due to the statewide mandate for public safety services, DPS requires a comprehensive source of geographic information. Application requirements for GIS data include: computer aided dispatching; vehicle and personnel location; incident reporting and records management; collision reporting and citation subsystems; criminal intelligence; and incident and deployment analysis.

Numerous local governments have established geographic information groups that capture and maintain GIS, including street and road centerlines, point addresses, parcel data, substructure information, water features, trails, and private roads. Many also charter aerial photography and obtain orthophotos as well as Pictometry data sets.

Most local GIS can be obtained by DPS and FNSB at no charge, either through public-facing web portals or on request via email and/or FTP. DPS has gathered certain subsets of GIS from approximately fifteen (15) jurisdictions as well as the Alaska Department of Transportation roads information which includes highway milepost information.

DPS proposes to establish a GIS Repository for local agency GIS information, yielding consolidated mapping products for 9-1-1, computer aided dispatch and public safety mapping applications. The initial scope would include NENA mandatory and recommended data sets for NG9-1-1.

Local governments would be invited to contribute local GIS information and in return would be able to extract a statewide base map and associated layers. The GIS Repository is also intended to be a future source of Master

Street Address Guide (MSAG) data supporting the near-term continuation of Enhanced 9-1-1 ALI DBMS. The GIS Repository is also intended to be a hub for submitting and routing error and discrepancy reports between the end users and contributors of GIS data sets.

As a long-term goal, this GIS Repository is intended to be a foundational component of Next Generation 9-1-1, supporting Location Validation and Emergency Call Routing functionality. Carriers would be added to the pool of subscribers to retrieve data and contribute to exception reporting.

Bundle 4: ESInet and NG9-1-1 Core Services

The state desires to establish the foundation of a fully-compliant Next Generation 9-1-1 system as defined in current NENA standards. The state acknowledges that without comprehensive participation by carriers and PSAPs, full implementation cannot be achieved. The State will continue to coordinate with carriers and local jurisdictions to move forward toward this goal.

At least one local exchange carrier has indicated a readiness to proceed with components of the NG9-1-1 model, including presentation of inbound 9-1-1- calls using SIP protocols.

The state invites vendors and service providers to offer further information on their product and service offerings which promote the migration of the state to NG9-1-1 capabilities.

SEC. 3.02 CONTRACT TERM AND WORK SCHEDULE

The contract will have a one-year initial term with four one-year renewal options to be exercised at the sole discretion of the State of Alaska. The initial term will span from the date of award, approximately June 1, 2020, for one year.

Unless otherwise provided in this RFP, the state and the successful offeror/contractor agree: (1) that any extension of the contract excluding any exercised renewal options, will be considered as a month-to-month extension, and all other terms and conditions shall remain in full force and effect and (2) the procurement officer will provide notice to the contractor of the intent to cancel such month-to-month extension at least 30 days before the desired date of cancellation. A month-to-month extension may only be executed by the procurement officer via a written contract amendment.

SEC. 3.03 CONTRACT TYPE

This contract is a firm fixed price contract.

SEC. 3.04 PROPOSED PAYMENT PROCEDURES

The state will make payments based on a negotiated payment schedule. Each billing must consist of an invoice and progress report. No payment will be made until the progress report and invoice has been approved by the project director.

SEC. 3.05 PROMPT PAYMENT FOR STATE PURCHASES

The state is eligible to receive a 5% discount for all invoices paid within 15 business days from the date of receipt of the commodities or services and/or a correct invoice, whichever is later. The discount shall be taken on the full invoice amount. The state shall consider payment being made as either the date a printed warrant is issued or the date an electronic funds transfer (EFT) is initiated.

SEC. 3.06 CONTRACT PAYMENT

No payment will be made until the contract is approved by the Commissioner of the Department of Public Safety or the Commissioner's designee. Under no conditions will the state be liable for the payment of any interest charges associated with the cost of the contract. The state is not responsible for and will not pay local, state, or federal taxes. All costs associated with the contract must be stated in U.S. currency.

Any single contract payment of \$1 million or higher must be accepted by the contractor via Electronic Funds Transfer (EFT).

SEC. 3.07 CONTRACT PRICE ADJUSTMENTS – NOT APPLICABLE

SEC. 3.08 LOCATION OF WORK

The work is to be performed, completed, and managed at the following locations:

1979 Peger Road, Fairbanks, Alaska
911 Cushman Street, Fairbanks, Alaska
675 7th Avenue, Fairbanks, Alaska
5500 E. Tudor Road, Anchorage, Alaska
6831 Arctic Boulevard, Anchorage, Alaska

The state will provide limited workspace for the contractor.

The contractor should include in their price proposal: transportation, lodging, and per diem costs sufficient to pay for the necessary contractor employees to make sufficient trip(s) to the locations noted above. Travel to other locations will not be required.

By signature on their proposal, the offeror certifies that all services provided under this contract by the contractor and all subcontractors shall be performed in the United States.

If the offeror cannot certify that all work will be performed in the United States, the offeror must contact the procurement officer in writing to request a waiver at least 10 days prior to the deadline for receipt of proposals.

The request must include a detailed description of the portion of work that will be performed outside the United States, where, by whom, and the reason the waiver is necessary.

Failure to comply with these requirements may cause the state to reject the proposal as non-responsive, or cancel the contract.

SEC. 3.09 MANDATORY REPORTING

Written status reports must be provided no less than monthly throughout the duration of implementation project to the Project Manager. Additionally, the vendor must participate in status meetings in person or via teleconference at least monthly and more frequently as project activity accelerates.

SEC. 3.10 THIRD-PARTY SERVICE PROVIDERS

The contractor must provide, on an annual basis, a Type 2 Statement on Standards for Attestation Engagements (SSAE) SOC 1, SOC 2, or SOC 3 report(s). Failure to provide these reports may be treated as a material breach and may be a basis for a finding of default.

SEC. 3.11 SUBCONTRACTORS

Subcontractors may be used to perform work under this contract. If an offeror intends to use subcontractors, the offeror must identify in the proposal the names of the subcontractors and the portions of the work the subcontractors will perform.

Subcontractor experience shall be considered in determining whether the offeror meets the requirements set forth in SEC. 1.04 PRIOR EXPERIENCE.

If a proposal with subcontractors is selected, the offeror must provide the following information concerning each prospective subcontractor within five working days from the date of the state's request:

- complete name of the subcontractor;
- complete address of the subcontractor;
- type of work the subcontractor will be performing;
- percentage of work the subcontractor will be providing;
- evidence that the subcontractor holds a valid Alaska business license; and
- a written statement, signed by each proposed subcontractor that clearly verifies that the subcontractor is committed to render the services required by the contract.

An offeror's failure to provide this information, within the time set, may cause the state to consider their proposal non-responsive and reject it. The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the project director.

Note that if the subcontractor will not be performing work within Alaska, they will not be required to hold an Alaska business license.

SEC. 3.12 JOINT VENTURES

Joint ventures are acceptable. If submitting a proposal as a joint venture, the offeror must submit a copy of the joint venture agreement which identifies the principals involved and their rights and responsibilities regarding performance and payment.

SEC. 3.13 RIGHT TO INSPECT PLACE OF BUSINESS

At reasonable times, the state may inspect those areas of the contractor's place of business that are related to the performance of a contract. If the state makes such an inspection, the contractor must provide reasonable assistance.

SEC. 3.14 F.O.B. POINT

All goods purchased through this contract will be "Free on Board" (F.O.B.) to the final destination. Unless specifically stated otherwise, all prices offered must include the delivery costs to any location within the State of Alaska.

SEC. 3.15 CONTRACT PERSONNEL

Any change of the project team members or subcontractors named in the proposal must be approved, in advance and in writing, by the project director or procurement officer. Changes that are not approved by the state may be grounds for the state to terminate the contract.

SEC. 3.16 INSPECTION & MODIFICATION - REIMBURSEMENT FOR UNACCEPTABLE DELIVERABLES

The contractor is responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and approval by the project director. The state may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the contract. The project director or procurement officer may instruct the contractor to make corrections or modifications if needed in order to accomplish the contract's intent. The contractor will not unreasonably withhold such changes.

Substantial failure of the contractor to perform the contract may cause the state to terminate the contract. In this event, the state may require the contractor to reimburse monies paid (based on the identified portion of unacceptable work received) and may seek associated damages.

SEC. 3.17 LIQUIDATED DAMAGES

The state will include liquidated damages in this contract to assure its timely completion. The amount of actual damages will be difficult to determine. For the purposes of this contract the state has set the rate of liquidated damages at \$7,500 per day. This amount is based on continuing operations in local government agency dispatch centers after June 30, 2021. If the contractor fails to deliver a complete and operational 9-1-1 call intake system by June 30, 2021, the state will begin to collect liquidated damages on July 1, 2021 and will continue to collect them until the implementation project is complete.

SEC. 3.18 CONTRACT CHANGES - UNANTICIPATED AMENDMENTS

During the course of this contract, the contractor may be required to perform additional work. That work will be within the general scope of the initial contract. When additional work is required, the project director will provide the contractor a written description of the additional work and request the contractor to submit a firm time schedule for accomplishing the additional work and a firm price for the additional work. Cost and pricing data must be provided to justify the cost of such amendments per AS 36.30.400.

The contractor will not commence additional work until the procurement officer has secured any required state approvals necessary for the amendment and issued a written contract amendment, approved by the Commissioner of the Department of Public Safety or the Commissioner's designee.

SEC. 3.19 NONDISCLOSURE AND CONFIDENTIALITY

Contractor agrees that all confidential information shall be used only for purposes of providing the deliverables and performing the services specified herein and shall not disseminate or allow dissemination of confidential information except as provided for in this section. The contractor shall hold as confidential and will use

reasonable care (including both facility physical security and electronic security) to prevent unauthorized access by, storage, disclosure, publication, dissemination to and/or use by third parties of, the confidential information. "Reasonable care" means compliance by the contractor with all applicable federal and state law, including the Social Security Act and HIPAA. The contractor must promptly notify the state in writing if it becomes aware of any storage, disclosure, loss, unauthorized access to or use of the confidential information.

Confidential information, as used herein, means any data, files, software, information or materials (whether prepared by the state or its agents or advisors) in oral, electronic, tangible or intangible form and however stored, compiled or memorialized that is classified confidential as defined by State of Alaska classification and categorization guidelines provided by the state to the contractor or a contractor agent or otherwise made available to the contractor or a contractor agent in connection with this contract, or acquired, obtained or learned by the contractor or a contractor agent in the performance of this contract. Examples of confidential information include, but are not limited to: technology infrastructure, architecture, financial data, trade secrets, equipment specifications, user lists, passwords, research data, and technology data (infrastructure, architecture, operating systems, security tools, IP addresses, etc).

If confidential information is requested to be disclosed by the contractor pursuant to a request received by a third party and such disclosure of the confidential information is required under applicable state or federal law, regulation, governmental or regulatory authority, the contractor may disclose the confidential information after providing the state with written notice of the requested disclosure (to the extent such notice to the state is permitted by applicable law) and giving the state opportunity to review the request. If the contractor receives no objection from the state, it may release the confidential information within 30 days. Notice of the requested disclosure of confidential information by the contractor must be provided to the state within a reasonable time after the contractor's receipt of notice of the requested disclosure and, upon request of the state, shall seek to obtain legal protection from the release of the confidential information.

The following information shall not be considered confidential information: information previously known to be public information when received from the other party; information freely available to the general public; information which now is or hereafter becomes publicly known by other than a breach of confidentiality hereof; or information which is disclosed by a party pursuant to subpoena or other legal process and which as a result becomes lawfully obtainable by the general public.

BACKGROUND CHECKS: The contractor's onsite personnel are required to pass an extensive background check that is processed by the Department of Public Safety to determine eligibility to perform work onsite. The decision of the background check, pass or fail, is final. Some individuals may appeal a background check denial through the procurement officer identified herein. The decision of the appeal process is final. The background check process may take a week or more to process and the individuals are required to be fingerprinted at a Department of Public Safety facility. Only the individuals who have passed the background check investigation are permitted on site.

LEVEL TWO SECURITY AWARENESS TRAINING: The contractor's onsite personnel are required to complete the Level Two Security Awareness Training which is offered online. Once an individual is granted final security clearance, they are required to complete the Level Two Security Awareness Training within six weeks of obtaining their final personnel security clearance.

Onsite personnel are required to provide an email address where they will be provided a link to complete the Level Two Security Awareness Training. Each individual taking the online Level Two Security Awareness Training

shall have a unique email address. The same email address cannot be used for multiple individuals when taking the online Level Two Security Awareness Training. If an individual does not have an email address, the individual shall contact the Procurement Officer to arrange to receive the Level Two Security Awareness Training via PowerPoint.

After an individual has completed the Level Two Security Awareness Training, the Level Two Security Awareness Training must be completed every two years thereafter. The contractor is responsible for providing a copy of the Level Two Security Awareness Training certificate of completion document to the Procurement Officer to be filed in the contract file.

SEC. 3.20 INDEMNIFICATION

The contractor shall indemnify, hold harmless, and defend the contracting agency from and against any claim of, or liability for error, omission or negligent act of the contractor under this agreement. The contractor shall not be required to indemnify the contracting agency for a claim of, or liability for, the independent negligence of the contracting agency. If there is a claim of, or liability for, the joint negligent error or omission of the contractor and the independent negligence of the contracting agency, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. "Contractor" and "contracting agency", as used within this and the following article, include the employees, agents and other contractors who are directly responsible, respectively, to each. The term "independent negligence" is negligence other than in the contracting agency's selection, administration, monitoring, or controlling of the contractor and in approving or accepting the contractor's work.

SEC. 3.21 INSURANCE REQUIREMENTS

Without limiting contractor's indemnification, it is agreed that contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the contractor's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits.

Certificates of Insurance must be furnished to the procurement officer prior to beginning work and must provide for a notice of cancellation, non-renewal, or material change of conditions in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the contractor's services. All insurance policies shall comply with and be issued by insurers licensed to transact the business of insurance under AS 21.

Workers' Compensation Insurance: The contractor shall provide and maintain, for all employees engaged in work under this contract, coverage as required by AS 23.30.045, and; where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.

Commercial General Liability Insurance: covering all business premises and operations used by the Contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

Commercial Automobile Liability Insurance: covering all vehicles used by the contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

SEC. 3.22 TERMINATION FOR DEFAULT

If the project director or procurement determines that the contractor has refused to perform the work or has failed to perform the work with such diligence as to ensure its timely and accurate completion, the state may, by providing written notice to the contractor, terminate the contractor's right to proceed with part or all of the remaining work.

This clause does not restrict the state's termination rights under the contract provisions of Appendix A, attached in **SECTION 8 ATTACHMENTS**.

SECTION 4. PROPOSAL FORMAT AND CONTENT

SEC. 4.01 PROPOSAL FORMAT AND CONTENT

The state discourages overly lengthy and costly proposals, however, in order for the state to evaluate proposals fairly and completely, offerors must follow the format set out in this RFP and provide all information requested.

SEC. 4.02 INTRODUCTION

Proposals must include the complete name and address of offeror's firm and the name, mailing address, and telephone number of the person the state should contact regarding the proposal.

Proposals must confirm that the offeror will comply with all provisions in this RFP; and, if applicable, provide notice that the firm qualifies as an Alaskan bidder. Proposals must be signed by a company officer empowered to bind the company. An offeror's failure to include these items in the proposals may cause the proposal to be determined to be non-responsive and the proposal may be rejected.

SEC. 4.03 UNDERSTANDING OF THE PROJECT

Offerors must provide comprehensive narrative statements that illustrate their understanding of the requirements of the project and the project schedule.

SEC. 4.04 METHODOLOGY AND MANAGEMENT USED FOR THE PROJECT

Offerors must provide comprehensive narrative statements that set out the methodology and management plan they intend to employ illustrating how the methodology will serve to accomplish the work proposed and meet the state's project schedule.

SEC. 4.05 RESPONSE TO REQUIREMENTS

Offerors must provide concise and comprehensive narrative responses to the state's requirements as provided in Attachment 3. This document is intended to be edited by offerors and returned with their proposal response.

SEC. 4.06 EXPERIENCE AND QUALIFICATIONS

Offerors must provide an organizational chart specific to the personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individual responsible and accountable for the completion of each component and deliverable of the RFP.

Offerors must provide a narrative description of the organization of the project team and a personnel roster that identifies each person who will actually work on the contract and provide the following information about each person listed:

- title,
- resume

Offerors must provide reference names and phone numbers for at least five similar projects the offeror's firm has completed. At least one reference must have been a fully-implemented system and continuous customer since January 1, 2015. All references must indicate the products and versions that were implemented by the offeror.

SEC. 4.07 COST PROPOSAL

See Attachment 2: Cost Proposal

SEC. 4.08 EVALUATION CRITERIA

All proposals will be reviewed to determine if they are responsive. Proposals determined to be responsive will be evaluated using the criterion that is set out in **SECTION 5. EVALUATION CRITERIA AND CONTRACTOR SELECTION**.

An evaluation may not be based on discrimination due to the race, religion, color, national origin, sex, age, marital status, pregnancy, parenthood, disability, or political affiliation of the offeror.

SECTION 5. EVALUATION CRITERIA AND CONTRACTOR SELECTION

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS PROPOSAL IS 100

SEC. 5.01 UNDERSTANDING OF THE PROJECT (5%)

Proposals will be evaluated against the questions set out below:

- 1) How well has the offeror demonstrated a thorough understanding of the purpose and scope of the project?
- 2) How well has the offeror identified pertinent issues and potential problems related to the project?
- 3) To what degree has the offeror demonstrated an understanding of the deliverables the state expects it to provide?
- 4) Has the offeror demonstrated an understanding of the state's time schedule and can meet it?

SEC. 5.02 METHODOLOGY AND MANAGEMENT PLAN USED FOR THE PROJECT (5%)

Proposals will be evaluated against the questions set out below:

- 1) How comprehensive is the methodology and does it depict a logical approach to fulfilling the requirements of the RFP?
- 2) How well does the methodology match and achieve the objectives set out in the RFP?
- 3) How well does the management plan support all of the project requirements and logically lead to the deliverables required in the RFP?
- 4) How well is accountability completely and clearly defined?
- 5) How well does the management plan illustrate the lines of authority and communication?
- 6) Does it appear that the offeror can meet the schedule set out in the RFP?
- 7) Has the offeror gone beyond the minimum tasks necessary to meet the objectives of the RFP?
- 8) To what degree is the proposal practical and feasible?
- 9) To what extent has the offeror identified potential problems?

SEC. 5.03 RESPONSE TO REQUIREMENTS (25%)

Proposals will be evaluated against the questions set out below:

- 1) How well does the response to detailed requirements reflect available product and service capabilities?
- 2) Do the narrative responses reflect a clear understanding of the desired scope of services?
- 3) Do the responses indicate a robust and capable application software architecture and functional capability?
- 4) Do the responses indicate a redundant and reliable system architecture? Are there caveats of exceptions to backup and recovery requirements?

- 5) Do the responses affirm and comply with requirements for working within the state's system infrastructure and integration requirements?
- 6) Do the responses take exception to requirements for co-management of the application platform?

SEC. 5.04 EXPERIENCE AND QUALIFICATIONS (15%)

Proposals will be evaluated against the questions set out below:

1) Questions regarding the personnel:

- a) Do the individuals assigned to the project have experience on similar projects?
- b) Are resumes complete and do they demonstrate backgrounds that would be desirable for individuals engaged in the work the project requires?
- c) How extensive is the applicable education and experience of the personnel designated to work on the project?

2) Questions regarding the firm and subcontractor (if used):

- a) How well has the firm demonstrated experience in completing similar projects on time and within budget?
- b) How successful is the general history of the firm regarding timely and successful completion of projects?
- c) Has the firm provided letters of reference from previous clients?
- d) If a subcontractor will perform work on the contract, how well do they measure up to the evaluation used for the offeror?

SEC. 5.05 CONTRACT COST (40%)

Overall, a minimum of 40% of the total evaluation points will be assigned to cost. The cost amount used for evaluation may be affected by one or more of the preferences referenced under Section 6.11.

Converting Cost to Points

The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined through the method set out in Section 6.15.

SEC. 5.06 ALASKA OFFEROR PREFERENCE (10%)

If an offeror qualifies for the Alaska Bidder Preference, the offeror will receive an Alaska Offeror Preference. The preference will be 10% of the total available points. This amount will be added to the overall evaluation score of each Alaskan offeror.

SECTION 6. GENERAL PROCESS INFORMATION

SEC. 6.01 INFORMAL DEBRIEFING

When the contract is completed, an informal debriefing may be performed at the discretion of the project director. If performed, the scope of the debriefing will be limited to the work performed by the contractor.

SEC. 6.02 ALASKA BUSINESS LICENSE AND OTHER REQUIRED LICENSES

Prior to the award of a contract, an offeror must hold a valid Alaska business license. However, in order to receive the Alaska Bidder Preference and other related preferences, such as the Alaska Veteran Preference and Alaska Offeror Preference, an offeror must hold a valid Alaska business license prior to the deadline for receipt of proposals. Offerors should contact the **Department of Commerce, Community and Economic Development, Division of Corporations, Business, and Professional Licensing, PO Box 110806, Juneau, Alaska 99811-0806**, for information on these licenses. Acceptable evidence that the offeror possesses a valid Alaska business license may consist of any one of the following:

- copy of an Alaska business license;
- certification on the proposal that the offeror has a valid Alaska business license and has included the license number in the proposal;
- a canceled check for the Alaska business license fee;
- a copy of the Alaska business license application with a receipt stamp from the state's occupational licensing office; or
- a sworn and notarized statement that the offeror has applied and paid for the Alaska business license.

You are not required to hold a valid Alaska business license at the time proposals are opened if you possess one of the following licenses and are offering services or supplies under that specific line of business:

- fisheries business licenses issued by Alaska Department of Revenue or Alaska Department of Fish and Game,
- liquor licenses issued by Alaska Department of Revenue for alcohol sales only,
- insurance licenses issued by Alaska Department of Commerce, Community and Economic Development, Division of Insurance, or
- Mining licenses issued by Alaska Department of Revenue.

Prior the deadline for receipt of proposals, all offerors must hold any other necessary applicable professional licenses required by Alaska Statute.

SEC. 6.03 SITE INSPECTION

The state may conduct on-site visits to evaluate the offeror's capacity to perform the contract. An offeror must agree, at risk of being found non-responsive and having its proposal rejected, to provide the state reasonable access to relevant portions of its work sites. Individuals designated by the procurement officer at the state's expense will make site inspection.

SEC. 6.04 CLARIFICATION OF OFFERS

In order to determine if a proposal is reasonably susceptible for award, communications by the procurement officer or the proposal evaluation committee (PEC) are permitted with an offeror to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Clarifications may not result in a material or substantive change to the proposal. The evaluation by the procurement officer or the PEC may be adjusted as a result of a clarification under this section.

SEC. 6.05 DISCUSSIONS WITH OFFERORS

The state may conduct discussions with offerors in accordance with AS 36.30.240 and 2 AAC 12.290. The purpose of these discussions will be to ensure full understanding of the requirements of the RFP and proposal. Discussions will be limited to specific sections of the RFP or proposal identified by the procurement officer. Discussions will only be held with offerors who have submitted a proposal deemed reasonably susceptible for award by the procurement officer. Discussions, if held, will be after initial evaluation of proposals by the procurement officer or the PEC. If modifications are made as a result of these discussions they will be put in writing. Following discussions, the procurement officer may set a time for best and final proposal submissions from those offerors with whom discussions were held. Proposals may be reevaluated after receipt of best and final proposal submissions.

If an offeror does not submit a best and final proposal or a notice of withdrawal, the offeror's immediate previous proposal is considered the offeror's best and final proposal.

Offerors with a disability needing accommodation should contact the procurement officer prior to the date set for discussions so that reasonable accommodation can be made. Any oral modification of a proposal must be reduced to writing by the offeror.

SEC. 6.06 EVALUATION OF PROPOSALS

The procurement officer, or an evaluation committee made up of at least three state employees or public officials, will evaluate proposals. The evaluation will be based solely on the evaluation factors set out in Section 5. Evaluation Criteria and Contractor Selection.

After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

SEC. 6.07 CONTRACT NEGOTIATION

After final evaluation, the procurement officer may negotiate with the offeror of the highest-ranked proposal. Negotiations, if held, shall be within the scope of the request for proposals and limited to those items which would not have an effect on the ranking of proposals. If the highest-ranked offeror fails to provide necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the state may terminate negotiations and negotiate with the offeror of the next highest-ranked proposal. If contract negotiations are commenced, they may be held in the Department of Public Safety Headquarters conference room on the second floor of 5700 E. Tudor Road in Anchorage, Alaska.

If the contract negotiations take place in Anchorage, Alaska, the offeror will be responsible for their travel and per diem expenses.

SEC. 6.08 FAILURE TO NEGOTIATE

If the selected offeror

- fails to provide the information required to begin negotiations in a timely manner; or
- fails to negotiate in good faith; or
- indicates they cannot perform the contract within the budgeted funds available for the project; or
- if the offeror and the state, after a good faith effort, simply cannot come to terms,

the state may terminate negotiations with the offeror initially selected and commence negotiations with the next highest ranked offeror.

SEC. 6.09 OFFEROR NOTIFICATION OF SELECTION

After the completion of contract negotiation, the procurement officer will issue a written Notice of Intent to Award and send copies of that notice to all offerors who submitted proposals. The notice will set out the names of all offerors and identify the offeror selected for award.

SEC. 6.10 PROTEST

AS 36.30.560 provides that an interested party may protest the content of the RFP.

An interested party is defined in 2 AAC 12.990(a) (7) as "an actual or prospective bidder or offeror whose economic interest might be affected substantially and directly by the issuance of a contract solicitation, the award of a contract, or the failure to award a contract."

If an interested party wishes to protest the content of a solicitation, the protest must be received, in writing, by the procurement officer at least ten days prior to the deadline for receipt of proposals.

AS 36.30.560 also provides that an interested party may protest the award of a contract or the proposed award of a contract.

If an offeror wishes to protest the award of a contract or the proposed award of a contract, the protest must be received, in writing, by the procurement officer within ten days after the date the Notice of Intent to Award the contract is issued.

A protester must have submitted a proposal in order to have sufficient standing to protest the proposed award of a contract. Protests must include the following information:

- the name, address, and telephone number of the protester;
- the signature of the protester or the protester's representative;
- identification of the contracting agency and the solicitation or contract at issue;
- a detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and the form of relief requested.

Protests filed by telex or telegram are not acceptable because they do not contain a signature. Fax copies containing a signature are acceptable.

The procurement officer will issue a written response to the protest. The response will set out the procurement officer's decision and contain the basis of the decision within the statutory time limit in AS 36.30.580. A copy of the decision will be furnished to the protester by certified mail, fax or another method that provides evidence of receipt.

All offerors will be notified of any protest. The review of protests, decisions of the procurement officer, appeals, and hearings, will be conducted in accordance with the State Procurement Code (AS 36.30), Article 8 "Legal and Contractual Remedies."

SEC. 6.11 APPLICATION OF PREFERENCES

Certain preferences apply to all contracts for professional services, regardless of their dollar value. The Alaska Bidder, Alaska Veteran, and Alaska Offeror preferences are the most common preferences involved in the RFP process. Additional preferences that may apply to this procurement are listed below. Guides that contain excerpts from the relevant statutes and codes, explain when the preferences apply and provide examples of how to calculate the preferences are available at the Department of Administration, Division of Shared Service's web site:

<http://doa.alaska.gov/dgs/pdf/pref1.pdf>

- Alaska Products Preference - AS 36.30.332
- Recycled Products Preference - AS 36.30.337
- Local Agriculture and Fisheries Products Preference - AS 36.15.050
- Employment Program Preference - AS 36.30.321(b)
- Alaskans with Disabilities Preference - AS 36.30.321(d)

The Division of Vocational Rehabilitation in the Department of Labor and Workforce Development keeps a list of qualified employment programs and individuals who qualify as persons with a disability. As evidence of a business' or an individual's right to the Employment Program or Alaskans with Disabilities preferences, the Division of Vocational Rehabilitation will issue a certification letter. To take advantage of these preferences, a business or individual must be on the appropriate Division of Vocational Rehabilitation list prior to the time designated for receipt of proposals. Offerors must attach a copy of their certification letter to the proposal. **An offeror's failure to provide this certification letter with their proposal will cause the state to disallow the preference.**

Sec. 6.12 ALASKA BIDDER PREFERENCE

An Alaska Bidder Preference of 5% will be applied to the price in the proposal. The preference will be given to an offeror who:

- 1) holds a current Alaska business license prior to the deadline for receipt of proposals;
- 2) submits a proposal for goods or services under the name appearing on the offeror's current Alaska business license;
- 3) has maintained a place of business within the state staffed by the offeror, or an employee of the offeror, for a period of six months immediately preceding the date of the proposal;

- 4) is incorporated or qualified to do business under the laws of the state, is a sole proprietorship and the proprietor is a resident of the state, is a limited liability company (LLC) organized under AS 10.50 and all members are residents of the state, or is a partnership under former AS 32.05, AS 32.06 or AS 32.11 and all partners are residents of the state; and
- 5) if a joint venture, is composed entirely of ventures that qualify under (1)-(4) of this subsection.

Alaska Bidder Preference Certification Form

In order to receive the Alaska Bidder Preference, the proposal must include the Alaska Bidder Preference Certification Form attached to this RFP. An offeror does not need to complete the Alaska Veteran Preference questions on the form if not claiming the Alaska Veteran Preference. An offeror's failure to provide this completed form with their proposal will cause the state to disallow the preference.

SEC. 6.13 ALASKA VETERAN PREFERENCE

An Alaska Veteran Preference of 5%, not to exceed \$5,000, will be applied to the price in the proposal. The preference will be given to an offeror who qualifies under AS 36.30.990(2) as an Alaska bidder and is a:

- A. sole proprietorship owned by an Alaska veteran;
- B. partnership under AS 32.06 or AS 32.11 if a majority of the partners are Alaska veterans;
- C. limited liability company organized under AS 10.50 if a majority of the members are Alaska veterans; or
- D. corporation that is wholly owned by individuals, and a majority of the individuals are Alaska veterans.

In accordance with AS 36.30.321(i), the bidder must also add value by actually performing, controlling, managing, and supervising the services provided, or for supplies, the bidder must have sold supplies of the general nature solicited to other state agencies, other government, or the general public.

Alaska Veteran Preference Certification

In order to receive the Alaska Veteran Preference, the proposal must include the Alaska Bidder Preference Certification Form attached to this RFP. An offeror's failure to provide this completed form with their proposal will cause the state to disallow the preference.

SEC. 6.14 ALASKA OFFEROR PREFERENCE

2 AAC 12.260(e) provides Alaska offerors a 10% overall evaluation point preference. Alaska bidders, as defined in AS 36.30.990(2), are eligible for the preference. An Alaska offeror will receive 10 percent of the total available points added to their overall evaluation score as a preference.

SEC. 6.15 FORMULA USED TO CONVERT COST TO POINTS

The distribution of points based on cost will be determined as set out in 2 AAC 12.260(c). The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined using the formula:

$$[(\text{Price of Lowest Cost Proposal}) \times (\text{Maximum Points for Cost})] \div (\text{Cost of Each Higher Priced Proposal})$$

SEC. 6.16 EXAMPLES: CONVERTING COST TO POINTS & APPLYING PREFERENCES

(a) FORMULA USED TO CONVERT COST TO POINTS

STEP 1

List all proposal prices, adjusted where appropriate by the application of applicable preferences claimed by the offeror.

Offeror #1	\$40,000
Offeror #2	\$42,750
Offeror #3	\$47,500

STEP 2

In this example, the RFP allotted 40% of the available 100 points to cost. This means that the lowest cost will receive the maximum number of points.

Offeror #1 receives 40 points.

The reason they receive that amount is because the lowest cost proposal, in this case \$40,000, receives the maximum number of points allocated to cost, 40 points.

Offeror #2 receives 37.4 points.

$\$40,000 \text{ lowest cost} \times 40 \text{ maximum points for cost} = 1,600,000 \div \$42,750 \text{ cost of Offeror \#2's proposal} = 37.4$

Offeror #3 receives 33.7 points.

$\$40,000 \text{ lowest cost} \times 40 \text{ maximum points for cost} = 1,600,000 \div \$47,500 \text{ cost of Offeror \#3's proposal} = 33.7$

(b) ALASKA OFFEROR PREFERENCE

STEP 1

Determine the number of points available to qualifying offerors under this preference.

100 Total Points Available in RFP x 10% Alaska Offeror preference = 10 Points for the preference

STEP 2

Determine which offerors qualify as Alaska bidders and thus, are eligible for the Alaska Offeror preference. For the purpose of this example, presume that all of the proposals have been completely evaluated based on the evaluation criteria in the RFP. The scores at this point are:

Offeror #1	83 points	No Preference	0 points
Offeror #2	74 points	Alaska Offeror Preference	10 points
Offeror #3	80 points	Alaska Offeror Preference	10 points

STEP 3

Add the applicable Alaska Offeror preference amounts to the offerors' scores:

Offeror #1	83 points	
Offeror #2	84 points	(74 points + 10 points)
Offeror #3	90 points	(80 points + 10 points)

STEP 4

Offeror #3 is the highest scoring offeror and would get the award, provided their proposal is responsible and responsive.

SECTION 7. GENERAL LEGAL INFORMATION

SEC. 7.01 STANDARD CONTRACT PROVISIONS

The contractor will be required to sign and submit the State's Standard Contract Form for Goods and Non-Professional Services (form SCF.DOC/Appendix A). This form is attached in **SECTION 8. ATTACHMENTS** for your review. The contractor must comply with the contract provisions set out in this attachment. No alteration of these provisions will be permitted without prior written approval from the Department of Law. Objections to any of the provisions in Appendix A must be set out in the offeror's proposal in a separate document. Please include the following information with any change that you are proposing:

1. Identify the provision the offeror takes exception with.
2. Identify why the provision is unjust, unreasonable, etc.
3. Identify exactly what suggested changes should be made.

SEC. 7.02 QUALIFIED OFFERORS

Per 2 AAC 12.875, unless provided for otherwise in the RFP, to qualify as an offeror for award of a contract issued under AS 36.30, the offeror must:

- 1) Add value in the contract by actually performing, controlling, managing, or supervising the services to be provided; or
- 2) Be in the business of selling and have actually sold on a regular basis the supplies that are the subject of the RFP.

If the offeror leases services or supplies or acts as a broker or agency in providing the services or supplies in order to meet these requirements, the procurement officer may not accept the offeror as a qualified offeror under AS 36.30.

SEC. 7.03 PROPOSAL AS PART OF THE CONTRACT

Part of all of this RFP and the successful proposal may be incorporated into the contract.

SEC. 7.04 ADDITIONAL TERMS AND CONDITIONS

The state reserves the right to add terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

SEC. 7.05 HUMAN TRAFFICKING

By signature on their proposal, the offeror certifies that the offeror is not established and headquartered or incorporated and headquartered in a country recognized as Tier 3 in the most recent United States Department of State's Trafficking in Persons Report.

The most recent United States Department of State's Trafficking in Persons Report can be found at the following website: <https://www.state.gov/trafficking-in-persons-report/>

Failure to comply with this requirement will cause the state to reject the proposal as non-responsive, or cancel the contract.

SEC. 7.06 RIGHT OF REJECTION

Offerors must comply with all of the terms of the RFP, the State Procurement Code (AS 36.30), and all applicable local, state, and federal laws, codes, and regulations. The procurement officer may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of the RFP.

Offerors may not qualify the proposal nor restrict the rights of the state. If an offeror does so, the procurement officer may determine the proposal to be a non-responsive counter-offer and the proposal may be rejected.

Minor informalities that:

- do not affect responsiveness;
- are merely a matter of form or format;
- do not change the relative standing or otherwise prejudice other offers;
- do not change the meaning or scope of the RFP;
- are trivial, negligible, or immaterial in nature;
- do not reflect a material change in the work; or
- do not constitute a substantial reservation against a requirement or provision;

may be waived by the procurement officer.

The state reserves the right to refrain from making an award if it determines that to be in its best interest.

A proposal from a debarred or suspended offeror shall be rejected.

SEC. 7.07 STATE NOT RESPONSIBLE FOR PREPARATION COSTS

The state will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

SEC. 7.08 DISCLOSURE OF PROPOSAL CONTENTS

All proposals and other material submitted become the property of the State of Alaska and may be returned only at the state's option. AS 40.25.110 requires public records to be open to reasonable inspection. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time a Notice of Intent to Award is issued. Thereafter, proposals will become public information.

Trade secrets and other proprietary data contained in proposals may be held confidential if the offeror requests, in writing, that the procurement officer does so, and if the procurement officer agrees, in writing, to do so. The offeror's request must be included with the proposal, must clearly identify the information they wish to be held confidential, and include a statement that sets out the reasons for confidentiality. Unless the procurement officer agrees in writing to hold the requested information confidential, that information will also become public after the Notice of Intent to Award is issued.

SEC. 7.09 ASSIGNMENTS

Per 2 AAC 12.480, the contractor may not transfer or assign any portion of the contract without prior written approval from the procurement officer. Proposals that are conditioned upon the state's approval of an assignment will be rejected as non-responsive.

SEC. 7.10 DISPUTES

A contract resulting from this RFP is governed by the laws of the State of Alaska. If the contractor has a claim arising in connection with the agreement that it cannot resolve with the State by mutual agreement, it shall pursue the claim, if at all, in accordance with the provisions of AS 36.30.620 – AS 36.30.632. To the extent not otherwise governed by the preceding, the claim shall be brought only in the Superior Court of the State of Alaska and not elsewhere.

SEC. 7.11 SEVERABILITY

If any provision of the contract is found to be invalid or declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the parties will be construed and enforced as if the contract did not contain the particular provision held to be invalid.

SEC. 7.12 SUPPLEMENTAL TERMS AND CONDITIONS

Proposals must comply with **SEC. 7.06 RIGHT OF REJECTION**. However, if the state fails to identify or detect supplemental terms or conditions that conflict with those contained in this RFP or that diminish the state's rights under any contract resulting from the RFP, the term(s) or condition(s) will be considered null and void. After award of contract:

if conflict arises between a supplemental term or condition included in the proposal and a term or condition of the RFP, the term or condition of the RFP will prevail; and

if the state's rights would be diminished as a result of application of a supplemental term or condition included in the proposal, the supplemental term or condition will be considered null and void.

SEC. 7.13 SOLICITATION ADVERTISING

Public notice has been provided in accordance with 2 AAC 12.220.

SEC. 7.14 FEDERALLY IMPOSED TARIFFS

Changes in price (increase or decrease) resulting directly from a new or updated federal tariff, excise tax, or duty, imposed after contract award may be adjusted during the contract period or before delivery into the United States via contract amendment.

- **Notification of Changes:** The contractor must promptly notify the procurement officer in writing of any new, increased, or decreased Federal excise tax or duty that may result in either an increase or decrease in the contact price and shall take appropriate action as directed by the procurement officer.
- **After-imposed or Increased Taxes and Duties:** Any federal excise tax or duty for goods or services covered by this contract that was exempted or excluded on the contract award date but later imposed

on the contractor during the contract period, as the result of legislative, judicial, or administrative action may result in a price increase provided:

- a) The tax or duty takes effect after the contract award date and isn't otherwise addressed by the contract;
 - b) The contractor warrants, in writing, that no amount of the newly imposed federal excise tax or duty or rate increase was included in the contract price, as a contingency or otherwise.
- **After-relieved or Decreased Taxes and Duties:** The contract price shall be decreased by the amount of any decrease in federal excise tax or duty for goods or services under the contract, except social security or other employment [taxes](#), that the contractor is required to pay or bear, or does not obtain a refund of, through the contractor's fault, negligence, or failure to follow instructions of the procurement officer.
 - **State's Ability to Make Changes:** The state reserves the right to request verification of Federal excise tax or duty amounts on goods or services covered by this contract and increase or decrease the contract price accordingly.
 - **Price Change Threshold:** No adjustment shall be made in the contract price under this clause unless the amount of the adjustment exceeds \$250.

SECTION 8. ATTACHMENTS

SEC. 8.01 ATTACHMENTS

Attachments:

- 1) Proposal Evaluation Form
- 2) Cost Proposal (separate file)
- 3) Detailed Requirements & Responsive Document
- 4) Standard Contract Form for Goods and Non-Professional Services
- 5) Appendix B1
- 6) Notice of Intent to Award
- 7) Certification of Entitlement to the Alaska Bidder Preference
- 8) Offeror Information and Assurance Form
- 9) RFP Checklist

ATTACHMENT 1 PROPOSAL EVALUATION FORM

All proposals will be reviewed for responsiveness and then evaluated using the criteria set out herein.

Offeror Name: _____
Evaluator Name: _____
Date of Review: _____
RFP Number: **2020-1200-4534**

EVALUATION CRITERIA AND SCORING

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS PROPOSAL IS 100

5.01 Understanding of the Project—5 Percent
--

Maximum Point Value for this Section - 5 Points

100 Points x 5 Percent = 5 Points

Proposals will be evaluated against the questions set out below.

- 1) How well has the offeror demonstrated a thorough understanding of the purpose and scope of the project?

NOTES

- 2) How well has the offeror identified pertinent issues and potential problems related to the project?

NOTES:

- 3) To what degree has the offeror demonstrated an understanding of the deliverables the state expects it to provide?

NOTES:

- 4) Has the offeror demonstrated an understanding of the state's time schedule and can meet it?

NOTES:

EVALUATOR'S POINT TOTAL FOR 5.01: _____

5.02 Methodology and Management Plan Used for the Project—5 Percent
--

Maximum Point Value for this Section - 5 Points

100 Points x 5 Percent = 5 Points

Proposals will be evaluated against the questions set out below.

- 1) How comprehensive is the methodology and does it depict a logical approach to fulfilling the requirements of the RFP?

NOTES:

- 2) How well does the methodology match and achieve the objectives set out in the RFP?

NOTES:

- 3) How well does the management plan support all of the project requirements and logically lead to the deliverables required in the RFP?

NOTES:

4) How well is accountability completely and clearly defined?

NOTES:

5) How well does the management plan illustrate the lines of authority and communication?

NOTES:

6) Does it appear that the offeror can meet the schedule set out in the RFP?

NOTES:

7) Has the offeror gone beyond the minimum tasks necessary to meet the objectives of the RFP?

NOTES:

8) To what degree is the proposal practical and feasible?

NOTES:

9) To what extent has the offeror identified risks and potential problems?

NOTES:

EVALUATOR'S POINT TOTAL FOR 5.02: _____

5.03 Response to Requirements—25 Percent

Maximum Point Value for this Section - 25 Points

100 Points x 25 Percent = 25 Points

Proposals will be evaluated against the questions set out below.

1) How well does the response to detailed requirements reflect available product and service capabilities?

NOTES:

2) Do the narrative responses reflect a clear understanding of the desired scope of services?

NOTES:

3) Do the responses indicate a robust and capable application software architecture and functional capability?

NOTES:

4) Do the responses indicate a redundant and reliable system architecture? Are there caveats or exceptions to backup and recovery capabilities?

NOTES:

- 5) Do the responses affirm and comply with requirements for working within the state's system infrastructure and integration requirements?

NOTES:

- 6) Do the responses take exception to requirements for co-management of the application platform?

NOTES:

EVALUATOR'S POINT TOTAL FOR 5.03: _____

5.04 Experience and Qualifications—15 Percent
--

Maximum Point Value for this Section - 15 Points

100 Points x 15 Percent = 15 Points

Proposals will be evaluated against the questions set out below.

1) Questions regarding the personnel.

- a) Do the individuals assigned to the project have experience on similar projects?

NOTES:

- b) Are resumes complete and do they demonstrate backgrounds that would be desirable for individuals engaged in the work the RFP requires?

NOTES:

- c) How extensive is the applicable education and experience of the personnel designated to work on the project?

NOTES:

2) Questions regarding the firm.

- a) Has the firm demonstrated experience in completing similar projects on time and within budget?

NOTES:

- b) How successful is the general history of the firm regarding timely and successful completion of projects?

NOTES:

- c) Has the firm provided letters of reference from previous clients?

NOTES:

- d) If a subcontractor will perform work on the project, how well do they measure up to the evaluation used for the offeror?

NOTES:

EVALUATOR'S POINT TOTAL FOR 5.04: _____

EVALUATOR'S COMBINED POINT TOTAL FOR ALL EVALUATED SECTIONS: _____

5.05 Contract Cost — 40 Percent

Maximum Point Value for this Section — 40 Points

100 Points x 40 Percent = 40 Points

Overall, a minimum of 40 percent of the total evaluation points will be assigned to cost. The cost amount used for evaluation may be affected by one or more of the preferences referenced under Section 6.11.

Converting Cost to Points

The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined through the method set out in Section 6.15.

5.06 Alaska Offeror Preference — 10 Percent

Point Value for this Section — 10 Points

100 Points x 10 Percent = 10 Points

If an offeror qualifies for the Alaska Bidder Preference, the offeror will receive an Alaska Offeror Preference. The preference will be 10 percent of the total available points. This amount will be added to the overall evaluation score of each Alaskan offeror.

ATTACHMENT 3

DETAILED REQUIREMENTS & RESPONSIVE DOCUMENT

Vendor Name: _____

This document must be returned for your proposal to be considered responsive.

This section presents the required functional, technical and operational characteristics of the required systems and services. These requirements are presented in a tabular format; this section is formatted for use as a “turn-around” form where the proposing vendor may use a word processing application to directly enter their responses. Where “State” is identified, this should be interpreted as DPS, OIT, and/or FNSB.

Each of the enumerated items requires an affirmative narrative response from proposing vendors; vendor response areas are indicated by shading. Any supporting graphics or exhibits to responses must be clearly labeled in Discussion boxes and attached to the end of the document.

Any clarification or exceptions to the State’s requirements must be clearly stated in the narrative response. Note that changes or edits to the State’s requirements are prohibited.

Next to each requirement statement is a box (entitled “Code”) for proposer entry of one of the codes below:

<u>Response Code</u>	<u>Definition</u>
FP	Fully Provided with no exceptions
CU	Customization (Change to source code required)
CO	Configuration (Setup required with built-in tools and procedures but no change in source code is required)
NV	Provided in the next version of the software at no additional cost
RT	Provided with proposed Reporting Tools
NA	Not Available
TP	Third Party Software Required to Fully Provide Requirement

Note: Vendors must use one code only per requirement. Any requirement that is answered in any other way may be treated as non-responsive. The selected vendor must warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional requirements as included in this RFP. The detailed requirements in this RFP will become part of the selected software vendor's contract.

Additional uncoded sections request specific narrative responses regarding system architecture, functionality or the provision of vendor services.

BUNDLE 1 – PSAP PROVISIONING

FUNCTIONAL REQUIREMENTS

Compliance with Standards

The proposed system shall comply with the most recent and current editions of the following national standards and recommendations for system architecture, configuration, database management and performance (or better alternate).

Requirement	Code	Discussion
1. NENA 001.1.2: Next Generation 9-1-1 Public Safety Answering Point Requirements		
2. NENA 02-010: Recommended Formats & Protocols For ALI Data Exchange, ALI Response & GIS Mapping.		
3. NENA 08-501 (TID): Technical Information Document on the Network Interface to IP Capable PSAP.		
4. NENA 57-750: NG9-1-1 System and PSAP Operational Features and Capabilities Requirements Document		
5. NENA 58-001 (OID): IP PSAP 9-1-1 System Features and Capabilities Operational Information Document.		
6. NENA INF-016.2: Emergency Services IP Network Design		
7. NENA INF-003.1.1: Potential Points of Demarcation in NG9-1-1 Networks		
8. NENA 019.1: NG9-1-1 Call Processing Metrics		

System Integration

Requirement	Code	Discussion
1. Headsets: System to integrate with call taker/dispatch headsets and provide a two-way audio path with press-to-talk from radio consoles as well as telephony applications.		
2. CAD Systems: System to integrate with multiple CAD applications for transfer of E9-1-1 ANI/ALI as well as Wireless 9-1-1 location information and Text-to-911 dialog information.		
3. Smart911: System to integrate with Smart911 for outbound transfer of ANI information.		
4. Logging Recorders: System to integrate with logging recorders at each individual dispatch center.		
5. Master Clock: System to utilize locally-provided time synchronization source (NetClock) or Network Time Protocol (NTP).		
6. IP-based PBXs: Proposed system to integrate with Voice over IP-based private telephone systems.		

Management Information

Requirement	Code	Discussion
1. System to provide for periodic Management Information System (MIS) reporting of transaction volumes and system performance. <ul style="list-style-type: none"> a. Detail of MIS reporting to provide for individual PSAP and/or Statewide volumes and call taking performance. b. MIS reporting to provide for time of day and day of week summary reporting c. MIS reporting to provide for detailed and summary reporting of time-to-answer, time-to-transfer, and call duration. d. Reporting application to provide for selection of sorting or indexing keys by any formatted field. e. MIS to capture and report System Availability and response time to PSAP inquiries (e.g., ALI display). f. MIS and reporting application to allow access all captured data elements. 		
2. MIS reporting to be fully initialized prior to operational use of system by State and PSAPs; this includes procedures, routines and scripts for daily and periodic reporting.		
3. What is the proposed system's ability to archive call detail information into State-provided SQL servers and archive storage?		
4. How does the proposed system support Quality Assurance reviews of call taker performance?		

CAD Mapping Integration

Requirement	Code	Discussion
1. What is the proposed system's ability to interface with computer aided dispatch platforms?		
2. What CAD products have you developed ANI/ALI integrations?		
3. Identify the proposed approach to CAD integration, citing Open System Interconnection (OSI) layers and protocols to be implemented.		
4. How is the proposed system architected to provide for display of error messages in case of interface issues?		

BUNDLE 1

TECHNICAL REQUIREMENTS

This section specifies additional technical requirements, including connectivity, hardware, database, system performance, capacity, maintenance and security for the proposed system.

Connectivity and Network

Inquiry	Discussion
1. What are the connectivity and minimum network performance requirements of your proposed system? a. Within a physical PSAP? b. Between PSAPs? c. Between PSAPs and State Data Center? d. Remote access for technical support?	
2. What are the recommended protocols for the statewide wide area network (e.g., MPLS, BGP, etc?)	
3. Describe the design for communications among servers including WAN connectivity for off-site backup servers.	

Inquiry	Discussion
<p>4. Describe your approach and recommendations for network node and link redundancy (e.g., dual NICs, device allocation, routing protocols, etc.)</p>	
<p>5. What system interruptions or hardware failures would cause loss of a call-in-progress? What is your remedy for these scenarios?</p>	

Hardware and Operating Systems

Inquiry	Discussion
1. What are the server hardware, operating system and database management (SQL) requirements of your proposed system?	
2. What are the workstation hardware and operating system requirements of your proposed system?	
3. Outline your recommended system architecture, including client/server environment, database resiliency, web browser, third-party products, etc.	

Database Management System

Inquiry	Discussion
1. Ability to support locally-administered backup and recovery policies.	
2. Ability to support online centralized backup storage.	
3. What Structured Query Language (SQL) language capabilities are supported in the proposed configuration?	
4. What application software integration capabilities (APIs) are provided?	
5. What is the process for restoration of a failed database server? a. Application server b. Telecommunications server c. Database server	
6. What is the estimated time to restore databases in the proposed configuration?	

System Security

Inquiry	Discussion
1. Describe any exceptions or qualifications with respect to compliance with NENA standard 75-001: Security for Next-Generation 9-1-1 and NENA NG9-1-1 Security Information Document.	
2. What application security tools are proposed? How are user profiles organized for separation of administrative roles?	
3. Describe how access restrictions to the following areas are managed: a. Administrative tools b. Application/configuration access c. Query/reporting tools d. System generated reports	
4. What is included in the user security profile? How is the security profile defined?	

Performance Requirements

Requirement	Code	Discussion
1. System is to provide 99.999% availability, measured on a 24 hour per day, 7-day per week basis, accumulated over a one-year period. Vendor to note any exceptions.		
2. System is to support automated, unassisted restoration from outages. Describe your proposed approach to fault tolerance.		
3. System to provide positive, affirmative alert of off-line status or error conditions of servers and network nodes. Describe your approach for notifying end users and system administrators of error conditions.		
4. The system shall use appropriate redundancy to ensure that no single component failure will jeopardize any major function or performance capability.		
5. Describe your proposed approach for system recovery and restoration. What is the estimated time to restore application and telecommunications servers in the proposed configuration?		

System Capacity

Requirement	Code	Discussion
1. System storage and processing capacity shall be based on the following indicators of initial required system capacity: Service Population (Estimate) 400,000 Admin Calls (Estimate) 400,000 911 Calls (Annual Estimate) 100,000		
2. System shall retain a minimum of five (5) years of call history in an online configuration.		

VENDOR MAINTENANCE AND SUPPORT REQUIREMENTS

This section identifies the administrative, maintenance and support requirements of the proposed system.

Terms Defined

Updates are defined as any modification to application code or supporting objects, typically associated with a change in the minor version number (version enumeration: “major number [decimal] minor number”).

Upgrades are defined as an application with a later major version identifier, typically having substantially new functions and features.

Critical Problems are defined by the State’s authorized reporting individual and generally pertain to call answering and the retrieval of ALL information for use in answering emergency calls for service.

Serious Problems are defined by the State’s authorized reporting individual and generally pertain to administrative or non-critical features of the system.

Unless stated otherwise, a Business Day is defined as Monday through Friday, 8:00 AM to 5:00 PM Alaska Time.

Requirement	Code	Discussion
1. Vendor to apply all manufacturer recommended updates to application software during operational life of system (five years). Identify any contingent requirements (e.g., currency of software version).		
2. Vendor to provide a minimum one-year warranty after system acceptance by the State. Warranty to include correction of Critical and Serious issues reported during warranty period.		
3. Maintenance provider needs to respond to reports of Critical problems within one (1) hour of notification.		
4. Maintenance provider needs to ensure that any Critical issue is resolved within (i.e., time to restore does not exceed) four hours from initial notification.		
5. Maintenance provider needs to respond to reports of Serious problems within the first business day after notification.		
6. Maintenance provider needs to ensure that Serious problems are resolved within one Business Day after the first Business Day of notification.		
7. Maintenance vendor to maintain on-going trouble report tracking system and historical records of trouble reports. State to be provided access to trouble reporting (ticketing) system for case review.		
8. Proposed system to provide error logs and diagnostic information sufficient to support remote vendor troubleshooting.		
9. State to acquire and provide spare parts for warehousing locally. Identify the minimum recommended spares package.		
10. Vendor to ensure that all image, backup, profile and configuration information sufficient to restore any particular platform is provided and sustained locally.		

Requirement	Code	Discussion
11. Vendor to utilize remote access for system and application diagnostics and maintenance. Vendor to coordinate Virtual Private Network (VPN) or other secure access requirements with OIT.		
12. The State intends to allocate local and remote technical support staff for the proposed platform. As necessary, the maintenance provider needs to anticipate the need for on-site, factory-trained staff, capable of supporting the installation and diagnosis of issues with this platform. Describe the minimum necessary qualifications of local maintenance support personnel.		
13. Ability for the State to administer appropriate system features and configuration without voiding warranty or support agreements.		
14. Vendor to provide full set of technical and maintenance documentation at the primary installation locations.		
15. Vendor to coordinate all maintenance activities with each installation location. Vendor and customers need to agree to migration checklist and notification schedule for any activities impacting public safety operations.		
16. Vendor needs to proactively coordinate and communicate with other service providers and carriers to resolve system installation and operational issues.		

System Update Process

Inquiry	Discussion
1. How are application patches deployed? How are updates staged before promotion to production? What is the impact on live operations?	
2. How are 'hot fixes' applied (i.e., updates applied to operational/live system)?	
3. What is the application update frequency?	
4. Remote access by the vendor is presumed for both updates and technical support. What (if any) updates are proposed for installation by local resources?	

BUNDLE 1

REQUIRED IMPLEMENTATION SERVICES

This section specifies the implementation services to be provided by the contractor. The contractor shall assume total "turn-key" responsibility for the design, delivery, implementation, functional operation, and performance of the proposed system. The contractor shall develop a work breakdown structure and schedule; establish and maintain the project tracking system; and manage the ongoing project. Required implementation deliverables include:

- A. **Project Management Plan**, provided at initiation of work program. Project Management Plan to include identification of named individuals, their roles and contact information. Plan to include vendor's project communications, status reports and periodic meetings.
- B. **Implementation Plan and Project Schedule** as initial deliverables. Implementation Plan to include description of State, FNSB, vendor and third-party task responsibilities; data conversion/data migration plan; and Project Schedule to identify critical path elements and target milestone dates.
- C. **Detailed System Design** for installation, initialization and system operation. The contractor shall prepare detailed specifications of recommended system hardware, application software, interfaces, databases, operating procedures, training programs, testing plans, cut-over plans, and documentation libraries. When accepted by the State, this document is envisioned as a payment milestone. When the implementation is completed, this document would be updated by Vendor with any final edits and 'as built' documentation.
- D. **Acceptance Test Plan and Test Procedures**; documentation to be provided thirty (30) days in advance of scheduled testing activities with State and PSAP participation.
- E. **Training Plan, Syllabus, Training Materials and Training Schedule**; documentation to be provided thirty (30) days in advance of training sessions.
- F. **Periodic Project Status**; written status reports, provided no less than monthly through the duration of implementation project; status meetings in person or via teleconference at least monthly and more frequently as project activity accelerates

Overall System Implementation and Performance

Requirement	Code	Discussion
1. The contractor shall be generally responsible for system design, application software and overall system implementation activities. The contractor shall accept the responsibility for the performance of all of these tasks either by the contractor's personnel or their subcontractor(s).		
2. For tasks to be performed by an agency or agencies other than the contractor or its subcontractors, the contractor shall provide the necessary information and guidance in a concise, efficient and timely manner to ensure the proper performance of these tasks.		
3. The contractor shall demonstrate through the successful completion of the preliminary and final acceptance tests that the system will perform as specified in this RFP, the contractor's proposal, and all accepted design documents.		

Project Planning and Management

Requirement	Code	Discussion
1. Develop a final breakdown of the project into phases, tasks, and subtasks. Prepare a written description of each phase, task, and subtask and identify staff assignments and responsibilities (particularly State, FNSB or PSAP staff).		
2. With customer agreement, finalize the project schedule, identifying the scheduled completion date of each phase and task.		
3. Set up and initialize a project status tracking system. The tracking system shall be established and maintained so as to enable the State's project director and the contractor project manager to readily determine, at any time upon demand, the current level of progress to date on the entire project and any phase, task, or subtask, in terms of schedule days and dollars expended versus planned.		
4. Closely monitor the status and progress of the project on a continuous basis. Advise the State immediately of any problems, issues, changes or opportunities. At the end of each month, submit to the State a written progress report identifying tasks completed during the month; the status of ongoing activities; and plans for the next month. The report should also cover any current problems or opportunities.		

Detailed Design

Requirement	Code	Discussion
1. Finalize the hardware configuration in cooperation with State and FNSB participation. Provide any technical specifications and configuration information needed for the State to order or implement hardware or equipment.		
2. Finalize the functional application software specifications and configuration settings.		
3. Finalize the interface definitions. Specify the hardware and software requirements of each interface in sufficient detail to enable those responsible for the external system to prepare their systems for connection with the new system.		
4. Finalize the database functional capabilities. Prepare and submit documentation describing the structure and organization of the databases. Prepare detailed forms and instructions for data collection, data load, conversion, and validation.		
5. Finalize the training program. Prepare and submit a detailed training syllabus and detailed outlines of all training and evaluation materials.		
6. Finalize the testing program. Submit a detailed outline of the final acceptance test plan and testing materials (e.g., test cases).		
7. Finalize and submit a detailed outline and progression of the go-live/cut-over plan.		
8. Prepare and submit a detailed outline for each major deliverable document.		
9. Submit all of the detailed design materials to the State for review and approval. Obtain State approval to proceed with scheduling and installation.		

Procurement and Installation

Requirement	Code	Discussion
1. Contractor will provide test equipment and staffing to support installation, testing and certification of carrier circuits, including 9-1-1 trunks and admin line provisioning.		
2. State will install all computer operating systems, database management systems and other required support software. Contractor will develop, deliver and install application software. Contractor to perform preliminary testing and debugging to ensure proper operation of the software configuration. Proposer to declare most recent operating platforms (e.g., server operating system and SQL versions).		
3. State will interconnect the system to all of the external interfacing systems. Contractor to independently verify the proper operation of all interfaces.		
4. Jointly with State and PSAP personnel, conduct a thorough review of all installation work. Verify that all required subsystems and equipment have been procured, delivered, and installed. Review test results to verify that the systems are ready for training, acceptance testing, and cut-over. Obtain State and FNSB approval to proceed with training.		

Acceptance Testing

Requirement	Code	Discussion
1. Prepare all test equipment, test scenarios, test data sets, operator instructions, checklists, worksheets, evaluation forms, and other materials necessary to conduct the final acceptance test.		
2. In the presence of State and PSAP representatives, conduct a complete and thorough test of the entire system using the previously developed and approved acceptance test plan and test materials. The test shall include operation of all elements of the system under peak workloads. Vendor to document and certify test results.		
3. Jointly with State and PSAP representatives, evaluate the acceptance test results. Identify any areas where the system fails to meet specifications. Vendor to develop plans for corrective action.		
4. Implement any necessary changes to correct deficiencies uncovered in the acceptance tests. In the presence of the State and PSAP representatives, conduct retests of the affected portions of the system or, at the option of the State, the entire system. Upon successful conclusion of all elements of the test, submit a report to the State describing the current status of the system and its readiness for phase over.		

Training

Requirement	Code	Discussion
1. Vendor will complete functional testing and obtain customer acceptance of installed system prior to training and beneficial use.		
2. Prepare and provide all equipment, training scenarios, data files, manuals, visual aids, handouts, test sheets, and other materials required for training programs.		
3. Conduct classroom and hands-on system operational training for participant staff in both Fairbanks and Anchorage. The training shall cover routine operation and usage of all elements of the system.		
4. Conduct classroom and hands-on system support training for State and FNSB technical staff in Alaska. Training on system shall cover familiarization with the subsystems, configuration, and documentation as well as all of the operating procedures including preventive and remedial maintenance procedures which will become local responsibilities. Software support training shall include a thorough walk-through of the application documentation.		
5. Training Curricula to include: <ul style="list-style-type: none"> a. <i>PSAP Call Taker Training</i> – Routine operation of the system including system configuration, call routing, peripherals, call taker applications and user interfaces. b. <i>Supervisory Training</i> – Routine operation of management functions, such as periodic reporting, ad hoc reporting, and interpretation of report information. c. <i>Administration & Maintenance Training</i> – Performance of all routine system administration and periodic maintenance tasks, including periodic reports, error and alert messages, system logs, configuration management, password administration, system recovery, etc. d. <i>Carrier Training</i> – Data entry, maintenance and update procedures for ALI DBMS. 		

Requirement	Code	Discussion
6. Proposed training schedules to be coordinated and mutually agreed to with no less than thirty (30) days' notice.		
7. Vendor to make available online training through recorded or live/interactive sessions for the operational life of the system. If interactive, then no less than four times annually.		

Operational Cut-Over

Requirement	Code	Discussion
1. Jointly with State and PSAP staff, conduct a final review to determine if the systems, facilities, staff and plan are ready for cut-over. Identify and correct any deficiencies, and obtain State approval to proceed		
2. Execute the cut-over of the system into full operation. The contractor shall function as the transition manager, directing and coordinating the efforts of its staff, other contractors, carriers, and the State's PSAPs. Vendor shall have on-site technical presence during cutover.		

Performance Validation Period

Requirement	Code	Discussion
The first ninety (90) calendar days of system performance following the completion of all parts of the operational phase over shall be considered a performance validation period. During this period the system must demonstrate its specified performance, availability, and functionality in a live operational environment. Any deficiencies which become apparent during the monitoring period will result in an extension of the monitoring period as long as required for correction and retest.		

Documentation

Requirement	Code	Discussion
1. The contractor shall prepare, finalize, and deliver to the State all final documentation in accordance with the approved documentation plan. The system shall be completely documented as of Final Acceptance, including installation and configuration notes, to include “as built” drawings and a full set of configuration and application software documentation. All documentation to be provided in electronic formats.		
2. The documentation shall be at a level of detail which provides answers to technical or operational questions without recourse to the contractor or other vendors. Documentation shall include at least operations manuals, network engineering and maintenance documentation, installation instructions, application system software and database documentation.		
3. State and FNSB shall be granted a license to duplicate documentation for internal use including participating PSAPs.		

Final Review and System Acceptance

Requirement	Code	Discussion
1. The State will make final payment only upon successful completion of at least the following items: <ul style="list-style-type: none">a. Transfer of all product licenses with associated terms and conditions to the State.b. Acceptance by the State of all test reports, documentation, training, and final review reports.c. Completion as per the terms and conditions of the initial and amended contract.d. Completion as per the Statement of Work.e. Completion as per the RFP, proposal, and Accepted Design documents.f. Completion of the Performance Monitoring Period.g. Acceptance and written approval by the State.h. Completion of the final review shall complete the project and commence the Warranty phase.		

Warranty Control Period

Requirement	Code	Discussion
1. The contractor shall tabulate and administer all warranties applicable to the system, subsystems, software and services supplied.		
2. The warranty control period shall be deemed completed when all warranties have expired or have been deemed complete by mutual agreement.		

BUNDLE 2 – ALI DBMS

FUNCTIONAL REQUIREMENTS

Compliance with Standards

The proposed system shall comply with the most recent and current editions of the following national standards and recommendations for system architecture, configuration, database management and performance (or better alternate).

Requirement	Code	Discussion
1. NENA 02-010: Recommended Formats & Protocols For ALI Data Exchange, ALI Response & GIS Mapping.		
2. NENA 02-011: Recommended Data Standards for Local Exchange Carriers, ALI Service Providers & 911 Jurisdictions.		
3. NENA 08-501 (TID): Technical Information Document on the Network Interface to IP Capable PSAP.		
4. NENA 58-001 (OID): IP PSAP 9-1-1 System Features and Capabilities Operational Information Document.		
5. NENA 71-001: Standard for NG9-1-1 Additional Data.		
6. NENA 006: NG9-1-1 GIS Data Model		
7. NENA 004.1.1: NG9-1-1 United States Civic Location Data Exchange Format (CLDXF)		
8. NENA 002.1: NG9-1-1 Data Management Requirements		

Geographic Information Systems

Requirement	Code	Discussion
1. What is your conformance with NENA 71-501: Information Document for Synchronizing Geographic Information System databases with MSAG & ALI?		
2. What is the proposed ability to provide electronic messaging between end users (call takers, ALI database administrators, and GIS analysts) for reporting of addressing, MSAG and mapping issues?		
3. What national standards and best practice recommendations do your applications and geographic data management support (e.g., FGDC United States Thoroughfare, Landmark, Postal Address Data Standard, etc?)		

Automatic Location Information Database Management

Requirement	Code	Discussion
1. What is your product capability to support ALI database management applications?		
2. What are the key functions and features of your ALI database applications?		
3. What is the ability to transfer GIS files to ALI database applications (MSAG) with minimal conversion or translation?		
4. What are the daily administrative and database management requirements of FNSB staff?		
5. How does your database architecture support the integrity of FNSB's legitimate (statutory) addressing authority?		
6. What is the ability to export a telephone number and address database for use in outbound notification systems?		

BUNDLE 2

TECHNICAL REQUIREMENTS

This section specifies additional technical requirements, including connectivity, hardware, database, system performance, capacity, maintenance and security for the proposed system.

Connectivity and Network

Inquiry	Discussion
1. What are the connectivity and minimum network performance requirements of your proposed system? a. Within a physical PSAP? b. Between PSAPs? c. Between PSAPs and State Data Center? d. Remote access for technical support?	
2. What are the recommended protocols for the statewide wide area network (e.g., MPLS, BGP, etc?)	
3. Describe the design for communications among servers including WAN connectivity for off-site backup servers.	

Inquiry	Discussion
<p>4. Describe your approach and recommendations for network node and link redundancy (e.g., dual NICs, device allocation, routing protocols, etc.)</p>	
<p>5. What system interruptions or hardware failures would cause loss of a call-in-progress? What is your remedy for these scenarios?</p>	

Hardware and Operating Systems

Inquiry	Discussion
1. What are the server hardware, operating system and database management (SQL) requirements of your proposed system?	
2. What are the workstation hardware and operating system requirements of your proposed system?	
3. Outline your recommended system architecture, including client/server environment, database resiliency, web browser, third-party products, etc.	

Database Management System

Inquiry	Discussion
1. Ability to support locally-administered backup and recovery policies.	
2. Ability to support online centralized backup storage.	
3. What Structured Query Language (SQL) language capabilities are supported in the proposed configuration?	
4. What application software integration capabilities (APIs) are provided?	
5. What is the process for restoration of a failed database server? a. Application server b. Telecommunications server c. Database server	
6. What is the estimated time to restore databases in the proposed configuration?	

System Security

Inquiry	Discussion
1. Describe any exceptions or qualifications with respect to compliance with NENA standard 75-001: Security for Next-Generation 9-1-1 and NENA NG9-1-1 Security Information Document.	
2. What application security tools are proposed? How are user profiles organized for separation of administrative roles?	
3. Describe how access restrictions to the following areas are managed: a. Administrative tools b. Application/configuration access c. Query/reporting tools d. System generated reports	
4. What is included in the user security profile? How is the security profile defined?	

Performance Requirements

Requirement	Code	Discussion
1. System is to provide 99.999% availability, measured on a 24 hour per day, 7-day per week basis, accumulated over a one-year period. Vendor to note any exceptions.		
2. System is to support automated, unassisted restoration from outages. Describe your proposed approach to fault tolerance.		
3. System to provide positive, affirmative alert of off-line status or error conditions of servers and network nodes. Describe your approach for notifying end users and system administrators of error conditions.		
4. The system shall use appropriate redundancy to ensure that no single component failure will jeopardize any major function or performance capability.		
5. Describe your proposed approach for system recovery and restoration. What is the estimated time to restore application and telecommunications servers in the proposed configuration?		

System Capacity

Requirement	Code	Discussion
1. System storage and processing capacity shall be based on the following indicators of initial required system capacity: Service Population (Estimate) 400,000 Admin Calls (Estimate) 400,000 911 Calls (Annual Estimate) 100,000		
2. System shall retain a minimum of five (5) years of call history in an online configuration.		

BUNDLE 2

VENDOR MAINTENANCE AND SUPPORT REQUIREMENTS

This section identifies the administrative, maintenance and support requirements of the proposed system.

Terms Defined

Updates are defined as any modification to application code or supporting objects, typically associated with a change in the minor version number (version enumeration: “major number [decimal] minor number”).

Upgrades are defined as an application with a later major version identifier, typically having substantially new functions and features.

Critical Problems are defined by the State’s authorized reporting individual and generally pertain to call answering and the retrieval of ALL information for use in answering emergency calls for service.

Serious Problems are defined by the State’s authorized reporting individual and generally pertain to administrative or non-critical features of the system.

Unless stated otherwise, a Business Day is defined as Monday through Friday, 8:00 AM to 5:00 PM Alaska Time.

Requirement	Code	Discussion
1. Vendor to apply all manufacturer recommended updates to application software during operational life of system (five years). Identify any contingent requirements (e.g., currency of software version).		
2. Vendor to provide a minimum one-year warranty after system acceptance by the State. Warranty to include correction of Critical and Serious issues reported during warranty period.		
3. Maintenance provider needs to respond to reports of Critical problems within one (1) hour of notification.		
4. Maintenance provider needs to ensure that any Critical issue is resolved within (i.e., time to restore does not exceed) four hours from initial notification.		
5. Maintenance provider needs to respond to reports of Serious problems within the first business day after notification.		
6. Maintenance provider needs to ensure that Serious problems are resolved within one Business Day after the first Business Day of notification.		
7. Maintenance vendor to maintain on-going trouble report tracking system and historical records of trouble reports. State to be provided access to trouble reporting (ticketing) system for case review.		
8. Proposed system to provide error logs and diagnostic information sufficient to support remote vendor troubleshooting.		
9. State to acquire and provide spare parts for warehousing locally. Identify the minimum recommended spares package.		
10. Vendor to ensure that all image, backup, profile and configuration information sufficient to restore any particular platform is provided and sustained locally.		

Requirement	Code	Discussion
11. Vendor to utilize remote access for system and application diagnostics and maintenance. Vendor to coordinate Virtual Private Network (VPN) or other secure access requirements with OIT.		
12. The State intends to allocate local and remote technical support staff for the proposed platform. As necessary, the maintenance provider needs to anticipate the need for on-site, factory-trained staff, capable of supporting the installation and diagnosis of issues with this platform. Describe the minimum necessary qualifications of local maintenance support personnel.		
13. Ability for the State to administer appropriate system features and configuration without voiding warranty or support agreements.		
14. Vendor to provide full set of technical and maintenance documentation at the primary installation locations.		
15. Vendor to coordinate all maintenance activities with each installation location. Vendor and customers need to agree to migration checklist and notification schedule for any activities impacting public safety operations.		
16. Vendor needs to proactively coordinate and communicate with other service providers and carriers to resolve system installation and operational issues.		

System Update Process

Inquiry	Discussion
1. How are application patches deployed? How are updates staged before promotion to production? What is the impact on live operations?	
2. How are 'hot fixes' applied (i.e., updates applied to operational/live system)?	
3. What is the application update frequency?	
4. Remote access by the vendor is presumed for both updates and technical support. What (if any) updates are proposed for installation by local resources?	

BUNDLE 2

REQUIRED IMPLEMENTATION SERVICES

This section specifies the implementation services to be provided by the contractor. The contractor shall assume total "turn-key" responsibility for the design, delivery, implementation, functional operation, and performance of the proposed system. The contractor shall develop a work breakdown structure and schedule; establish and maintain the project tracking system; and manage the ongoing project. Required implementation deliverables include:

- A. **Project Management Plan**, provided at initiation of work program. Project Management Plan to include identification of named individuals, their roles and contact information. Plan to include vendor's project communications, status reports and periodic meetings.
- B. **Implementation Plan and Project Schedule** as initial deliverables. Implementation Plan to include description of State, FNSB, vendor and third-party task responsibilities; data conversion/data migration plan; and Project Schedule to identify critical path elements and target milestone dates.
- C. **Detailed System Design** for installation, initialization and system operation. The contractor shall prepare detailed specifications of recommended system hardware, application software, interfaces, databases, operating procedures, training programs, testing plans, cut-over plans, and documentation libraries. When accepted by the State, this document is envisioned as a payment milestone. When the implementation is completed, this document would be updated by Vendor with any final edits and 'as built' documentation.
- D. **Acceptance Test Plan and Test Procedures**; documentation to be provided thirty (30) days in advance of scheduled testing activities with State and PSAP participation.
- E. **Training Plan, Syllabus, Training Materials and Training Schedule**; documentation to be provided thirty (30) days in advance of training sessions.
- F. **Periodic Project Status Reports**; written status reports, provided no less than bi-weekly through the duration of implementation project.

Overall System Implementation and Performance

Requirement	Code	Discussion
1. The contractor shall be generally responsible for system design, application software and overall system implementation activities. The contractor shall accept the responsibility for the performance of all of these tasks either by the contractor's personnel or their subcontractor(s).		
2. For tasks to be performed by an agency or agencies other than the contractor or its subcontractors, the contractor shall provide the necessary information and guidance in a concise, efficient and timely manner to ensure the proper performance of these tasks.		
3. The contractor shall demonstrate through the successful completion of the preliminary and final acceptance tests that the system will perform as specified in this RFP, the contractor's proposal, and all accepted design documents.		

Project Planning and Management

Requirement	Code	Discussion
1. Develop a final breakdown of the project into phases, tasks, and subtasks. Prepare a written description of each phase, task, and subtask and identify staff assignments and responsibilities (particularly State, FNSB or PSAP staff).		
2. With customer agreement, finalize the project schedule, identifying the scheduled completion date of each phase and task.		
3. Set up and initialize a project status tracking system. The tracking system shall be established and maintained so as to enable the State's project director and the contractor project manager to readily determine, at any time upon demand, the current level of progress to date on the entire project and any phase, task, or subtask, in terms of schedule days and dollars expended versus planned.		
4. Closely monitor the status and progress of the project on a continuous basis. Advise the State immediately of any problems, issues, changes or opportunities. At the end of each month, submit to the State a written progress report identifying tasks completed during the month; the status of ongoing activities; and plans for the next month. The report should also cover any current problems or opportunities.		

Detailed Design

Requirement	Code	Discussion
1. Finalize the hardware configuration in cooperation with State and FNSB participation. Provide any technical specifications and configuration information needed for the State to order or implement hardware or equipment.		
2. Finalize the functional application software specifications and configuration settings.		
3. Finalize the interface definitions. Specify the hardware and software requirements of each interface in sufficient detail to enable those responsible for the external system to prepare their systems for connection with the new system.		
4. Finalize the database functional capabilities. Prepare and submit documentation describing the structure and organization of the databases. Prepare detailed forms and instructions for data collection, data load, conversion, and validation.		
5. Finalize the training program. Prepare and submit a detailed training syllabus and detailed outlines of all training and evaluation materials.		
6. Finalize the testing program. Submit a detailed outline of the final acceptance test plan and testing materials (e.g., test cases).		
7. Finalize and submit a detailed outline and progression of the go-live/cut-over plan.		
8. Prepare and submit a detailed outline for each major deliverable document.		
9. Submit all of the detailed design materials to the State for review and approval. Obtain State approval to proceed with scheduling and installation.		

Procurement and Installation

Requirement	Code	Discussion
1. Contractor will provide test equipment and staffing to support installation, testing and certification of carrier circuits, including 9-1-1 trunks and admin line provisioning.		
2. State will install all computer operating systems, database management systems and other required support software. Contractor will develop, deliver and install application software. Contractor to perform preliminary testing and debugging to ensure proper operation of the software configuration. Proposer to declare most recent operating platforms (e.g., server operating system and SQL versions).		
3. State will interconnect the system to all of the external interfacing systems. Contractor to independently verify the proper operation of all interfaces.		
4. Jointly with State and PSAP personnel, conduct a thorough review of all installation work. Verify that all required subsystems and equipment have been procured, delivered, and installed. Review test results to verify that the systems are ready for training, acceptance testing, and cut-over. Obtain State and FNSB approval to proceed with training.		

Acceptance Testing

Requirement	Code	Discussion
1. Prepare all test equipment, test scenarios, test data sets, operator instructions, checklists, worksheets, evaluation forms, and other materials necessary to conduct the final acceptance test.		
2. In the presence of State and PSAP representatives, conduct a complete and thorough test of the entire system using the previously developed and approved acceptance test plan and test materials. The test shall include operation of all elements of the system under peak workloads. Vendor to document and certify test results.		
3. Jointly with State and PSAP representatives, evaluate the acceptance test results. Identify any areas where the system fails to meet specifications. Vendor to develop plans for corrective action.		
4. Implement any necessary changes to correct deficiencies uncovered in the acceptance tests. In the presence of the State and PSAP representatives, conduct retests of the affected portions of the system or, at the option of the State, the entire system. Upon successful conclusion of all elements of the test, submit a report to the State describing the current status of the system and its readiness for phase over.		

Training

Requirement	Code	Discussion
1. Vendor will complete functional testing and obtain customer acceptance of installed system prior to training and beneficial use.		
2. Prepare and provide all equipment, training scenarios, data files, manuals, visual aids, handouts, test sheets, and other materials required for training programs.		
3. Conduct classroom and hands-on system operational training for participant staff in both Fairbanks and Anchorage. The training shall cover routine operation and usage of all elements of the system.		
4. Conduct classroom and hands-on system support training for State and FNSB technical staff in Alaska. Training on system shall cover familiarization with the subsystems, configuration, and documentation as well as all of the operating procedures including preventive and remedial maintenance procedures which will become local responsibilities. Software support training shall include a thorough walk-through of the application documentation.		
5. Training Curricula to include: <ul style="list-style-type: none"> a. <i>PSAP Call Taker Training</i> – Routine operation of the system including system configuration, call routing, peripherals, call taker applications and user interfaces. b. <i>Supervisory Training</i> – Routine operation of management functions, such as periodic reporting, ad hoc reporting, and interpretation of report information. c. <i>Administration & Maintenance Training</i> – Performance of all routine system administration and periodic maintenance tasks, including periodic reports, error and alert messages, system logs, configuration management, password administration, system recovery, etc. d. <i>Carrier Training</i> – Data entry, maintenance and update procedures for ALI DBMS. 		

Requirement	Code	Discussion
6. Proposed training schedules to be coordinated and mutually agreed to with no less than thirty (30) days' notice.		
7. Vendor to make available online training through recorded or live/interactive sessions for the operational life of the system. If interactive, then no less than four times annually.		

Operational Cut-Over

Requirement	Code	Discussion
1. Jointly with State and PSAP staff, conduct a final review to determine if the systems, facilities, staff and plan are ready for cut-over. Identify and correct any deficiencies, and obtain State approval to proceed		
2. Execute the cut-over of the system into full operation. The contractor shall function as the transition manager, directing and coordinating the efforts of its staff, other contractors, carriers, and the State's PSAPs. Vendor shall have on-site technical presence during cutover.		

Performance Validation Period

Requirement	Code	Discussion
The first ninety (90) calendar days of system performance following the completion of all parts of the operational phase over shall be considered a performance validation period. During this period the system must demonstrate its specified performance, availability, and functionality in a live operational environment. Any deficiencies which become apparent during the monitoring period will result in an extension of the monitoring period as long as required for correction and retest.		

Documentation

Requirement	Code	Discussion
1. The contractor shall prepare, finalize, and deliver to the State all final documentation in accordance with the approved documentation plan. The system shall be completely documented as of Final Acceptance, including installation and configuration notes, to include “as built” drawings and a full set of configuration and application software documentation. All documentation to be provided in electronic formats.		
2. The documentation shall be at a level of detail which provides answers to technical or operational questions without recourse to the contractor or other vendors. Documentation shall include at least operations manuals, network engineering and maintenance documentation, installation instructions, application system software and database documentation.		
3. State and FNSB shall be granted a license to duplicate documentation for internal use including participating PSAPs.		

Final Review and System Acceptance

Requirement	Code	Discussion
<p>1. The State will make final payment only upon successful completion of at least the following items:</p> <ul style="list-style-type: none">a. Transfer of all product licenses with associated terms and conditions to the State.b. Acceptance by the State of all test reports, documentation, training, and final review reports.c. Completion as per the terms and conditions of the initial and amended contract.d. Completion as per the Statement of Work.e. Completion as per the RFP, proposal, and Accepted Design documents.f. Completion of the Performance Monitoring Period.g. Acceptance and written approval by the State.h. Completion of the final review shall complete the project and commence the Warranty phase.		

Warranty Control Period

Requirement	Code	Discussion
<p>1. The contractor shall tabulate and administer all warranties applicable to the system, subsystems, software and services supplied.</p>		
<p>2. The warranty control period shall be deemed completed when all warranties have expired or have been deemed complete by mutual agreement.</p>		

Bundles 3 and 4

Compliance with Standards

The proposed system shall comply with the most recent and current editions of the following national standards and recommendations for system architecture, configuration, database management and performance.

Requirement	Code	Discussion
1. NENA 71-502 Overview of NG9-1-1 Policy Rules		
2. NENA 010.2 Detailed Functional and Interface Standards for the NENA i3 Solution		
3. NENA 012.2 NG9-1-1 Additional Data		
4. NENA 005.1.1 Provisioning and Maintenance of GIS data to ECRF and LVFs		
5. NENA 027.1 Information Document for Location Validation Function Consistency		
6. NENA 009.1 Requirements for a National Forest Guide		

ATTACHMENT 4

STANDARD CONTRACT FORM Goods and Non-Professional Services

The parties' contract comprises this Standard Contract Form, as well as its referenced Articles and their associated Appendices

1. Agency Contract Number	2. Contract Title	3. Agency Fund Code See Appendix D	4. Agency Appropriation Code See Appendix D
5. Vendor Number	6. IRIS Document ID #	7. Alaska Business License Number	
This contract is between the State of Alaska,			
8. Department of	Division	hereafter the State, and	
9. Contractor		hereafter the Contractor	
Mailing Address	Street or P.O. Box	City	State ZIP+4

<p>10.</p> <p>ARTICLE 1. Appendices: Appendices referred to in this contract and attached to it are considered part of it.</p> <p>ARTICLE 2. Performance of Contract:</p> <p>2.1 Appendix A (General Conditions), Items 1 through 18, govern contract performance.</p> <p>2.2 Appendix B sets forth the liability and insurance provisions of this contract.</p> <p>2.3 Appendix C sets forth the scope of work/services to be performed by the contractor.</p> <p>ARTICLE 3. Period of Performance: The period of performance for this contract begins _____, and ends _____.</p> <p>ARTICLE 4. Considerations:</p> <p>4.1 In full consideration of the contractor's performance under this contract, the State shall pay the contractor a sum not to exceed \$_____ in accordance with the provisions of Appendix D.</p> <p>4.2 When billing the State, the contractor shall refer to the Agency Contract Number and send the billing to:</p>	
11. Department of	Attention: Division of
Mailing Address	Attention:

12. CONTRACTOR	13. CONTRACTING AGENCY
Name of Firm	Department/Division
Signature of Authorized Representative	Signature of Procurement Officer
Typed or Printed Name of Authorized Representative	Typed or Printed Name of Procurement Officer
Date	Date

SCF.DOC (Rev. 04/14)

APPENDIX A

GENERAL CONDITIONS

1. Inspections and Reports:

The department may inspect, in the manner and at reasonable times it considers appropriate, all of the contractor's facilities and activities under this contract. The contractor shall make progress and other reports in the manner and at the times the department reasonably requires.

2. Suitable Materials, Etc.:

Unless otherwise specified, all materials, supplies or equipment offered by the contractor shall be new, unused, and of the latest edition, version, model or crop and of recent manufacture.

3. Disputes:

If the contractor has a claim arising in connection with the contract that it cannot resolve with the State by mutual agreement, it shall pursue the claim, if at all, in accordance with the provisions of AS 36.30.620-AS 36.30.632

4. Default:

In case of default by the contractor, for any reason whatsoever, the State of Alaska may procure the goods or services from another source and hold the contractor responsible for any resulting excess cost and may seek other remedies under law or equity.

5. No Assignment or Delegation:

The contractor may not assign or delegate this contract, or any part of it, or any right to any of the money to be paid under it, except with the written consent of the Procurement Officer.

6. No Additional Work or Material:

No claim for additional supplies or services, not specifically provided in this contract, performed or furnished by the contractor, will be allowed, nor may the contractor do any work or furnish any material not covered by the contract unless the work or material is ordered in writing by the Procurement Officer.

7. Independent Contractor:

The contractor and any agents and employees of the contractor act in an independent capacity and are not officers or employees or agents of the State in the performance of this contract.

8. Payment of Taxes:

As a condition of performance of this contract, the contractor shall pay all federal, State, and local taxes incurred by the contractor and shall require their payment by any subcontractor or any other persons in the performance of this contract. Satisfactory performance of this paragraph is a condition precedent to payment by the State under this contract.

9. Compliance:

In the performance of this contract, the contractor must comply with all applicable federal, state, and borough regulations, codes, and laws, and be liable for all required insurance, licenses, permits and bonds.

10. Conflicting Provisions:

Unless specifically amended and approved by the Department of Law, the terms of this contract supersede any provisions the contractor may seek to add. The contractor may not add additional or different terms to this contract; AS 45.02.207(b)(1). The contractor specifically acknowledges and agrees that, among other things, provisions in any documents it seeks to append hereto that purport to (1) waive the State of Alaska's sovereign immunity, (2) impose indemnification obligations on the State of Alaska, or (3) seek to limit liability of the contractor for acts of contractor negligence, are expressly superseded by this contract and are void.

11. Officials Not to Benefit:

Contractor must comply with all applicable federal or State laws regulating ethical conduct of public officers and employees.

12. Contract Prices:

Contract prices for commodities must be in U.S. funds and include applicable federal duty, brokerage fees, packaging, and transportation cost to the FOB point so that upon transfer of title the commodity can be utilized without further cost. Prices for services must be in U.S. funds and include applicable federal duty, brokerage fee, packaging, and transportation cost so that the services can be provided without further cost.

13. Contract Funding:

Contractors are advised that funds are available for the initial purchase and/or the first term of the contract. Payment and performance obligations for succeeding purchases and/or additional terms of the contract are subject to the availability and appropriation of funds.

14. Force Majeure:

The parties to this contract are not liable for the consequences of any failure to perform, or default in performing, any of their obligations under this Agreement, if that failure or default is caused by any unforeseeable Force Majeure, beyond the control of, and without the fault or negligence of, the respective party. For the purposes of this Agreement, Force Majeure will mean war (whether declared or not); revolution; invasion; insurrection; riot; civil commotion; sabotage; military or usurped power; lightning; explosion; fire; storm; drought; flood; earthquake; epidemic; quarantine; strikes; acts or restraints of governmental authorities affecting the project or directly or indirectly prohibiting or restricting the furnishing or use of materials or labor required; inability to secure materials, machinery, equipment or labor because of priority, allocation or other regulations of any governmental authorities.

15. Contract Extension:

Unless otherwise provided, the State and the contractor agree: (1) that any holding over of the contract excluding any exercised renewal options, will be considered as a month-to-month extension, and all other terms and conditions shall remain in full force and effect, and (2) to provide written notice to the other party of the intent to cancel such month-to-month extension at least thirty (30) days before the desired date of cancellation.

16. Severability:

If any provision of the contract is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the parties will be construed and enforced as if the contract did not contain the particular provision held to be invalid.

17. Continuing Obligation of Contractor:

Notwithstanding the expiration date of this contract, the contractor is obligated to fulfill its responsibilities until warranty, guarantee, maintenance and parts availability requirements have completely expired.

18. Governing Law; Forum Selection

This contract is governed by the laws of the State of Alaska. To the extent not otherwise governed by Article 3 of this Appendix, any claim concerning this contract shall be brought only in the Superior Court of the State of Alaska and not elsewhere.

ATTACHMENT 5

APPENDIX B¹ INDEMNITY AND INSURANCE

Article 1. Indemnification

The Contractor shall indemnify, hold harmless, and defend the contracting agency from and against any claim of, or liability for error, omission or negligent act of the Contractor under this agreement. The Contractor shall not be required to indemnify the contracting agency for a claim of, or liability for, the independent negligence of the contracting agency. If there is a claim of, or liability for, the joint negligent error or omission of the Contractor and the independent negligence of the Contracting agency, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. "Contractor" and "Contracting agency", as used within this and the following article, include the employees, agents and other contractors who are directly responsible, respectively, to each. The term "independent negligence" is negligence other than in the Contracting agency's selection, administration, monitoring, or controlling of the Contractor and in approving or accepting the Contractor's work.

Article 2. Insurance

Without limiting contractor's indemnification, it is agreed that contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the contractor's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance must be furnished to the contracting officer prior to beginning work and must provide for a notice of cancellation, non-renewal, or material change of conditions in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the contractor's services. All insurance policies shall comply with and be issued by insurers licensed to transact the business of insurance under AS 21.

2.1 Workers' Compensation Insurance: The Contractor shall provide and maintain, for all employees engaged in work under this contract, coverage as required by AS 23.30.045, and; where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.

2.2 Commercial General Liability Insurance: covering all business premises and operations used by the Contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

2.3 Commercial Automobile Liability Insurance: covering all vehicles used by the Contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

ATTACHMENT 6

NOTICE OF INTENT TO AWARD A CONTRACT



Department of Public Safety
Division of Administrative Services
4805 Dr. Martin Luther King Jr. Ave
Anchorage, Alaska 99507

THIS IS NOT AN ORDER

DATE ISSUED:

RFP NO.:

RFP DEADLINE:

RFP SUBJECT:

CONTRACTING OFFICER:

SIGNATURE: _____

This is notice of the state's intent to award a contract. The figures shown here are a tabulation of the offers received. The responsible and responsive offeror whose proposal was determined in writing to be the most advantageous is indicated. An offeror who wishes to protest this Notice of Intent must file the protest within ten calendar days following the date this notice is issued. If the tenth day falls on a weekend or holiday, the last day of the protest period is the first working day following the tenth day. **The offeror identified here as submitting the most advantageous proposal is instructed not to proceed until a contract, or other form of notice is given by the contracting officer.** A company or person who proceeds prior to receiving a contract, Contract Award, or other form of notice of Award does so without a contract and at their own risk. AS 36.30.365.

Offerors	Responsive	Total Score	Most Advantageous

LEGEND: @ -- MOST ADVANTAGEOUS
Y -- RESPONSIVE PROPOSAL
N -- NON-RESPONSIVE PROPOSAL

SUMMARY

Attachment 8

OFFEROR INFORMATION AND ASSURANCE FORM

- A. Offeror's (Agency or Individual) Name: _____
- B. Offeror's Address: _____

- Telephone Number: _____ Fax: _____ E-Mail: _____
- C. Status: For Profit: _____ Non-Profit: _____ Other: _____
- D. Alaska Business License Number: _____
- E. Internal Revenue or Social Security Number: _____
- F. Professional Registration Number (if applicable): _____
- G. Recipient Contact Person: _____
- H. Authorized Representative: _____
- I. TERMS AND CONDITIONS: By signature on this page, the Offeror certifies that it is complying with all terms and conditions set out in this RFP.
- J. The Offeror(s), by execution of the Offeror Information and Assurance Form, agrees to be bound by the terms of the RFP and proposal for a period of not less than ninety (90) days after the proposal due date.
- K. By signature of this page the offeror(s) certifies that it meets the Prior Experience per RFP section 1.04 Prior Experience.

Offeror's Authorized Signature and Title*
(must be sworn before a notary public)

Date (Month, Day and Year)

Sworn to and subscribed before me this _____ day of _____, 20____.

SIGNED: _____ NOTARY PUBLIC

My commission expires: _____

* Proposals must be signed by an individual authorized to bind the offeror to its provisions, see section 1.08.

Attachment 9

RFP Checklist

Offerors are encouraged to use this checklist in preparation of proposals. This checklist may not be all inclusive of the items required to be submitted in the proposal. In case of a conflict between this checklist and the RFP, the requirements of the RFP will prevail.

Offerors who do not respond to each item as specified below may be considered "non-responsive" and the proposal may not be accepted for evaluation and possible award of contractual services.

Section	Description	✓
1.07	Emailed original proposal, technical proposal and cost proposal as separate files, by RFP due date and time	
1.08 (a)	Authorized Signature	
1.08 (d)	Conflict of Interest statement	
4.01	Proposal meets and includes items in Proposal Format and Content	
4.03	Understanding of the Project	
4.04	Methodology and Management Plan Used for the Project	
4.05	Response to Requirements	
4.06	Experience and Qualifications	
4.07 & 8.01 Attachment 2	Cost Proposal Form	
Attachment 3	Detailed Requirements & Responsive Document	
6.11 & 8.01 Attachment 7	Certification of Entitlement to the Alaska Bidder Preference and other preferences, if applicable	
8.01 Attachment 8	Offeror Information and Assurance Form – signed & notarized	

Communication received 10/29/2020 from Commissioner Price; distributed to the 911 WG for 10/29/2020 meeting.

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.



Alaska Geospatial Council

Leslie Jones, PhD
Geospatial Information Officer
State of Alaska

Alaska Geospatial Council



- Formally established in 2015 through a MOA between 6 State departments and UA.
- Endorsed by Governor Walker

VISION:

Improve availability of geospatial information and technologies with consistent standards.

MISSION:

Organizational governance that facilitates collaboration and coordination between all stakeholders

AGC Executive Board

Chair: Corri Feige, Commissioner DNR

State

- Jason Brune, Commissioner DEC
- Kelly Tshibaka, Commissioner DOA
- John MacKinnon, Commissioner, DOT & PF
- Brig. Gen Torrence Saxe, Commissioner MVA
- Doug Vincent-Land, Commissioner DFG
- Julie Anderson, Commissioner, DCCED

Federal

- Gregg Renkes, Deputy Chief of Staff, DOI
- Amy Holman, Regional Coordinator, NOAA
- Alan McBee, State Conservationist, USDA/NRCS

University

- Robert McCoy, Director, Geophysical Institute, UAF

Tribal

- Mischa Ellanna, ANCSA Regional Association

Local

- Erik Wyatt, Information Technology Director, Mat-Su Borough

Alaska Geospatial Council

Executive Board

State

Federal

Local

Tribal

University

Private

Technical
Advisory Group

Geospatial Initiatives

Framework
Implementation Team

State Agency Task Force

Technical Working Groups

- Coastal
- Emergency Management
- Enterprise GIS

Technical Working Groups

- Cadastral/Parcels
- Transportation and Addressing
- Administrative Boundaries
- Imagery

Technical Working Groups

- Enterprise Systems
- Data Management and Standards
- UAS Policy

- Absent GIO over last 4 years
- GIO (Leslie Jones) hired in April 2020 as Executive Director

Historic Focus on State – Federal Coordination

*State
stakeholders*

Alaska
Geospatial
Council

<http://agc.dnr.alaska.gov/>

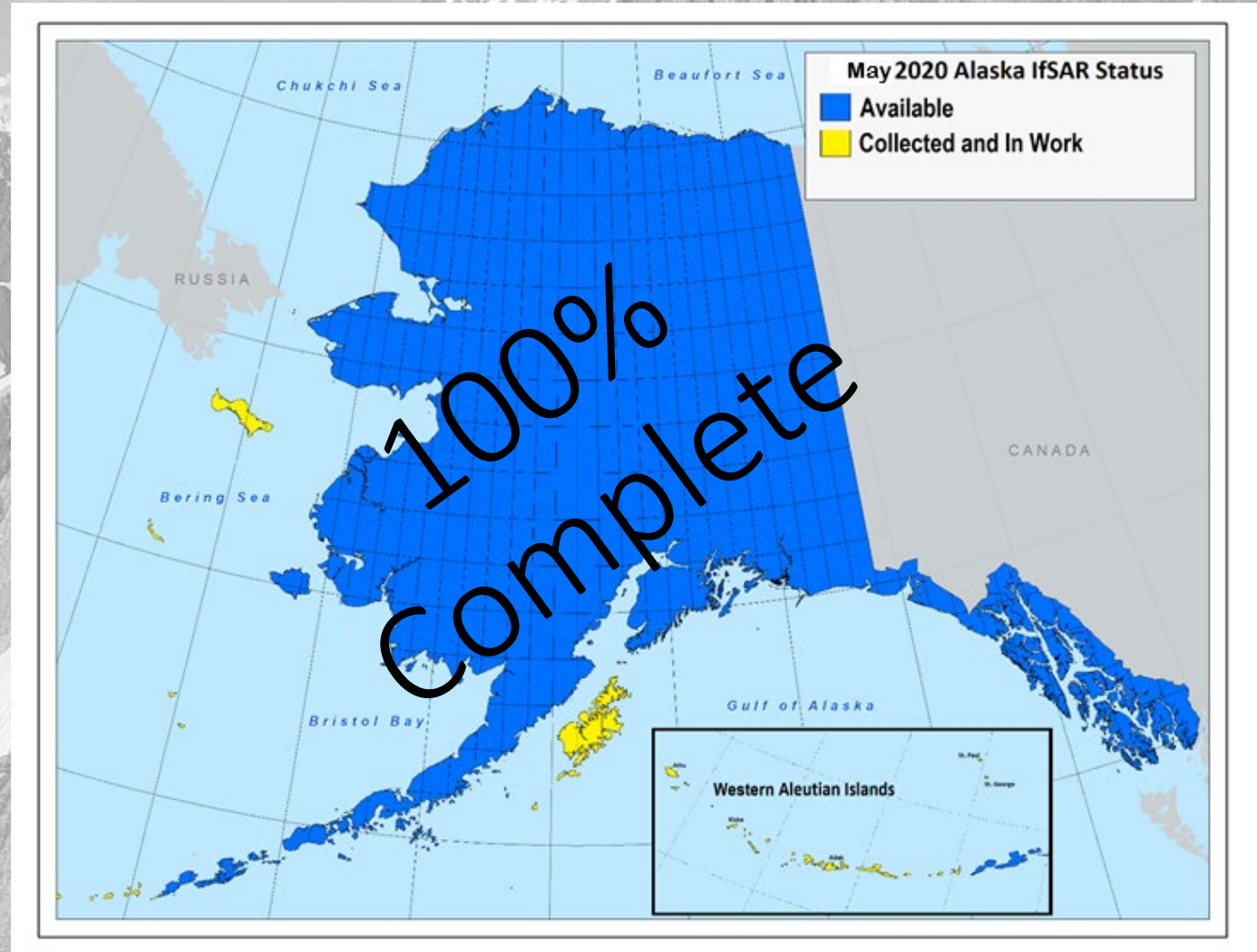
Alaska
Mapping
Executive
Committee

<https://www.usgs.gov/core-science-systems/ngp/user-engagement-office/alaska-mapping-executive-committee>

*Federal
Stakeholders:
USGS
NOAA*

Alaska statewide Elevation Completed 2020

- 10 yr collaboration
- \$65M
- 35% SOA
- 65% Federal

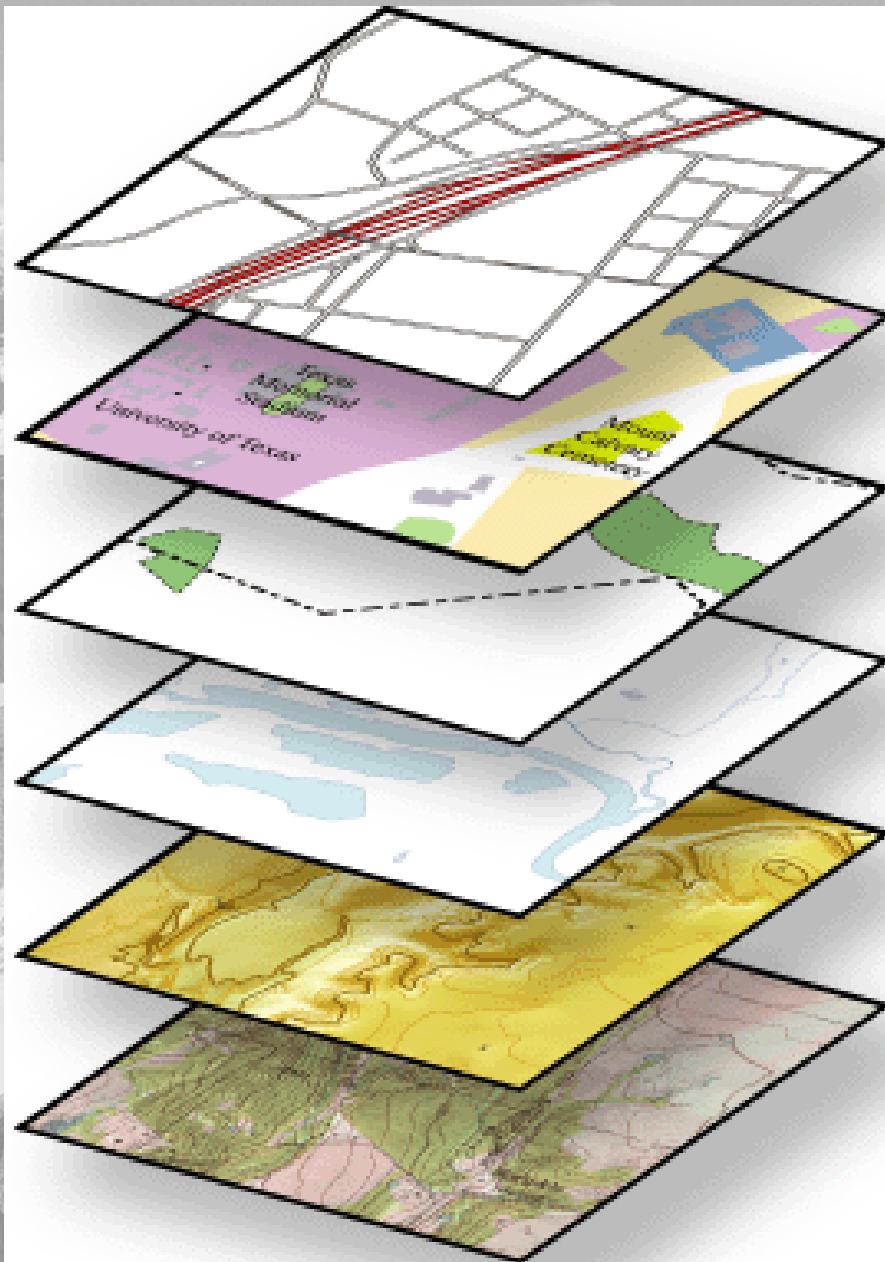


- Two statewide Imagery data acquisitions - \$10M
- Vital to Emergency Management

Imagery



Deadhorse Airport, North Slope, Alaska. Color-infrared, natural color, and panchromatic products.



Roads

Addressing

Boundaries

Hydrography

Elevation

Image base

GIS DATA LAYERS

Many different types of data can be integrated into a GIS and represented as a map layer.

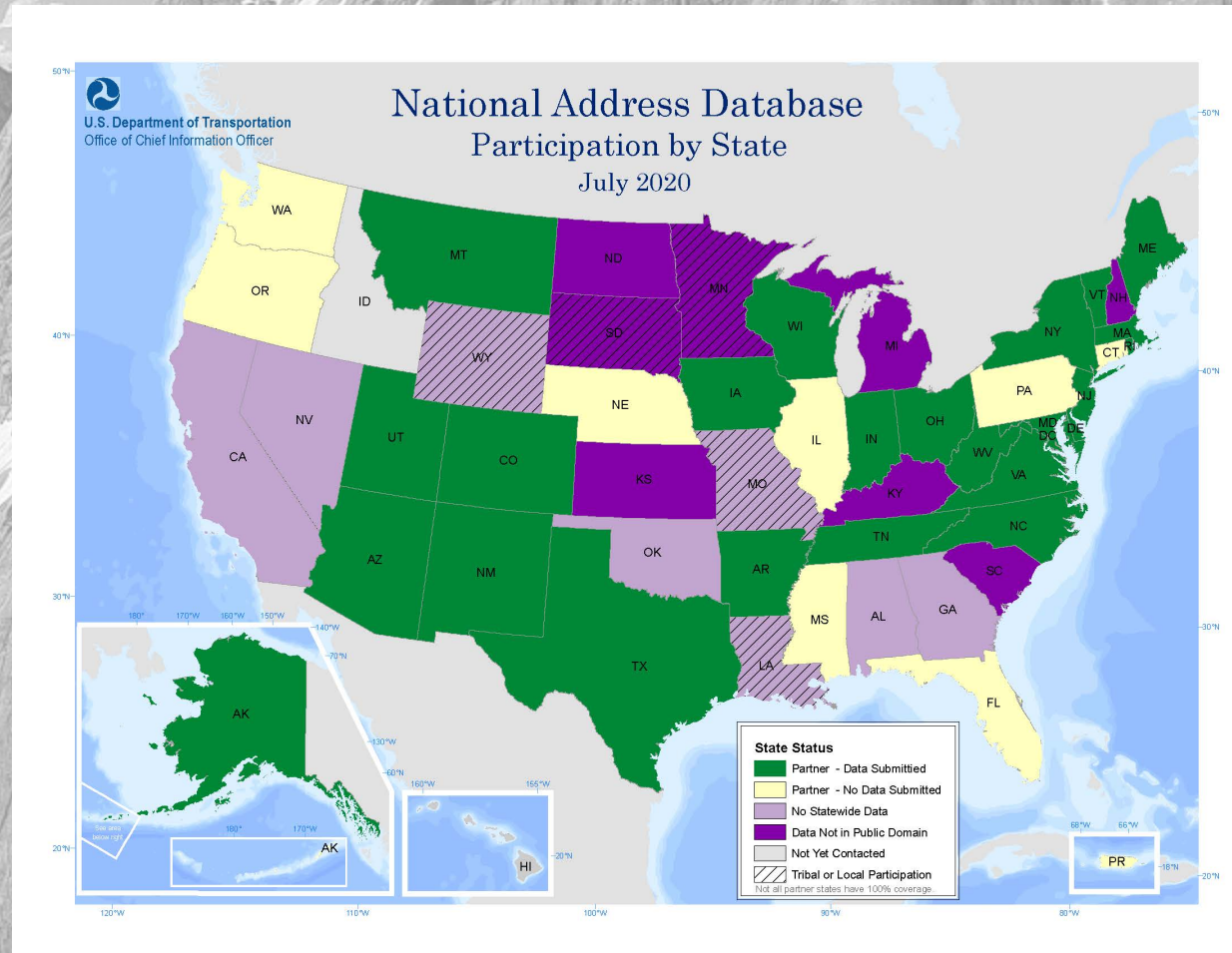
Examples can include: streets, parcels, zoning, flood zones, client locations, competition, shopping centers, office parks, demographics, etc.

When these layers are drawn on top of one another, undetected spatial trends and relationships often emerge. This allows us to gain insight about relevant characteristics of a location.

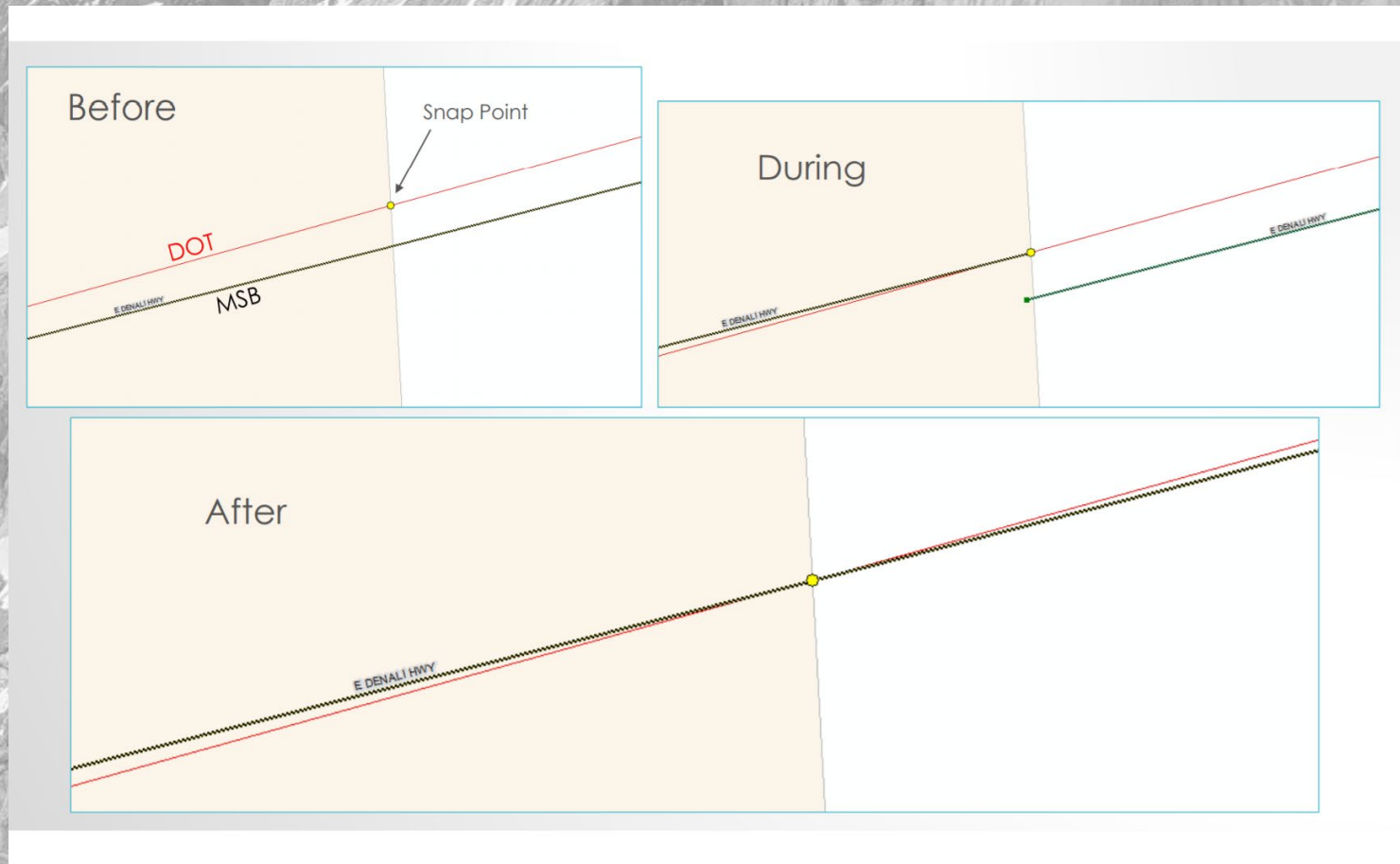
AGC Framework data - Technical Working Groups



- Alaska now Participating State
- Mat-Su Borough 1st to submit data
- Others working to submit:
 - MOA
 - Juneau
 - FNSB
 - Kenai
 - Sitka
 - Kodiak



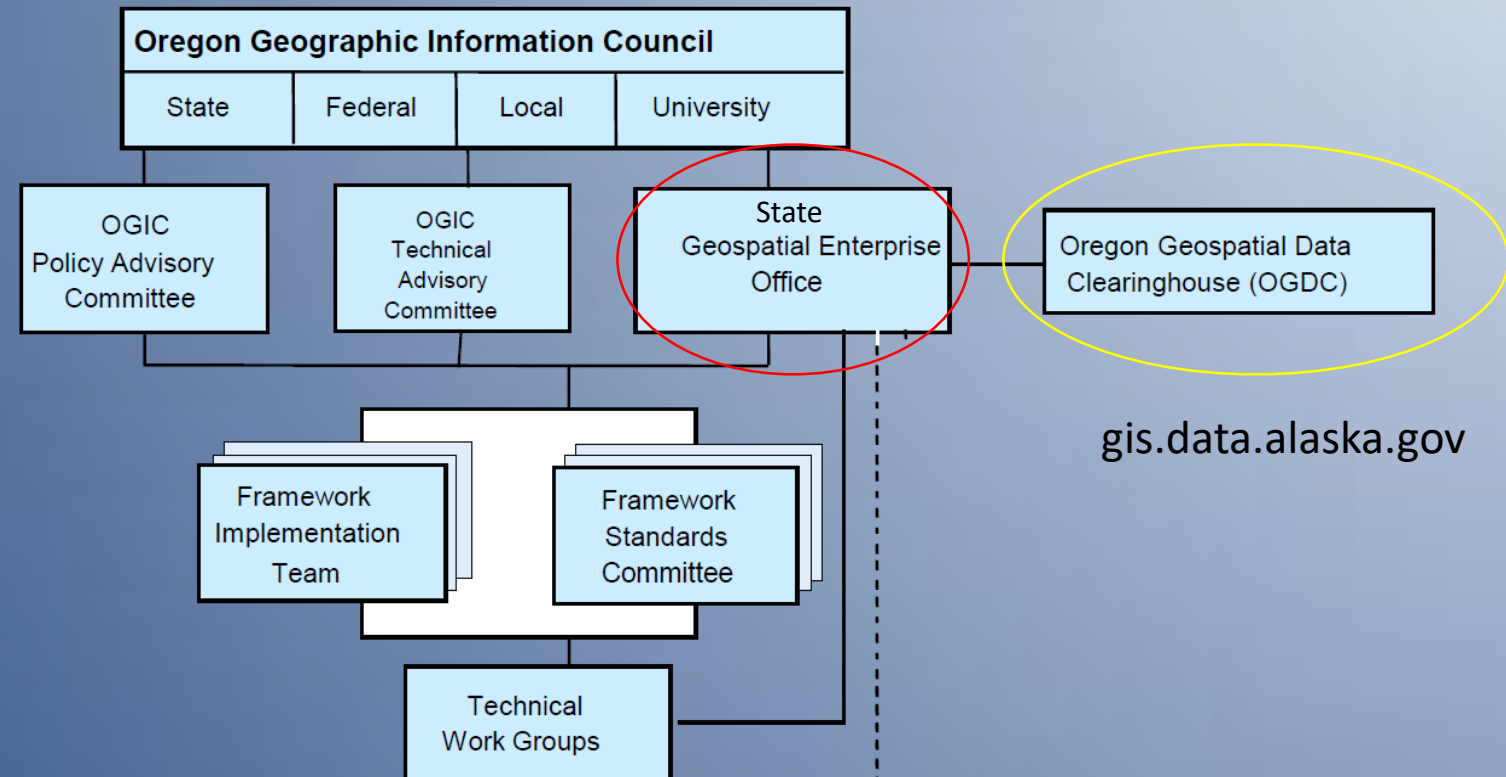
- Transportation Best Data Layer
- Workflows for consistent centerline data:
 - MSB
 - Railroad
 - FNSB
 - DOT
 - MOA
 - Kenai



Limitations

- AGC currently has no budget or governance authority
- GIO currently funded by DNR – no authority to enforce statewide coordination and data centralization
- No legislative statute or mandate for GIS state office or GIO position
- No existing data sharing mandate

Geospatial Governance Structure



Enterprise
Coordination
Of GIS
Activities

From: Hanson, Ben
To: [Demboski, Amy L \(CED\)](#); [Russell, Annamarie \(CED\)](#)
Subject: To Distribute to Tech Subgroup
Date: Tuesday, November 3, 2020 1:14:48 AM
Attachments: [DPS Dispatch Topologies.pdf](#)

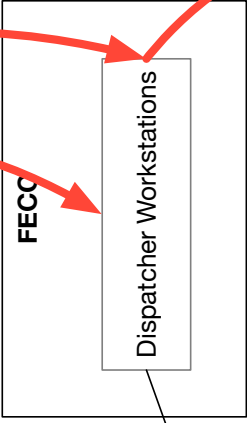
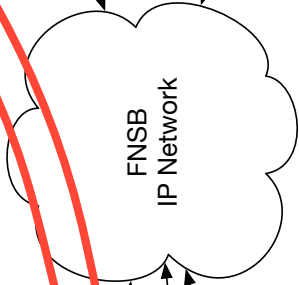
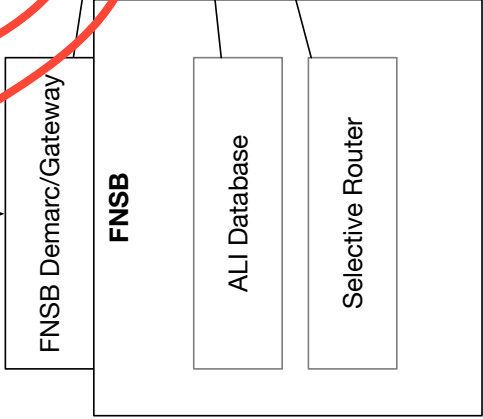
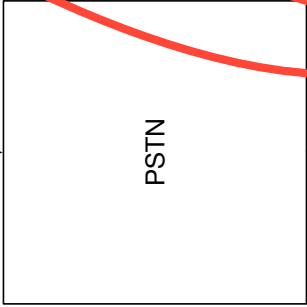
Sorry for not getting this out earlier. Needless to say, I hope everyone understands that this is a quick & dirty diagram, with implied simplifications, e.g. FNSB, KPB and Mat-Com each have 2 Demarc locations, and component redundancy with their networks/servers.



Fairbanks
Region Public
- Caller

FECC Call

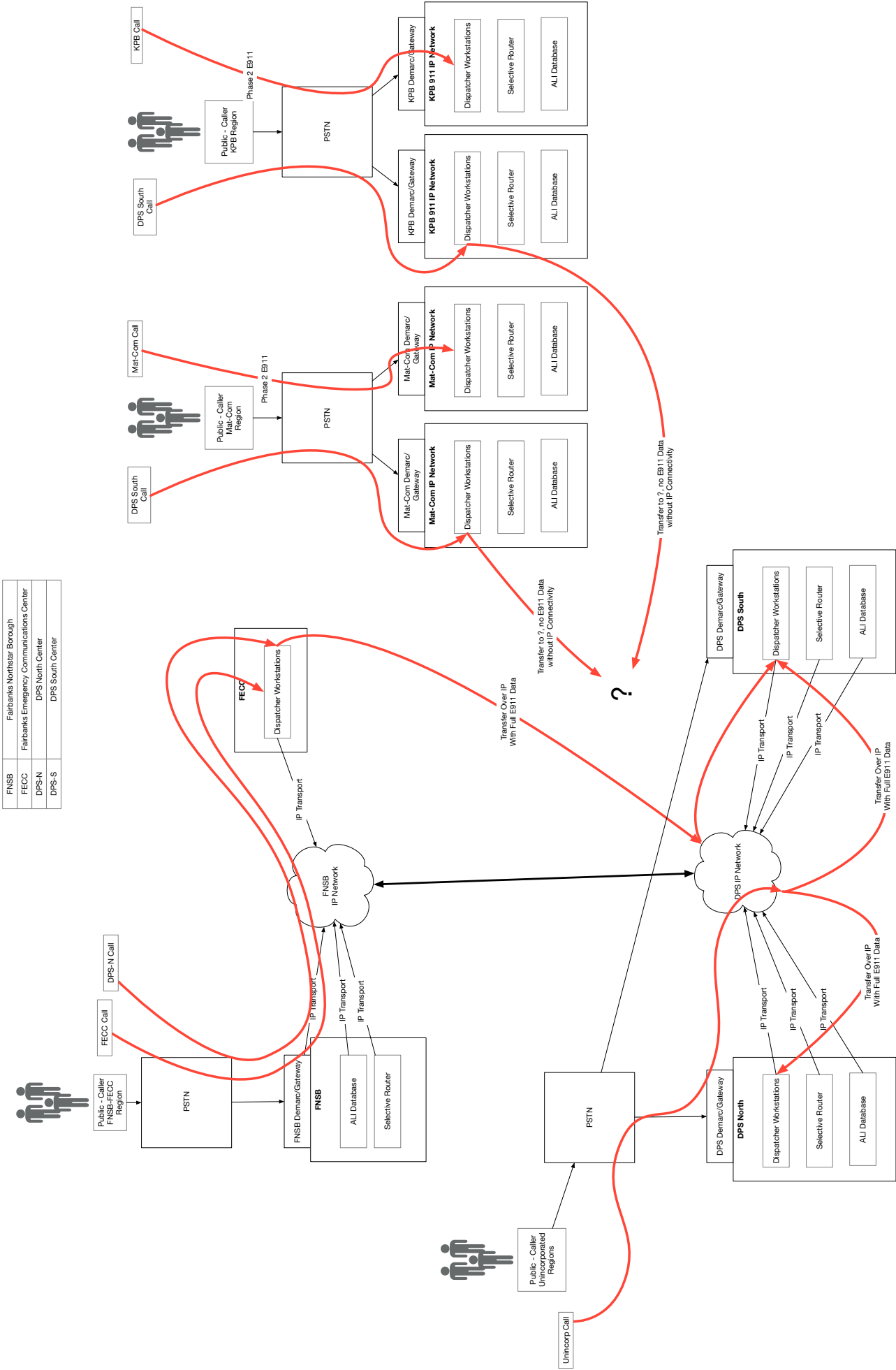
DPS-D Call



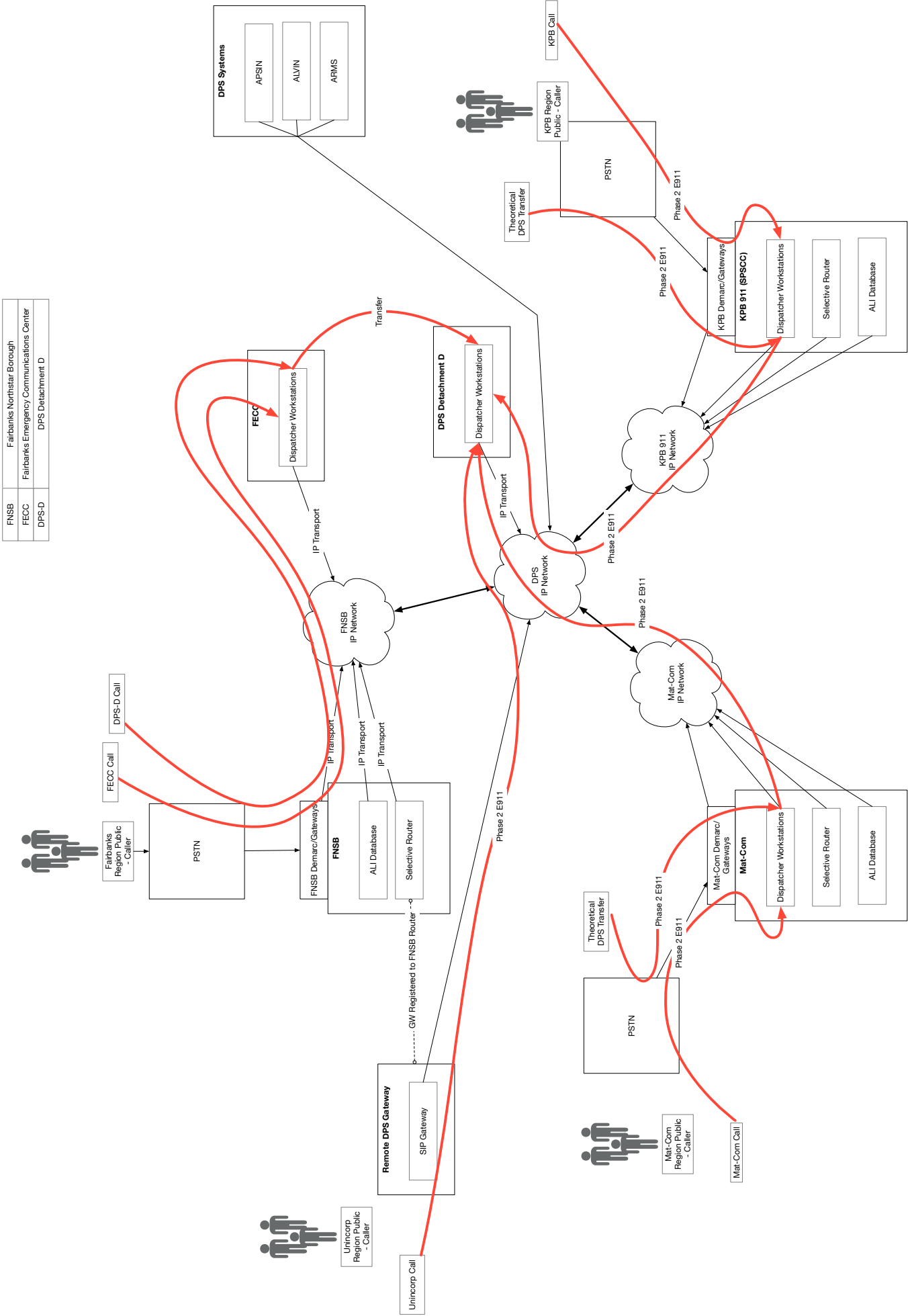
Transfer

FNSB	Fairbanks Northstar Borough
FECC	Fairbanks Emergency Communications Center
DPS-D	DPS Detachment D

FNSB	Fairbanks Northstar Borough
FECC	Fairbanks Emergency Communications Center
DPS-N	DPS North Center
DPS-S	DPS South Center



FNSB	Fairbanks Northstar Borough
FECC	Fairbanks Emergency Communications Center
DPS-D	DPS Detachment D



From: [Demboski, Amy L \(CED\)](#)
To: [oconnor@alaskatel.org](#); [cpierce@kpb.us](#); [edevries@palmerak.org](#); [heather.cavanaugh@acsalaska.com](#); [Butcher, Jacob \(DOT sponsored\)](#); [Rockwell, John V \(DPS\)](#); [rodneyd@kgbak.us](#); [ronmarleiris@yahoo.com](#); [AKDRAFT77@YAHOO.COM](#); [Price, Amanda \(DPS\)](#); [kwilliams@otz.org](#); [Micciche, Peter A \(LEG\)](#); [Representative.Dan.Ortiz@akleg.gov](#); [tgallagher@gci.com](#); [benhanson@kpb.us](#); [Butcher, Joel](#); [Lebon, Barton \(LEG\)](#); [bill.merry@acsalaska.com](#); [Johnston, Theodore R \(OIT\)](#); [clybarger@kpb.us](#); [lkosto@kpb.us](#); [Byrnes, Joseph F \(LEG\)](#); [hillary.palmer@matsugov.us](#); [Jones, Leslie Anne \(DNR\)](#); [rlay@kpb.us](#); [knelson@kpb.us](#); [christina.miller@anchorageak.gov](#); [crobenson@kpb.us](#); [bill.witte@fnsb.gov](#); [ggreenberg@akmapco.com](#)
Cc: [Russell, Annamarie \(CED\)](#); [Baisden, James](#)
Subject: FW: GIS in Public Safety - Lessons Learned in New York State and Beyond
Date: Tuesday, November 3, 2020 11:00:00 AM
Attachments: [Abstract_Bill Johnson webinar.pdf](#)

911 Working Group and Subgroup Members,

The attached information has been received from Subgroup Chair Palmer for distribution to the Working Group and Subgroups. This information will be included in the 11/5 911 Working Group meeting packet as well.

Respectfully,

Amy Demboski

Assistant Commissioner
Department of Commerce, Community,
and Economic Development
(907) 269-7387

From: Hillary Palmer [mailto:Hillary.Palmer@matsugov.us]
Sent: Tuesday, November 3, 2020 10:54 AM
To: Demboski, Amy L (CED) <amy.demboski@alaska.gov>
Subject: GIS in Public Safety - Lessons Learned in New York State and Beyond

Amy,

Could you please send this webinar info out to all the working group and subgroup members?

Thank you!

Hillary Palmer
E911 Addressing Specialist
Mat-Su Borough GIS
(907)861-8400 Addressing
(907)861-7885 Direct
<https://mapping.matsugov.us/parcelviewer>

Webinar: November 18, 2020 - 10:00-11:00 am



GIS in Public Safety -- Lessons learned in New York State and Beyond

Please join State of Alaska's Geospatial Information Officer (GIO) Leslie Jones and her guest, Bill Johnson, for a very special webinar on the value of GIS for public safety. Bill spent 31 years as a GIS professional in the State of New York, culminating in being named their first GIO in 2013. In this webinar, Leslie will be interviewing Bill about his experiences in New York as well as what he sees happening across the country through his current role with Applied Geographics, Inc (AppGeo). Bill will share examples of applying GIS across the public safety spectrum and offer his perspective on the path forward with NG9-1-1. We'll have plenty of time for your questions, so come prepared to ask and learn!

As we prepare, please share issues and questions you would like to see included in the webinar. We can't promise to include everything, but we want this to be as broadly useful to our gathered group as possible.

Send your questions to Leslie Jones (leslie.jones2@alaska.gov) by COB Wednesday, November 11.

From: [Demboski, Amy L \(CED\)](#)
To: [oconnor@alaskatel.org](#); [cpierce@kpb.us](#); [edevries@palmerak.org](#); [heather.cavanaugh@acsalaska.com](#); [Butcher, Jacob \(DOT sponsored\)](#); [Rockwell, John V \(DPS\)](#); [rodneyd@kgbak.us](#); [ronmarieiris@yahoo.com](#); [AKDRAFT77@YAHOO.COM](#); [Price, Amanda \(DPS\)](#); [kwilliams@otz.org](#); [Micciche, Peter A \(LEG\)](#); [Representative.Dan.Ortiz@akleg.gov](#); [tgallagher@gci.com](#)
Cc: [Russell, Annamarie \(CED\)](#); [benhanson@kpb.us](#); [hillary.palmer@matsugov.us](#); [Kosto, Lisa](#)
Subject: FW: Fairbanks RFP - Request for Information
Date: Wednesday, November 4, 2020 10:23:00 AM

Working Group Members and Subgroup Chairs,

The below responses to Working Group member questions have been received from DPS. This email communication will be added to the 11/5 Working Group meeting packet (packets will be distributed later today).

Respectfully,

Amy Demboski

Assistant Commissioner
Department of Commerce, Community,
and Economic Development
(907) 269-7387

From: Price, Amanda (DPS)
Sent: Wednesday, November 4, 2020 9:05 AM
To: Demboski, Amy L (CED) <amy.demboski@alaska.gov>
Cc: Rockwell, John V (DPS) <john.rockwell@alaska.gov>; Russell, Annamarie (CED) <annamarie.russell@alaska.gov>; Butcher, Jacob (DOT sponsored) <jbutcher2@ci.wasilla.ak.us>
Subject: RE: Fairbanks RFP - Request for Information

Thank you for submitting the below questions. The DPS greatly appreciates the thoughtful consideration the WG put into our request for a recommendation on this topic.

As an overview - The Fairbanks North Star Borough (FNSB) is pursuing a critical upgrade for their end of life 911 system. This system will be procured and owned by the FNSB. This system will be managed and administered by the FNSB. DPS will subscribe to that system to maintain current capabilities and service levels at the DPS Peger Road facility.

This is not an expansion of capabilities or service; only an upgrade to maintain levels of service currently deployed in the FNSB. The negative impact of not completing this critical upgrade in a timely manner is not an acceptable consequence to the state.

As such, the DPS has made the operational decision to move forward in partnership with the FNSB. Due to that decision, DPS is no longer seeking a recommendation from the Working Group on this topic.

While details of the RFP will not be addressed until the information is made public, DPS will work to

answer questions posed by the working group.

Amanda Price
Commissioner
Department of Public Safety

5700 E. Tudor Road | Anchorage, Alaska 99507 | 907-269-5086
PO Box 111200 | Juneau, Alaska 99811 | 907-465-4322

From: Demboski, Amy L (CED) <amy.demboski@alaska.gov>
Sent: Monday, November 2, 2020 7:51 AM
To: Price, Amanda (DPS) <amanda.price@alaska.gov>
Cc: Rockwell, John V (DPS) <john.rockwell@alaska.gov>; Russell, Annamarie (CED) <annamarie.russell@alaska.gov>; Butcher, Jacob (DOT sponsored) <jbutcher2@ci.wasilla.ak.us>
Subject: FW: Fairbanks RFP - Request for Information

Commissioner Price,

The below information is being requested in order to more fully understand and make a recommendation on the potential RFP between DPS and FNSB.

Respectfully,

Amy Demboski

Assistant Commissioner
Department of Commerce, Community,
and Economic Development
(907) 269-7387

From: Christine O'Connor [<mailto:oconnor@alaskatel.org>]
Sent: Monday, November 2, 2020 7:26 AM
To: Demboski, Amy L (CED) <amy.demboski@alaska.gov>; Butcher, Jacob (DOT sponsored) <jbutcher2@ci.wasilla.ak.us>
Subject: Fairbanks RFP

Good morning Amy and Jacob,

As was noted last week, the Working Group functions in an advisory role.

We are a unique group of expert stakeholders who have volunteered to serve Alaskans by reviewing opportunities to improve emergency communications and providing recommendations to Governor Dunleavy. If the Working Group is being asked to recommend changes in Fairbanks, we must first understand what is being proposed. Anecdotally, the project seems promising. But without more information we cannot review and give an informed recommendation.

If the Working Group is being asked for a recommendation, this information will provide relevant information and reflects a minimal framework for an RFP:

SOFTWARE:

Software licensing

Server architecture to include physical hardware requirements

Logical diagram

IP:

IP networking topology

Licenses

Hardware configurations

PHONE:

Long-distance network drawings

Switch and trunking requirements

Implementation time lines

Switch Hardware



This information will allow us to understand impacts on 911 services as well as to various stakeholders, particularly in light of the original RFP which included many negative impacts and was circulated again last week as part of the discussion of Fairbanks' RFP. I look forward to learning more so we can make an informed recommendation.

Thank you,
Christine

--

Christine O'Connor

Executive Director

Alaska Telecom Association

(907) 563-4000

From: [Demboski, Amy L \(CED\)](#)
To: [lkosto@kpb.us](#); [Butcher, Joel](#); [ednadevries@yahoo.com](#); [AKDRAFT77@YAHOO.COM](#); [bahanson@palmerak.org](#); [Lebon, Barton \(LEG\)](#); [oconnor@alaskatel.org](#); [Rockwell, John V \(DPS\)](#); [Byrnes, Joseph F \(LEG\)](#)
Cc: [Russell, Annamarie \(CED\)](#)
Subject: FW: 911 working sub-group
Date: Tuesday, November 3, 2020 1:26:00 PM
Attachments: [states with required certification.pdf](#)

Improved 911 Subgroup Members,

The below and attached information has been provided by Suzanne Hall for your consideration.

Respectfully,

Amy Demboski

Assistant Commissioner
Department of Commerce, Community,
and Economic Development
(907) 269-7387

From: Hall, Suzanne M (DPS sponsored)
Sent: Tuesday, November 3, 2020 12:57 PM
To: Demboski, Amy L (CED) <amy.demboski@alaska.gov>
Subject: 911 working sub-group

Hi Amy,

I'd like to share a few things other states are doing. The following are just a few examples from New Mexico or Idaho. Not saying we would want to adopt either, they are simply for reference – this is what dispatcher certification could look like. This may help the group decide whether or not to recommend looking further into certifications or training standards.

From New Mexico:

<http://164.64.110.134/parts/title10/10.029.0010.html>

From Idaho:

Idaho PSAP Standards Committee
<https://ioem.idaho.gov/ipsc/psap-committee/>

Idaho APCO_NENA Chapter
<https://idahoapconena.weebly.com/dispatch-certification.html>

Idaho Senate Bill 1088 (2017)

<https://legislature.search.idaho.gov/isysquery/642157da-e8c0-44af-9ad7-b1a5e28a0a1e/5/doc/>

I also attached a list I pulled from the APCO website showing which states have requirements. Below is a link from APCOs PCS online that goes much deeper into state requirements. It was last updated in 2013, but probably still pretty accurate :

<https://psc.apcointl.org/2010/09/01/state-training-certification-survey/>

Suzanne Hall, RPL

Emergency Services Dispatcher II

Soldotna Public Safety Communication Center

253 Wilson Ln, Soldotna AK 99669

907.262.4453

Percentage of States That Have Required Training Certification

Average number of Hours of Training

Findings:

Fifty-one percent of states have legislation requiring training for public safety communicators. (51 states and Washington DC were included in the survey)

The average number of hours of training required of the states that require certification is 66.*

If you include the States that have not requirement this number drops to 32.*

*Two states that require certification but provide no number of hours are not included in these averages.

Supporting Data:

State	Legislatively Required Training	Number of Hours
Alabama		
Alaska		
Arizona		
Arkansas		
California	Yes	120
Colorado		
Connecticut	Yes	50
Delaware		
District of Columbia		
Florida	Yes	232
Georgia	Yes	40
Hawaii		
Idaho		
Illinois		
Indiana		
Iowa	Yes	40
Kansas		
Kentucky	Yes	160
Louisiana		
Maine	Yes	16
Maryland	Yes	Not Defined in Law
Massachusetts	Yes	16
Michigan		
Minnesota		
Mississippi	Yes	40
Missouri	Yes	40

Montana	Yes	40
Nebraska		
Nevada		
New Hampshire		
New Jersey	Yes	40
New Mexico	Yes	120
New York	Yes	40
North Carolina		
North Dakota	Yes	40
Ohio		
Oklahoma		
Oregon	Yes	80
Pennsylvania	Yes	104
Rhode Island		
South Carolina	Yes	40
South Dakota	Yes	40
Tennessee	Yes	40
Texas	Yes	Not Defined In Law
Utah		
Vermont	Yes	40
Virginia	Yes	80
Washington		
West Virginia	Yes	40
Wisconsin		
Wyoming	Yes	67

Notes:

Delaware has legislation pertaining to EMD only (24 hours)

Indiana has legislation pertaining to EMD only (no hours listed)

North Carolina has legislation that pertains only to those working under a Sheriff (47 hours)

From: [Demboski, Amy L \(CED\)](#)
To: [oconnor@alaskatel.org](#); [cpierce@kpb.us](#); [edevries@palmerak.org](#); [heather.cavanaugh@acsalaska.com](#); [Butcher, Jacob \(DOT sponsored\)](#); [Rockwell, John V \(DPS\)](#); [rodneyd@kgbak.us](#); [ronmarieiris@yahoo.com](#); [AKDRAFT77@YAHOO.COM](#); [Price, Amanda \(DPS\)](#); [kwilliams@otz.org](#); [Micciche, Peter A \(LEG\)](#); [Representative.Dan.Ortiz@akleg.gov](#); [tgallagher@gci.com](#)
Cc: [Russell, Annamarie \(CED\)](#); [Hillary Palmer](#); [lkosto@kpb.us](#); [Hanson, Ben](#)
Subject: FW: DPS answers
Date: Friday, October 30, 2020 3:54:00 PM
Attachments: [911 Working Group 10-29 follow up questions for DPS.docx](#)

911 Working Group Members and Subgroup Chairs,

The attached DPS responses have been received and will be included in your 11/5 meeting packet as well.

Respectfully,

Amy Demboski

Assistant Commissioner
Department of Commerce, Community,
and Economic Development
(907) 269-7387

From: Price, Amanda (DPS)
Sent: Friday, October 30, 2020 2:23 PM
To: Demboski, Amy L (CED) <amy.demboski@alaska.gov>; Russell, Annamarie (CED) <annamarie.russell@alaska.gov>
Subject: DPS answers

Please find the answers to the recently submitted questions for the working group.

Amanda Price
Commissioner
Department of Public Safety

5700 E. Tudor Road | Anchorage, Alaska 99507 | 907-269-5086
PO Box 111200 | Juneau, Alaska 99811 | 907-465-4322

911 Working Group 10/29 follow up questions for DPS

Question 1:

I am requesting that DPS provide a status report on the Ketchikan Dispatch facility:

- a) Current number of dispatch employees,
DPS ANSWER: There are currently 5 PCN's in Ketchikan. Three are currently filled. Two dispatch PCNs were moved from Ketchikan to staff the centers up North Q1 2020.
- b) hours and days of operation of local dispatch and
DPS ANSWER: Ketchikan dispatchers are operational Monday through Friday from 0800 -2000 (shifts- 0800-1600 and 1200-2000).
- c) hours of remote dispatch provided by Fairbanks dispatch or any other location.
DPS ANSWER: All dispatch operations outside of Monday through Friday from 0800-2000, including when Ketchikan dispatchers are on leave or otherwise not working, are transferred to Fairbanks DPS Dispatch. This has been occurring since December 11, 2019.
- d) the short term and long-term plans for the Ketchikan dispatch facility and
DPS ANSWER: DPS has no short term or long-term plan to share with the group for the Ketchikan dispatch facility, as we are awaiting the outcome of the working group. For the sake of transparency, DPS continues to advocate for closing the facility due to the fact that the facility is an inefficient and unnecessary use of state resources.
- e) how approval and/or denial of the FBKS RFP would impact state dispatching in SE Alaska.
DPS ANSWER: Dispatching in SE Alaska has always been a unique challenge due to the remote locations and lack of technology. As stated above night and weekend calls to the DPS Ketchikan center are automatically routed to Fairbanks for call processing and dispatching. If we were unable to move forward with the replacement of our 9-1-1 call processing system in Fairbanks, SE residents in remote locations who depend on the Alaska State and Wildlife Troopers would be unable to take advantage of new technology including the location of the caller. Software like Rapid Deploy would be useless because the 9-1-1 call would be answered through a series of call transfers to a business line unable to utilize 9-1-1 call processing technology.

Question 2:

Considering the comments in the meeting on 10/29/20, that failure to approve the FBKS RFP will negatively impact dispatch ability in that region to obtain caller location...

- a) has the department considered an alternative means to obtain this information...such as the Rapid Deploy technology or similar...either as a temporary or permanent alternative. If not, why?
DPS ANSWER: State Procurement rules preclude DPS from choosing a specific vendor or program. We have looked at cloud-based applications like Rapid Deploy to supplement location data. For Rapid Deploy to work, it requires call taking software at the PSAP and Phase 2 location information within the Telco infrastructure. The FBKS RFP for 9-1-1 call answering system will build the Customer-Premises Equipment (CPE) foundation for applications like Rapid Deploy and Rapid SOS.

Question 3:

What is the expected cost of the Fairbanks RFP? What are the expected increases in costs of operation of the DPS dispatch facility in Fairbanks?

DPS ANSWER: As discussed in prior documentation, DPS budgeted \$600,000 for system replacement in Fairbanks. We anticipate reoccurring costs to be about the same as we are experiencing today with better service and redundancy.