

State of New Hampshire
NG9-1-1 System RFP Questions & Responses
RFP 2015-170 | Division of Emergency Services and Communications

March 20, 2015

Reference: 1.3 Overview of Project or High Level Statement of Work

1. Question: What does “maintenance of existing system” entail? ESC-1000 and Sentinel 911 CPE solution? Is it the Bureau’s expectation that the successful bidder will obtain a service contract with the current provider of your CPE to cover monitoring and maintenance of the system during the transition period, to include resolving pre-existing issues?

Answer: The DESC expects the winning vendor to either be able to provide support for the current system or to contract out support for the current system after the expiration of the current maintenance contract. The current maintenance contract with Cassidian/AirBus ends on 9/30/15. In the event that there is a gap between the new system going live and the old system being taken offline, the old system will still need to be maintained. DESC wants a single POC to go to for support. Due to fiscal constraints and purchasing requirements, it would be difficult to renew the existing contract with Cassidian/AirBus after signing a contract with the successful Bidder of this RFP.

2. Question: Given that NH maintains their own Exacom Recording system, TCS x Trakker mapping solution, 911 DataMaster ALI Database Platform , Valor CAD system and Medical Priorities ProQA software/Server through separate maintenance contracts with other vendors and stated a strong preference to continue to use those solutions, will the State continue to support these systems through separate contracts with their current vendors, or does the successful bidder also assume maintenance of those systems during the transition period?

Answer: The DESC will continue to support maintenance contracts for the vendors listed. The winning vendor does not need to assume maintenance of these systems.

3. Question: If the CPE implementation is delayed by the Network contract, will the successful bidder be required to maintain the system during the delay?

Answer: Yes, the winning vendor will be required to maintain the current system after the expiration of the current maintenance contract. The current maintenance contract with Cassidian/AirBus ends on 9/30/15. In the event that there is a gap between the new system going live and the old system being taken offline, the old system will still need to be maintained. DESC wants a single point of contact (POC) to go to for support. Due to fiscal constraints and purchasing requirements, it would be difficult to renew the existing contract with Cassidian/AirBus after signing a contract with the successful Bidder of this RFP.

4. Question: Will the Bureau coordinate vendor cooperation in cohabitation testing with the existing software solutions that will reside on the new CPE workstations? Will other vendors be required to have remote administrative access to the workstations?

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Answer: Yes, the DESC will coordinate vendor cooperation for the purposes of testing the winning vendor's solution with existing systems. The DESC will require full administrative access to the workstations and, if necessary, other vendors may need to access these workstations remotely on an 'as-needed' basis. Full administrative access is most likely not required.

5. Question: What support role will [SIC] the Bureau Technical staff be as it relates to not only the solution being provided, but to applications cohabitating on provided positions. Will Bureau Technical staff have administrative access to all systems?

Answer: Yes, DESC Technical Support staff will have full administrative access to all systems.

Reference: 4. Systems owned which are either NENA i3 compliant currently or will be compliant through our existing maintenance contracts at the time of implementation:

From RFP- The DESC currently utilizes microDATA xTrakker for GIS functionality in the PSAP and at the dispatch centers. This software component can be modified to handle NENA i3 data streams and, as such, we would prefer to keep this in place. Alternatives would be considered if they are seen to deliver enhanced functionality or required to function with other systems proposed. As noted above in section 1.2 the xTrakker system is also used at the remote dispatch centers integrated with Valor™ CAD.

6. Question: What handoff does the MicroData xTrakker mapping system require from the new CPE solution?

Answer: xTrakker can receive the ALI via an IP or serial-to-IP connection. Currently in the PSAP it is configured for a DLL from Sentinel to deliver data to IP port 9002. At the remote sites it is configured to be received data from Valor via a DLL over a localport IP port 9002.

Reference: C-1-B System Architecture, 1. Overview

From RFP-"...In addition, the high-end workstations shall be capable of running ancillary software such as supplemental ALI, GIS map display and search functionality, and the transfer of CAD data."

7. Question: Will New Hampshire IT staff and other Vendors require administrative access to these workstations in support of this ancillary software? Will successful bidder be required to support workstation hardware, operating system, cohabitation of third party software and managed services: virus protection, OS updates and Disaster Recovery and also allow other Vendors not under their control and Bureau IT staff administrative access to the workstations?

Answer: Yes, DESC Technical Support will need full administrative access to all systems. The winning vendor will be required to support all CPE functionality on the workstation. The DESC

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expects the successful bidder to ensure compatibility with all software to be installed on the workstations, including virus protection and supporting DESC applications. DESC Technical Support will perform maintenance of the workstation and installation of other software products. DESC Technical Support will also support Operating System issues, virus protection and Disaster Recovery per the winning vendor's specifications.

Reference: 4. Call Transfer

From RFP- All calls must have the ability to be transferred to agencies configured in a pre-defined list as well as with a manual ten-digit dial. "Speed Dial" buttons or Selective Transfer buttons should be populated for Police, Fire and Medical calls automatically based on the location of the 9-1-1 call cross-referenced with the DESC's dispatch center coverage polygons. The DESC will provide an ECRF for the purposes of determining the correct dispatch center if needed for The System. The System must be able to distinguish between agencies that are directly connected to the DESC ESINet and agencies that are not. Calls which are transferred to an agency connected to the ESINet must utilize SIP directly to the agency phone system and may be routed out through the Network Aggregator gateway in the event of a communications failure inside of the ESINet.

8. Question: Is it the successful bidder's responsibility to ensure the dispatch agencies attached to the ESINet have phone systems capable of receiving a SIP call transfer? If yes, how many locations will require this capability and how many IP phones will be required?

Answer: Yes, it is the successful bidder's responsibility to ensure we have the ability to transfer over the ESINet to the local dispatch agency. That should, at a minimum, be into a DESC/Successful Bidder provided IP phone. As an option, if possible, DESC would like to offer the local dispatch agency a demarcation SIP handoff (on-net) to the dispatch agency's phone system accessed via a Session Border Control (SBC) or some facsimile recommended by the successful bidder. There are approximately 80 sites with approximately 200 phone sets needed. DESC would prefer to see the IP phones quoted as a single phone for us to determine the number to be purchased with any price break points identified in the quote.

9. Question: If Selective Transfer Agency (STA) is determined by the Findservice Request to the ECRF and the ECRF is responding back with the Primary URI/Tel URI based on the geodetic point provided by the Location object, does the Bureau want the CPE to failover to a secondary predetermined seven digit number on the PSTN if the Agency is not reachable on the ESINet? And by unreachable, does that mean Ring No Answer, Busy and destination unreachable conditions? Or will having a Secondary STA button populated from the ECRF with the FindService Request providing an alternative Secondary Tel URI for transferring to the PSTN when the Primary URI/TEL URI is not available on the ESINet for all conditions above meet this requirement?

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Answer: If the primary dispatch center is unreachable due to a connectivity failure or busy signal, then the CPE should failover to a ten-digit number routed over the PSTN. The Secondary STA buttons will be used in cases where the primary is unable to be reached either by ESINet or PSTN. The purpose of a secondary agency is for the instances where the primary site is down via ESI net and PSTN. The purpose of the PSTN connectivity is to provide a secondary route to the dispatch centers in the event of an ESINet failure or that the agency being transferred to is not on the ESI net.

Reference: 5. Supplemental ALI

From RFP- The System must have the ability to provide Supplemental Information for a caller based on a voluntary sign-up system. The SupALI component must be able to display, at a minimum, several line of additional information such as medical issues, electricity requirements, mobility concerns, etc. This information must be able to be stored on “per-phone-number” basis and it is desired that this information can also be geographically tied to an address for visual display on a map for the purposes of indicating that an issue exists at an address, regardless of the phone used to report the emergency. The SupALI system must have an administration program that allows for new entries, modification of existing entries and deletion of old entries. This administration program must also be able to produce reports on the age of the record, when it was entered, when it was modified and when the data was last verified. A self-registration website is desired for users to be able to submit their supplemental information to the DESC, conditional upon approval of this information by DESC staff.

10. Question: GIS capability must be built into Calltaker Calltaking software?

Answer: GIS functionality for call handling will be provided either by xTrakker or the GIS solution provided by winning vendor. The GIS capability of any Supplemental ALI solution should integrate into either xTrakker or the GIS solution provided by the winning vendor. The GIS capability of the proposed Supplemental ALI system must have, at a minimum, the ability to validate address data using the DESC LVF and the ability to export all Supplemental ALI data into a Shapefile or similar format for inclusion into xTrakker or replacement GIS display application provided by the winning vendor.

11. Question: Can the Self Registration website be an autonomous system or must it be integrated with SUPALI interface allowing for entries to be entered in via Submitter 1, Submitter 2 approval?

Answer: The Supplemental ALI Self Registration may be an autonomous system.

Reference: 7. Questions

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From RFP- Please describe, in detail, your solution to Supplemental ALI in C-1-B-5. Can The System accommodate land lines, VoIP lines and cell phone numbers? Can you link this information to an address? To an x/y location? Can your data be included directly on a map or must it be exported, geocoded and converted to a GIS layer first?

12. Question: Provided the civic location on a wireline call provided by the LDB, civic location/geodetic location provided by the VPC via dynamic ALI and geodetic location provided by the MPC via dynamic ALI are passed on to the XTrakker Map solution (maintained by the Bureau) via NENA standard CAD interface, will the Bureau mapping solution not present a visual presentation of the location on the Map? Does the Bureau want the CPE to present a separate map presentation on the Call taker interface of the CPE for this purpose?

Answer: The DESC desires a Supplemental ALI system that can display life-saving medical information based on both a caller's phone number and a caller's physical location. Given the example of someone with a pacemaker, the DESC would desire that a SupALI solution would display that information in text format regardless of the location of the caller. Given the example of a someone caring for an elderly family member who requires oxygen, the DESC would desire that a SupALI solution would be able to display that information in the GIS so regardless of who calls from that location, that SupALI information is available. The GIS capability of the proposed Supplemental ALI system must have, at a minimum, the ability to validate address data using the DESC LVF and the ability to export all Supplemental ALI data into a Shapefile or similar format for inclusion into xTrakker or replacement GIS display application provided by the winning vendor.

Reference: C-1-C Interfaces 6. Questions

From RFP- 4. Describe in detail any alternate GIS solution that you would recommend with The System. If proposing an alternate GIS solution, please describe in detail how that component will interface with Valor™ CAD, particularly in the remote dispatch centers.

13. Question: Provided the Optional Map interface is sourced for the remote Dispatch Centers, how many Valor CAD implementations (licenses) would be required. Does the Bureau require the Map Interface to have an integrated (Valor CAD) DLL to be developed to display the map on the Valor CAD workstation or can the Map interface display the Map autonomously from the Valor Cad system?

Answer: There are 71 machines deployed at 48 remote sites. The Optional Map interface at the remote Dispatch Centers will need to interface with ValorCAD and ideally will provide the ability to work "stand-alone". The functionality for updating the data remotely over the network should be described in your proposal and ideally minimize interruptions to operation.

Reference: C-1-D Call Handling / CPE 2. Instant Recall Recorder (IRR)

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From RFP- The System shall be equipped with IRRs at each position and interface with a master log recorder. The master log recorder is a Multi-Channel Digital Recorder. The IRRs shall be integrated with the master log recorder.

14. Question: Please expand on what integration is expected between the IRR on the position and the Bureau's Exacom Digital recorder system. In your current Exacom Digital recorder installation, is the "Live" audio on each position recorded on its own channel with an output from the Audio Control Unit of the position? IRR is usually localized on the workstation and saved as a wave file with an expiration either by number of records or specific drive space threshold. How would you want this done differently?

Answer: We require an IRR function locally for the caller to listen to previous calls from their station. We also require the ability to interface/log all calls to the Exacom Digital recorder system. These two functions can be integrated but are not required to be so.

Reference: C-1-H Implementation/Maintenance 1. Training Requirements

From RFP- Training on all system functions shall be provided by the Contractor prior to acceptance of The System. Training will include sufficient information and experience to familiarize personnel (technical staff, telecommunicators and supervisors) with system features and operations for their particular assignments. The training provided by the bidder shall take place at facilities designated by DESC. Training manuals shall be provided to all attendees and the instructor to student ratio will be no greater than 1:8. The course outline and training material should be provided with your proposal. The system implemented CPE software, etc. should be able to be replicated in a fashion to allow the creation of a "Training room" to allow the DESC to facilitate on-going training of existing staff as well as training of new employees.

15. Question: Specifically, what role will Bureau staff have in the maintenance of the system? This is critical in determining the training required. Is it the Bureau's expectation that Bureau Technical staff will have administrative access to the system? If yes, will they require administrative training on all systems? Will the Bureau require Train-the Trainer courses for their own Trainers for on-going new hire training or will the successful bidder be required to perform on-going new hire training on a per course cost?

Answer: The DESC Technical Support staff will provide all hands-on and Tier 1 support for the system as a whole (CPE, workstations, ESINet, etc). The successful bidder shall provide Tier 2 and greater support as needed. As such, DESC technical staff requires administrative access to all components of the system. As Tier 1 Support, the DESC technical support staff shall require Administrative training or vendor required certification deemed adequate by the successful bidder to provide Tier1 support including the thorough understanding of the implemented systems so as to identify and categorize troubles. Train-the-Trainer style course will be

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sufficient, assuming that proper documentation is provided for future training classes. Currently the number of Technical Support Staff to be trained would be 6.

Reference: 3. Maintenance

From RFP- The Bidder shall specify pricing for continuing maintenance of the total system after the expiration of the initial one-year warranty period. Such pricing shall be for Year 2 through Year 5. During implementation the Laconia PSAP will be shut down while the new system is implemented, routing all traffic to the Concord facility. The existing Concord PSAP equipment will need to be maintained during this time period. The bidder shall provide full maintenance service for the existing PSAP equipment located at the Concord PSAP. The maintenance service options shall be for a period of one year at a time and extend through the same time period as the new PSAP CPE and/or the existing equipment is replaced with new equipment. The bidder may submit additional (optional) service plans and pricing.

16. Question: Is it the Bureau's expectation that all bidder's will obtain a service contract with the current provider of your CPE to cover monitoring and maintenance of the system during the transition period to include resolving pre-existing issues?

Answer: The DESC will not require the winning vendor to resolve pre-existing issues with the current system. However, the winning vendor will be required to maintain the current system after the expiration of the current maintenance contract. This may be done by the successful Bidder if they possess the capability or via a sub-contracted vendor who possesses the ability. The current maintenance contract with Cassidian/AirBus ends on 9/30/15. In the event that there is a gap between the new system going live and the old system being taken offline, the old system will still need to be maintained. DESC wants a single POC to go to for support. Due to fiscal constraints and purchasing requirements, it would be difficult to renew the existing contract with Cassidian/AirBus after signing a contract with the successful Bidder of this RFP.

Reference: 6. Questions

From RFP- 1. Can you provide a training simulator software package? If yes, provide a copy with your bid.

17. Question: Is the training simulator software package to be provided as an option separate from the RFP Response pricing? How many positions do you require in your Training simulator?

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Answer: The DESC requires 16 positions plus one supervisor position for the training simulator or training room. The training room is not an option, it is required. Please *Reference: C-1-H Implementation/Maintenance 1. Training Requirements.* Specifically, the system implemented CPE software, etc. should be able to be replicated in a fashion to allow the creation of a “Training room” to allow the DESC to facilitate on-going training of existing staff as well as training of new employees. The DESC is requesting Bidders to provide a copy, if available, for us to preview (*From RFP- 4. How will the DESC be prepared to conduct ongoing training after Implementation is completed?*)

18. Question: Will the Bureau require Train-the Trainer courses for their own Trainers for on-going new hire training or will the successful bidder be required to perform on-going new hire training on a ‘per course’ cost?

Answer: The DESC will assume all training for new hires (Supervisors and Telecommunicators) once the Train-the-Trainer classes have concluded. We would be interested in a ‘per course’ cost for our technical staff.

Reference: C-1-B System Architecture

From RFP- 2. The System shall be capable of displaying all current 9-1-1 calls on a map utilizing GIS data provided by the DESC. (i.e. no “Google maps” or similar)

19. Question: Is the Bureau requiring a map display integrated into the Calltaking software or simply that the CPE will provide a NENA Standard interface to their xTrakker mapping system?

Answer: The DESC is requiring that the CPE has a map interface for the purposes of displaying aggregate live call data. DESC is looking for this map display to be at the Supervisor’s workstation or possibly on to a wall display.

Reference: C-1-D-2 Call Handling - IRR

From RFP- 2. System must have the ability to record both telephony and radio audio. Recording shall be available for playback during or after a call

20. Question: Is it a requirement of the system to have radio functionality built into the CPE software or only to allow radio arbitration. If only radio arbitration, this is usually recorded on a separate channel on the House recording system and not a function of the IRR. Please clarify this requirement.

Answer: We do not require radio audio recording as we do not do radio dispatch in today’s configuration. However, the system should at least be capable of incorporating or integrating with radio function, if at a later date it is needed. The DESC would expect this additional

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function to be at an additional cost later, but, again, the compatibility should be there in the event DESC's future functions expand.

Reference: C-2 DETAILED REQUIREMENTS

21. Question: In Table C-2 "General System Requirements – Vendor Response Checklist" section C-1C-G #27 (et al), we need more detail on the MIS requirements. In particular, they asked for the ability to relate certain calls automatically. What would this be based on, time, distance?

Answer: The DESC is looking for the ability to select several calls for service and designate them as related, manually. Then later be able to automatically retrieve all calls related to a particular event ID or some similar designation. The system should allow filters to display calls based on a time frame or location to assist with relating calls.

Reference: 4.18.9 Section VI: Qualifications of Key Vendor Staff

22. Question: Please provide instructions for E-2, E-3, E-4 in Appendix E.

Answer: 4.18.9 Section VII Cost Proposal (p. 21) refers to Appendix E, sections 2, 3, and 4. Appendix E begins on page 59. RFP is missing these 3 sections in Appendix E. See Addendum C for proper information.

22A. Question:

1. Who is responsible for providing Layer 3 network devices to aggregate, and route all network connectivity being provided by the Network provider? Who is responsible for managing and supporting these Layer 3 devices as it pertains to the ESINet between Concord PSAP and Laconia PSAP: Aggregation routers, PSAP Switches for workstation connectivity; routers, switches and firewalls supporting DMZ for inbound IP connectivity from other carriers or untrusted networks.
2. Same question...but only as it relates to CES ELAN network to the Dispatch centers: Who is responsible for providing Layer 3 network devices to aggregate, and route all network connectivity being provided by the Network provider? Who is responsible for managing and supporting these Layer 3 devices as it pertains to Switches, Routers, Firewalls and SIP capable phones? How many Dispatch Centers would require a router, switch or SIP phone if the Bidder is responsible for providing, managing and supporting this?

Answer: Today, the routers supporting this network are Cisco 891s. These will most likely need to be updated. We are looking for the successful bidder to evaluate this network and specify necessary requirements/upgrades to make the network suitable to serve as the DESC ESINet (NH Statewide) allowing call and data transfer to the local dispatch agencies. The CE network today is a FairPoint network. The successful bidder will be responsible for necessary design,

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configuration, and support beyond Tier 1 support. Once built, tested and deemed adequate, DESC staff will provide Tier 1 coordination with Network provider and hands on support. We would look for Tier 2 and beyond support on routers and other border elements proposed by successful bidder.

Reference: C1A3 – call delivery and handling

23. Question: Does the new system acquire [SIC] SS7 capability given the stated desire to move towards a next generation system? Can an alternative approach such as by i3 call delivery termination be offered?

Answer: No, all call delivery will come in via SIP from the contracted network provider.

Reference: C1B4 – call transfer

24. Question: Can the State provide a list of agency phone system manufacturers and models in use that are capable of direct SIP connections?

Answer: The call transfer over the ESINet would be into a DESC/Successful Bidder provided IP phone connected to successful bidder's/DESC system. As an option, if possible, DESC would like to offer the local dispatch agency a demarcation SIP handoff (on-net) to the dispatch agency's phone system accessed via a Session Border Control (SBC) or some facsimile recommended by the successful bidder.

Reference: C1B5 – supplemental ALI

25. Question: Does the system need to interface to a Supplemental ALI system [sic] such as the Datamaster system in use by the State including the self-registration website or does the State desire something in addition to the Datamaster capabilities to provide this functionality?

Answer: The DESC is currently using a custom-developed SupALI solution and is interested in replacing that system with a new system, as long as it meets the requirements. The SupALI functionality in the Datamaster ALI Server product does not meet the requirements for the DESC so it is not currently in use. The DESC desires a Supplemental ALI system that can display life-saving medical information based on both a caller's phone number and a caller's physical location. Given the example of someone with a pacemaker, the DESC would desire that a SupALI solution would display that information in text format regardless of the location of the caller. Given the example of a someone caring for an elderly family member who requires oxygen, the DESC would desire that a SupALI solution would be able to display that information in the GIS so regardless of who calls from that location, that SupALI information is available. The GIS capability of the proposed Supplemental ALI system must have, at a minimum, the ability to validate address data using the DESC LVF and the ability to export all Supplemental ALI

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data into a Shapefile or similar format for inclusion into xTrakker or replacement GIS display application provided by the winning vendor.

Reference: C1C1 – computer-aided dispatch

26. Question: will the state provide the PCs on which the CPE software and computer-aided dispatch will reside or should the CPE proposer provide PCs for this purpose?

Answer: The Bidder's should provide the cost of purchasing the workstations as an option. The DESC could procure the workstations based on the specification provided by the winning vendor.

Reference: C1C4 – master log recording

27. Question: What level of compatibility is desired with Exacom?

Answer: The system proposed should be fully compatible with Exacom. All calls for service should be recorded.

Reference: C1F4 – system monitoring and administration

28. Question: Does the State desire a monitoring capability that will proactively respond to alerts from the monitoring system? This could involve remote access into the system to analyze and/or resolve the issue. This could also involve providing reporting on alerts and subsequent tracking of issues related to the alerts. This type of service is often referred to as a managed service for monitoring which is more robust than a simple alarm that an issue may exist.

Answer: The DESC does not require monitoring capability. However, if it is a service that is available, the DESC would welcome this service to be described and offered as an optional component.

Reference: IP Connection between PSAPs

29. Question: Will the State supply the required IP connection between PSAPs until the new ESINet is installed, or should the cost of this IP connection be included in the proposal?

Answer: The Carrier-Over-Ethernet connections to the 78 dispatch centers and both PSAPs are currently in operation. The State also has a microwave link between the two sites. And finally, we have available 4 T1 circuits as well.

Reference: Response format

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30. Question: Should a point by point response be provided for Appendix C-1 or should responses only be provided for Sections titled Questions?

Answer: The DESC requires that the specific questions sub-sections be responded to directly. If a vendor wishes to expand upon any topic in Appendix C-1, that may be included at the end of each section's responses. For example, a vendor may respond to section C-1-B first by answering the 6 questions in the questions section and then expand upon any item in C-1-B before answering the questions for C-1-C.

31. Question: Please explain how Appendix C-2 should be completed. Please explain the meaning of the two column titles M/O and Y/M/N. If the column titled M/O represents 'Mandatory and Optional' does the lack of an "M" mean optional (there are not any "O's" in the column).

Answer: M/O is for 'Mandatory or Optional' and all items should be marked 'M' for Mandatory. Items that are not marked should be considered Mandatory. The potential vendor should respond to Appendix C-2 in the Y/M/N column with a 'Y' for Yes is the proposal complies, 'N' for No if the proposal does not comply, or 'M' for Maybe with description of how the proposal may comply.

Reference: Section 1, page 1

32. Question: The Introduction states "the system should implement as many NENA i3 solution components as possible," but the body of the RFP makes no mention of many of these components such as an ESRP. Which specific elements are required?

Answer: We described the functions we are looking for in our system. The successful bidder will utilize the necessary i3 components or other necessary design/equipment to fulfill those requirements. You may choose to use an ESRP to determine how the call transfer may utilize the ESINet for call transfer or the PSTN where another bidder's system may utilize a router to serve the same function.

Reference: Section 4.18.9, page 21

33. Question: Section 4.18.9 of the RFP states, "This Proposal section must be used to provide required information on key Vendor staff. Specific information to be provided is described in Sections: E-2: Team Organization and Designation of key Vendor staff; E-3: Candidates for Project Manager; and E-4: Candidates for key Vendor staff Roles, of Appendix E: Standards for Describing Vendor Qualifications." Please provide E-2, E-3 and E-4.

Answer: 4.18.9 Section VII Cost Proposal (p. 21) refers to Appendix E, sections 2, 3, and 4. Appendix E begins on page 59. RFP is missing these 3 sections in Appendix E. See Addendum C for proper information.

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Reference: Section 4.18.12, page 22

34. Question: Section 4.18.12 of the RFP states, “Section IX: Appendix- This section provided for extra materials as referenced in Appendix D- Topic O-Product Literature,”. This referenced information “Topic O” cannot be found in the RFP. Please provide.

Answer: Delete 4.18.12 Section IX: Appendix (p. 22). It will not be used in this RFP.

Reference: C-1-A-2-f, page 30; C-1-A-4, page 31

35. Question: Page 31 states, “The DESC currently utilizes ProQA for emergency medical dispatching and would prefer that this solution is able to integrate fully into any proposed systems.” Page 30 states, “We will soon be upgrading to Paramount.”

What is the Paramount upgrade timeline, and what integration effort and interface is required?

Answer: Paramount will be deployed prior to the installation and implementation of any successful bidder’s solution. Today, the MPDS software is integrated through the Valor CAD system, which will remain; we would want be made aware of any advantages or additional integration possible for future use with your proposed solution. This is especially true for the vendor’s proposed text messaging solution. Our current GEM911 text messaging solution does not integrate with ProQA to allow for easier medical instructions to be sent to texting customers requiring EMD.

Reference: C-1-A-3, page 30

36. Question: The RFP states “Both PSAPs utilize 54 trunks (27 to each) delivered from diverse and redundant COs via SS7.”

A: Please provide further details on what equipment these SS7 trunks are currently being terminated to the existing PSAP CPE.

B: At both the Concord and Laconia locations, are the current PSAP systems connected to an administration PBX? If they are, please provide details of the PBX systems such as MFG, model, and version with type and quantity of connection/interface from each Admin PBX to the PSAP CPE system.

Answer: A. The SS7 connects from the carriers to the NH9-1-1 network provider and the “network aggregator” then delivers the calls to each of the PSAPs respective ECS1000 via 27 CAMA trunks from each redundant and diverse CO for a total of 54 CAMA trunks to each PSAP and a total of 108 trunks for both combined.

b. Each PSAP has 10 Centrex analog lines setup in a hunt group, which are terminated directly in to the ECS1000.

Reference: C-1-A-4, page 31

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37. Question: Does the State currently maintain its GIS datasets using either the Next Generation 9-1-1 Data Model or CLDXF? If not, what standards are being used for the GIS data and would the State be open to updating these standards to Next Generation 9-1-1?

Answer: The NG9-1-1 GIS data model has not been approved by the NENA standards body. However, the DESC is able to export all GIS data to match the required elements of the current proposed NG9-1-1 GIS data model.

Reference: C-1-B-1, page 31

38. Question: As the solution is IP based, does DESC have a preferred routing and switching OEM solution?

Answer: No preference, we want to implement what the successful bidder recommends and uses “common” at all of their similar installations. “Similar” means in size and complexity. The DESC employs technicians with Cisco certifications and familiarity with Cisco equipment, but we feel this knowledge and skill base will translate easily to other platforms.

Reference: C-1-B-1, page 31

39. Question: In section one of the system architecture overview you state that the system should have the ability to route with appropriate Border Control Function (BCF) or firewalls at each point of access. Is a BCF at each point of ingress and egress required, per the NENA 08-003 v.2 standard?

Answer: Page 31 of our RFP states - “The System should have the ability for rules-based call routing and include appropriate Border Control Functions (BCF) or firewalls at each point of access.” DESC is not aware if NENA 08-003v.2 has this information but NENA 75-001 v.1 Security for Next-Generation 9-1-1 (NG-SEC) does state on page 57 section 9.1 – “The NG9-1-1 Entity responsible for the network shall identify and classify network segments (e.g., call taker networks, CAD networks, etc...) based on their business and technical functions so that the appropriate levels of protection can be configured for each segment. All boundaries or points in ingress and egress shall be clearly defined for every network. These may include external network connections, dual homed servers or other points of contact with other networks of different classification.”

Reference: C-1-B-1, pages 31-32

40. Question: What is the preferred interface type for the TCS xTrakker? Please detail the physical interface.

Answer: xTrakker can receive the ALI via an IP or serial-to-IP connection. Currently in the PSAP it is configured for a DLL from Sentinel to deliver data to IP port 9002. At the remote sites, it is

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configured to be received data from Valor via a DLL over a localport IP port 9002. **Reference:** C-1-C-3, page 35

41. Question: A. Does the DESC require retrieving ALI data via a landline database through a Legacy Selective Router Gateway (LSRG) and from VPCs and MPCs over the E2 circuits?

B. Will the DBMS serve the role of Location Database (LDB) in this configuration in compliance with NENA 08-003 requirements?

C. Does the DESC require interfaces with the multiple LDB servers located in Concord and Laconia and with other carriers?

Answer:

A. If the winning solution requires PIDF-LO, yes. However, given that there are no current carriers or providers that are offering PIDF-LO natively at this time, the DESC will accept a solution that is "PIDF-LO" capable without actually implementing that at this time.

B. Yes

C. Yes

Reference: C-1-C-4, page 35

42. Question: Is the existing Exacom Hindsight system compliant with NENA 08-003 Logging System requirements? If not, should we include necessary upgrades?

Answer: Necessary upgrades will be done through existing maintenance contracts with Exacom directly through the State. If your proposed system requires additional integration beyond Exacom's standard interfaces, then this should be provided.

Reference: C-1-C-5, page 35

43. Question: A. Is the existing Spetracom Netclock model 9483 compliant with NENA 08-003 and NENA 04-002 requirements?

B. Can the State provide the currently Spetracom Netclock model 9483 configuration?

C. How many spare ports are there?

Answer: These are the Netclocks currently in operation. If they are not deemed compliant or not part of the vendor's recommended solution, then that vendor should include necessary equipment to ensure accurate times. If they are deemed suitable, the DESC would want to reconfigure the Netclocks to a configuration recommended by the vendor so that we are in line with their typical installation for ease of support. Current configuration -

4 – 10/100/1000 Ethernet ports

- Eth0 configured to Concord PSAP network via cat 5 to VLAN 107 Port IP:

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- Eth1 configured to Concord Admin Network via Cat 5 to VLAN 105 Port IP:
- Eth2 configured to Carrier Network Port IP:
- Eth3 not configured – TBD

1 – RS-232 Serial Port

- To SMART terminal on Com Port 2
- Baud Rate: 9600 Parity: None Stop Bits: 1 Data Format: NTCL#0 (configured through the SMART CLI)

Reference: C-1-D-4, page 37

44. Question: The requirements list an ALI Retrieval System Interface (C-1-D-4). Since DESC requests NENA i3 solutions, do you prefer to use Next Generation 9-1-1 data streams including PIDF-LO and Additional Data served by an LDB or similar?

Answer: It is our understanding that no carriers today are using a LIS or delivering PIDF-LO. We want to ensure the system implemented has the ability to adapt and utilize PIDF-LO natively when readily available from the service providers. However, the DESC is open to utilizing PIDF-LO internally if required by the successful bidder's solution.

Reference: C-1-D-23, page 40

45. Question: The console shall provide an audio management device allowing the connection of up to three headsets, a long term recorder, a radio console call director and auxiliary audio inputs. Could you explain in more detail this requirement?

Answer: The console should allow three headsets to connect for training purposes and supervisory function to listen to a call at the console regardless of Supervisor function or 'barge in' function from Supervisor's console. The system needs IRR function and interface with Exacom as previously described. We do not require radio audio recording as we do not do radio dispatch in today's configuration. However, the system should at least be capable of incorporating or integrating with radio function, if at a later date it is needed. The DESC would expect this additional function to be at an additional cost later, but, again, the compatibility should be there in the event DESC's future functions expand.

Reference: C-1-D-26, page 41

46. Question: The RFP states "Headsets should be compatible with current standards and as an option have the ability to use wireless headsets." "Current standards" can possibly be misinterpreted. Please provide further details or provide examples or headset model(s) preferred or being used for reference. Also, please provide quantities as some customers prefer one headset per dispatcher and some even with spare headsets.

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Answer: Compatible headsets should be easily attained via typical outlets and not be proprietary. Pricing should be listed as (1)ea with any price break points identified. As an approximation, we believe 100 to start but, this is somewhat of a consumable given employee turnover and wear and tear.

Reference: C-1-E-4, page 44

47. Question: A. Will the DESC providing the external display unit or requesting contractor to provide?

B. If DESC will be providing the unit, please provide details of the display unit and physical interface.

C. If contractor is to propose the display unit, please specify size and type of the external display unit desired.

Answer: This requirement states that the system “shall be capable” of interfacing or displaying the listed data on to a wall display not to provide one. As an option, please include bidder’s recommendation for an external LCD display at a minimum of 60 inch and necessary mounting equipment.

Reference: C-1-H-2, page 47

48. Question: Should the Vendor provide an additional 24x7 security monitoring service integrated with the remote maintenance and management?

Answer: Yes, as an option.

Reference: C-1-H-3, page 47

49. Question: Should the Vendor provide maintenance of all existing systems between the time the contract is awarded and the time that cut-over to the new system is accomplished for equipment listed in Appendix C-1-A, paragraph 2?

Answer: The winning vendor will be required to maintain the current CPE system after the expiration of the current maintenance contract. This may be done by the successful Bidder if they possess the capability or via a sub-contracted vendor who possesses the ability. The current maintenance contract with Cassidian/AirBus ends on 9/30/15. In the event that there is a gap between the new system going live and the old system being taken offline, the old system will still need to be maintained. DESC wants a single POC to go to for support. Due to fiscal constraints and purchasing requirements, it would be difficult to renew the existing contract with Cassidian/AirBus after signing a contract with the successful Bidder of this RFP.

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Reference: C-2, page 48

50. Question: Please provide instructions for clarification on how Table C-2 should be populated including definitions for the column headers “M/O” and “Y/M/N.”

Answer: M/O is for ‘Mandatory’ or ‘Optional’ and all items should be marked ‘M’ for Mandatory. Items that are not marked should be considered Mandatory. The potential vendor should respond to Appendix C-2 in the Y/M/N column with a ‘Y’ for Yes if the proposal complies, ‘N’ for No if the proposal does not comply, or ‘M’ for Maybe with description of how the proposal may comply.

Reference: C-2, Table C-2, C-1-B, row 1, page 49

51. Question: The RFP states “The System components shall be i3 compliant.” Per the NENA 08-003 revision 2 document, does the State require that the solution include LSRG, ESRP, and PRF?

Answer: We described the functions we are looking for in our system the successful bidder will utilize the necessary i3 components or other necessary design/equipment to fulfill those requirements. You may choose to use an ESRP to determine how the call transfer may utilize the ESINet for call transfer or the PSTN where another bidder’s system may utilize a router to serve the same function. However, if the vendor chooses a solution that does not utilize an ESRP, the vendor must demonstrate how the solution is capable of incorporating an ESRP in the future.

Reference: C-2, Table C-2, C-1-G, row 28, page 55

52. Question: As part of the MIS events and reporting requirements, does DESC require the Vendor to provide the following network monitoring and management capability:

- A. Network Performance Report?
- B. Network Traffic Report?
- C. IP Address Report?
- D. Server and Application Status Report?
- E. Network Configuration Management Report?

Answer: Any additional reports that can be offered or provided that are believed to be beneficial to the maintenance or management of the solution proposed should be included.

Reference: RFP page 33, paragraph 4.

Question 53: “The System must be able to distinguish between agencies that are directly connected to the DESC ESINet and agencies that are not”. This suggests that DESC is requesting a Geo-Spatial Router to meet the RFP specifications. Please confirm whether this is correct and,

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if so, will would [SIC] DESC entertain splitting the RFP into routing and CPE controller requirements?"

Answer: The DESC is not specifically requesting a Geo-Spatial Router, however, a NENA-complaint ESRP could be used to perform this functionality. The DESC will not entertain splitting this RFP into two components.

Reference: 3.1 Complete On-Site Solution

Question 54: Will the State consider a partial response from a proposer that addresses a specific area of the overall solution, provided the specific response is capable of meeting the stated requirement(s) and is compatible with the selected call taking solution?

Answer: No.

Reference: C-1-G second paragraph & C-2 Detailed Requirements item 35 – “It shall be an onsite solution...”

Question 55: Is there a state or local regulation that prohibits cloud based analytical systems? If not, is there a particular concern that can be addressed within the RFP response?

Answer: The DESC is unaware of any regulation prohibiting cloud-based systems. However, the DESC is requiring an on-site solution.

Reference: C-1-G subsection 2. Call Detail Records – “The PSAP equipment shall have the ability to provide call detail records after every terminated 9-1-1 call. The record should include, but should not be limited to, ANI, seizure time, position answered, answer time, disconnect time, incoming trunk number, etc. These should be in a report format, as opposed to raw data format.”

Question 56: Typically CDR data is presented in a raw data format and then parsed. Is request that the final reports generated by the system be in report format?

Answer: Yes.

Reference: C-1-G subsection 3. Questions item 3

Question 57: Is the responsibility of solution integration for reporting purposes that of the originating technology vendor?

Answer: The winning vendor must work with the other technology vendors in order to complete the requirements of the MIS system.

Reference: C-1-G subsection 3. Questions item 5

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Question 58: Does the State of NH expect to migrate existing data to new platforms? If so, how many years of data do you anticipate migrating?

Answer: No.

Question 59: What is your total annual call volume (911 and Admin)?

Answer: Please see the chart provided in the Bidder's Conference section.

Question 60: *We would like to request that the State grant a thirty (30) day time extension to respond.*

Answer: All responses are due April 1st. We are adhering to the Schedule of Events.

Reference: Pages 10 and 19

Question 61: There seems to be a conflict of due dates. Is the correct due date April 20, 2015 at 2:30pm?

Answer: All responses are due April 1st. Please see addendum B found at the same State website where the original RFP was posted.

Reference: Page 6 – Section 1

Question 62: What traffic does the CE Network carry today (i.e. CAD data only, voice calls, etc.)?

Answer: CAD data with occasional VoIP traffic for backup purposes to IP phones at the dispatch centers.

Reference: Page 8 – Section 1.3

Question 63: Responsibility includes Maintenance of the existing system. What level of maintenance is required; Tier 1 which includes responding to routine troubles or Tier II and above as a support arm to the State's technical staff?

Answer: The DESC requires Tier II support of the system.

Reference: Page 25 – Section 5.4.1

Question 64: The last sentence is incomplete missing the last word or statement.

Answer: Please replace the last sentence as follows: "These points will include, but not be limited to, the following sub-factors for the Solution: Overall Fit, features and Optional Features and Usability."

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Reference: Page 30 – Section C-1-A Item # 2c

Question 65: Regarding the statement “The other half receive the CAD spill into their own CAD system via a standard NENA ANI/ALI spill over TCP/IP”. Please describe the physical interface between the existing Sentinel 9-1-1 system and these other CAD systems (i.e. is there an individual ALI spill sent to each location from the Sentinel system or does the Sentinel spill to a host/server that then distributes the ALI to the appropriate end site?)

Answer: The Valor Mini-CAD application on the PSAP workstations will send an IP ALI Stream to the appropriate dispatch center with a one-click transfer.

Reference: Page 30 – Section C-1-A Item # 2e

Question 66: Does the MicroData mapping solution utilize an ALI spill directly from the Sentinel system today or does it take ALI from the CAD system?

Answer: xTrakker can receive the ALI via an IP or serial-to-IP connection. Currently in the PSAP it is configured for a DLL from Sentinel to deliver data to IP port 9002. At the remote sites it is configured to be received data from Valor via a DLL over a localport IP port 9002.

Reference: Page 30 – Section C-1-A Item # 2f

Question 67: Does the Medical Priority Dispatch system require an ALI spill of its own?

Answer: No.

Reference: Page 31 – Section C-1-B Item #1

Question 68: The statement reads “The system should also utilize an IP based VoIP network for call transfer/delivery to local dispatch centers (ESI Net)...” Is there an IP network in place today to support this ESI Net functionality? If not, is the State expecting this ESI Net to be included in this RFP response or will the State procure that separately?

Answer: There is a 50 mbps Carrier-over-Ethernet network connecting Laconia and Concord PSAPs and a 1 mbps connection out to each dispatch center. It is the responsibility of the winning vendor to evaluate this network and establish if it is suitable as a backbone for an ESINet. See other listed questions previously answered on this topic for additional information.

Reference: Page 34– Section C-1-C Item # 1

Question 69: The statement reads “The bidder’s CPE software shall run on the same workstation as the DESC Valor CAD system software.” Are you asking that the CPE software be

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loaded on existing CAD workstations or do you require new workstations with this procurement?

Answer: New workstations are required for this system. The DESC would like an optional quote for workstations should the Division choose to purchase the workstations through the RFP process. At a minimum, the bidders should respond with minimum required workstation specifications for their proposed solution.

Reference: Page 41 – Item # 26

Question 70: How many headsets do you require?

Answer: Please provide a per-unit cost with any price break points available. We consider these consumable due to turnover and wear and tear, we anticipate purchasing approximately 100 ea.

Reference: Page 44 –Item # 4

Question 71: Will the State provide the electronic wallboard(s) or do you require them to be included with the bid and if so how many for each site?

Answer: The DESC requires the ability to display a status map on the wall of both the Laconia and Concord PSAPs.

Reference: Page 45 – Section C-1-G

Question 72: What is the annual call volume for both 9-1-1 and administrative calls?

Answer: Please see the chart provided in the Bidder’s Conference section.

Reference: Page 46 – Section C-1-H Item # 1

Question 73: Please provide the quantity of people in each personnel group for training purposes. Do you prefer direct training of each call-taker/dispatcher or are train-the-trainer sessions preferable?

Answer: End-user training will be a train-the-trainer class of approximately 5 people. Technical training will be for all DESC Technical Support staff and should be both ongoing during installation and formally once the system has been completed for 6 people.

Reference: C-1-B System Architecture

Question 74: In for example, Section C-1-B System Architecture, there are number of subsections. Do you only require the vendor to respond to the specific questions at the end of

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the sections? Such as in the case of C-1-B, the vendor would respond to the questions in sub-section 7.

Answer: Yes.

Reference: 4.18.9 Section VI: Qualifications of Key Vendor Staff

Question 75: Section E-2 Team Organization and Designation of Key Vendor Staff is referenced, but there doesn't appear to be a Section E-2 in the appendices. Was it omitted?

Answer: 4.18.9 Section VII Cost Proposal (p. 21) refers to Appendix E, sections 2, 3, and 4. Appendix E begins on page 59. RFP is missing these 3 sections in Appendix E. See Addendum C for proper information.

Reference: RFP page 21, Section 4.18.9, Section VI: Qualification of Key Vendor Staff,

Question 76: "Specific information to be provided is described in Sections: E-2: Team Organization and Designation of key Vendor staff; E-3: Candidates for Project Manager; and E-4: Candidates for key Vendor staff Roles, of Appendix E: Standards for Describing Vendor Qualifications". RFP Appendix E does not contain sections E-2, E-3, or E-4. Please provide the missing requirements.

Answer: 4.18.9 Section VII Cost Proposal (p. 21) refers to Appendix E, sections 2, 3, and 4. Appendix E begins on page 59. RFP is missing these 3 sections in Appendix E. See Addendum C for proper information.

Reference: RFP page 59, Appendix D

Question 77: contains a table with a Topic entitled "PSAP Management Features" and indicates the Scope of Work location for the response is section C-1-E-13. Scope of Work Section C-1-E ends at C-1-E-7. Should vendors substitute C-1-E-7 for C-1-E-13?

Answer: Yes.

Reference: On RFP page 48, Table C- General System Requirements

Question 78: Vendor Response Checklist, the table heading for column 4 reads "Y/M/N (SEE ABOVE)". As the RFP provides no explanation of this, please provide explicit instructions. In addition, please confirm whether vendors can expand the Vendor Comments column width in order to accommodate the required narrative responses

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Answer: M/O is for 'Mandatory' or 'Optional' and all items should be marked 'M' for Mandatory. Items that are not marked should be considered Mandatory. The potential vendor should respond to Appendix C-2 in the 'Y/M/N' column with a 'Y' for Yes if the proposal complies, 'N' for No if the proposal does not comply, or 'M' for Maybe with description of how the proposal may comply. The vendor may expand the Comments column.

Reference: RFP page 21, Section 4.18.12, Section IX

Question 79: Appendix, states "This section provided for extra materials as referenced in Appendix D- Topic O-Product Literature". Appendix D does not contain a Topic O. Please provide details regarding the required content.

Answer: Delete 4.18.12 Section IX: Appendix (p. 22). This will not be used in this RFP.

Reference: On RFP page 57, Table C-3 Deliverables

Question 80: Vendor Response Checklist, it is unclear how vendors are to respond to the table. For example, the table contains a column titled "Explain how your solution meets the requirements. Cite the page of your proposal". One of the rows to respond to is "Implementation Plan", but there is no requirement in the RFP for an implementation plan. Please clarify exactly how vendors should respond to Table C-3.

Answer: In the above example, vendors should insert the page number of their proposal that corresponds to the location of the implementation plan in the vendor's response to this RFP.

Reference: RFP page 20, Section 4.18.6, Section III:

Question 81: Responses to Detailed Requirements and Deliverables, states "Using the response tables in Appendix C, the Vendor must document the ability to meet the Requirements and Deliverables of this RFP". RFP page 21, Section 4.18.7, Section IV: Narrative Responses, states "Section IV solicits narrative responses describing the Software, Technical, Services and Project Management topics defined for this RFP Project. Appendix D: Topics for Mandatory Narrative Responses is organized into sections, which correspond to the different deliverables or aspects of the scoring process of the Proposal. Discussion of each topic must begin on a new page". Please confirm that vendors are expected to respond to Tables C-2 and C-3 and the Topics noted in Appendix 4 only and that DESC is not expecting a line-by-line response to all the requirements listed in C-1 Scope of Work

Answer: The DESC is not expecting a line-by-line response to C-1. The DESC is expecting a line-by-line response to C-2. Appendix D was designed to point the vendor to the specific sections of C-1 that need to be responded to directly.

Reference: RFP page 9, Section 2 Schedule of Events

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Question 82: Vendor Selection and Contract Negotiations will begin on or about 5/1/15. RFP page 16, Section 4.15 Required Contract Terms and Conditions states that “Appendix H: State of New Hampshire Terms and Conditions shall form the basis of any Contract resulting from this RFP. In the event of any conflict between the State’s terms and conditions and any portion of the Vendor’s Proposal, the State’s terms and conditions shall take precedence and supersede any and all such conflicting terms and conditions contained in the Vendor’s Proposal”.

Please confirm whether the State is open to negotiating the contract to include clarifications and/or additional language including but not limited to mutual terms for protection of confidential information and termination due to material breach; indemnification and limitation of liability; warranties; and software license provisions

Answer: We cannot negotiate the terms and conditions as these are set to facilitate the P-37 NH Standardized Contract format and is established by the AG’s office.

Reference: RFP page 33, paragraph 4.

Question 83: Call Transfer, states “The System must be able to distinguish between agencies that are directly connected to the DESC ESINet and agencies that are not”. This suggests that DESC is requesting a Geo-Spatial Router to meet the RFP specifications. Please confirm whether this is correct, and, if so, will would DESC entertain splitting the RFP into routing and CPE controller requirements

Answer: The DESC is not specifically requesting a Geo-Spatial Router, however a NENA-complaint ESRP could be used to perform this functionality. The DESC will not entertain splitting this RFP into two components.

Reference: Section 1.2

Question 84: The RFP requires the vendor to commence work by June 30, 2015. How does the State define “commence work”?

Answer: Kickoff Meeting.

Reference: Section 1.3

Question 85: Maintenance of the existing system would seem more appropriately available through the incumbent provider. This requirement may preclude other vendors apart from the incumbent from being able to assume that responsibility. Is that what the State intends or can this requirement be reconsidered?

Answer: Yes, the winning vendor will be required to maintain the current system after the expiration of the current maintenance contract. This may be done by the successful Bidder if

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they possess the capability or via a sub-contracted vendor who possesses the ability. The current maintenance contract with Cassidian/AirBus ends on 9/30/15. In the event that there is a gap between the new system going live and the old system being taken offline the old system will still need to be maintained. DESC wants a single POC to go to for support. Due to fiscal constraints and purchasing requirements it would be difficult to renew the existing contract with Cassidian/AirBus after signing a contract with the successful Bidder of this RFP.

Reference: Section 1.6

Question 86: The RFP indicates that the details of a Contractor's proposal are last in order of precedence in the event of conflict or ambiguity among the Contract materials. However, if details of a proposal do not take priority over the terms of the RFP, the purpose of responding to the RFP will be negated. The State can assess the details of the proposal in making its determination of the acceptability of such details in selecting the successful proposal for the project. Please confirm whether the potential order of precedence can be negotiated and/or adjusted.

Answer: This is non-negotiable.

Reference: Section 4.1, 4.2

Question 87: The RFP indicates that the details of a Contractor's proposal are last in order of precedence in the event of conflict or ambiguity among the Contract materials. However, if details of a proposal do not take priority over the terms of the RFP, the purpose of responding to the RFP will be negated. The State can assess the details of the proposal in making its determination of the acceptability of such details in selecting the successful proposal for the project. Please confirm whether the potential order of precedence can be negotiated and/or adjusted.

Answer: This is non-negotiable.

Reference: Section 4.1

Question 88: The RFP states that the electronic copy should be in Microsoft Word and PDF format. Are any pieces of the proposal required to be submitted in Word format, or can we submit the entire proposal in PDF format?

Answer: It is acceptable to submit the entire proposal and pricing material in PDF format.

Reference: Section 4.3

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Question 89: The RFP states that answers to inquiries and any requested changes to terms and conditions will be posted to the website. Please confirm the URL of the website is <http://das.nh.gov/purchasing/specrfp.asp?rfpID=9420>.

Answer: Yes, the official link to the RFP and addenda is:

<http://das.nh.gov/purchasing/specRFP.asp?rfpID=9420>

Reference: Section 4.15

Question 90: The RFP indicates that the details of a Contractor's proposal are last in order of precedence in the event of conflict or ambiguity among the Contract materials. However, if details of a proposal do not take priority over the terms of the RFP, the purpose of responding to the RFP will be negated. The State can assess the details of the proposal in making its determination of the acceptability of such details in selecting the successful proposal for the project. Please confirm whether the potential order of precedence can be negotiated and/or adjusted.

Answer: This is non-negotiable.

Reference: Section 4.18.2

Question 91: If we cannot make any clarifications to the Terms and Conditions, how should we incorporate standard license terms and conditions?

Answer: Special provisions can be agreed to and included in the final contract.

Reference: Section 4.18.9

Question 92: The RFP states that Section VI of the proposal should include information described in Sections E-2, E-3, and E-4 of Appendix E. Appendix E does not appear to contain these sections. Please provide the requirements.

Answer: 4.18.9 Section VII Cost Proposal (p. 21) refers to Appendix E, sections 2, 3, and 4. Appendix E begins on page 59. RFP is missing these 3 sections in Appendix E. See Addendum C for proper information.

Reference: Section 4.18.12

Question 93: The RFP states that Section IX of the proposal should include extra materials as referenced in Appendix D - Topic O - Product Literature. There does not appear to be a Topic O in Appendix D. Please provide the description or requirement for these extra materials.

Answer: Delete 4.18.12 Section IX: Appendix (p. 22). It will not be used in this RFP.

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Reference: Section 5.4.1

Question 94: The paragraph ends with “and”. Please confirm the sub-factors for the proposed solution are overall fit, features and optional features, and usability.

Answer: Please replace the last sentence as follows: “These points will include, but not be limited to, the following sub-factors for the Solution: Overall Fit, features and Optional Features and Usability.

Reference: Section C-1-H.3

Question 95: Maintenance of the existing system would seem more appropriately available through the incumbent provider. This requirement may preclude other vendors apart from the incumbent from being able to assume that responsibility. Is that what the State intends or can this requirement be reconsidered?

Answer: The winning vendor will be required to maintain the current system after the expiration of the current maintenance contract. This may be done by the successful Bidder if they possess the capability or via a sub-contracted vendor who possesses the ability. The current maintenance contract with Cassidian/AirBus ends on 9/30/15. In the event that there is a gap between the new system going live and the old system being taken offline the old system will still need to be maintained. DESC wants a single POC to go to for support. Due to fiscal constraints and purchasing requirements it would be difficult to renew the existing contract with Cassidian/AirBus after signing a contract with the successful Bidder of this RFP. This is what the DESC intends and this requirement cannot be reconsidered.

Question 96: The table in Appendix D lists the Scope of Work section for Topic 4 as C-1-E-13. Please confirm that the correct section is C-1-E-7.

Answer: The correct section should read C-1-E-7.

Question 97: The table in Appendix D lists the Scope of Work section for Topic 5 as C-1-F-7. Please confirm that the correct section is C-1-F-6.

Answer: The correct section should read C-1-F-6.

Question: Referencing Table C-3 on page 57, some of the deliverables listed (for example, coordination with network provider) are difficult to assess a specific payment amount. We typically have specific payment milestones for projects such as this (i.e., milestones for hardware delivery, installation, and system acceptance). Would the State consider these milestones and deliverables for Table F-1?

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Answer: Yes, the deliverables and milestone referenced in Table C-3 (p. 57) should be included in Table F-1 along with any other pertinent deliverables and milestones to be included in the firm fixed price.

Question 98: Please confirm we can add rows to table F-2.

Answer: Vendors may add rows to Table F-2.

Question 99: The RFP references positions identified in the Proposed Position Worksheet. Where can we find this worksheet?

Answer: See Addendum C, Table E-2 Proposed State Staff Resources Hours Worksheet.

Reference: Table F-3

Question 100: Does the State want third-party hardware costs and professional services included in this table?

Answer: Yes.

Reference: Appendix H

Question 101: It is understood that a definitive contract must be agreed upon and entered into by the parties for the project. Will the State agree to negotiate the terms of the State-proposed form of contract with the selected vendor?

Answer: We cannot negotiate the terms and conditions as these are set to facilitate the P-37 NH Standardized Contract format and is established by the AG's office.

Reference: 6.3

Question 102: Will the State agree that access to books and records can be limited to only those records that are relevant to the inquiry for compliance, that other records may be redacted (or will be held in strict confidence by the State), and that any access should only be upon reasonable notice, not more frequently than once a year, and during regular business hours in a manner so as not to unreasonably interfere with the Contractor's normal business operations?

Answer: 6.3 of the P-37, states that "If this Agreement is funded in any part by monies of the United States, the Vendor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Vendor further agrees to permit the State or United States access to any of the Vendor's books, records

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and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.”

The State, for itself or on behalf of the United States, cannot agree to limit the scope of access of any of the Vendor’s books, records and accounts for the purpose of ascertaining compliance with all applicable rules, regulations and orders, and covenants, terms and conditions of the resulting Contract.

Reference: 8.2.4

Question 103: Typically a Contractor would have notice and a reasonable opportunity to cure any breach before it is deemed an event of default. Will the State entertain notice and cure for the Contractor before possible termination?

Answer: Sections H-25.14 “Termination” (pp. 92-95) covers termination procedures and includes notice and cure specifications.

Reference: 14.1.2

Question 104: Fire and extended coverage insurance for customer locations might significantly affect solution cost. Is this what the State intends or can this requirement be reconsidered?

Answer: The amount of coverage may be agreed to and specified in Appendix C. However, it is not likely that a decrease in coverage will be agree do by the State (p. 73).

Reference: H-25.5, H-25.6

Question 105: Fire and extended coverage insurance for customer locations might significantly affect solution cost. Is this what the State intends or can this requirement be reconsidered?

Answer: The amount of coverage may be agreed to and specified in Appendix C. However, it is not likely that a decrease in coverage will be agree do by the State (p. 73).

Reference: H-25.10.2.2

Question 106: Does the software need to be archived and/or version controlled through Harvest Software, or is an equivalent archival and version control solution acceptable?

Answer: An equivalent solution is acceptable.

Reference: H-25.8

Question 107: Does the software need to be archived and/or version controlled through Harvest Software, or is an equivalent archival and version control solution acceptable?

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Answer: An equivalent solution is acceptable.

Reference: H-25-10

Question 108: Our solution includes standard warranty terms and conditions, which do not fully align with this section. Will the State entertain negotiating these details?

Answer: Warranty features must meet or exceed the minimum specifications as presented in the RFP.

Reference: H-25.11.2

Question 109: These paragraphs appear somewhat duplicative. Can the State please confirm which paragraph should apply?

Also, typically a Contractor would have notice and a reasonable opportunity to cure any breach before it is deemed an event of default. Will the State entertain notice and cure for the Contractor before possible termination?

Answer: On page 86, delete the paragraph that immediately precedes section H-25.12 Administrative Specifications, beginning with the words “If the Vendor fails to correct a Deficiency...” The paragraph immediately before this one, beginning with the same words more fully covers the same material.

Sections H-25.14 “Termination” (pp. 92-95) covers termination procedures and includes notice and cure specifications.

Reference: H-25.12.5

Question 110: This paragraph appears to suggest that the State is looking to own all “materials” under the Contract. Please confirm that it is not the intent of the State to own proprietary technology/software provided by Contractors, as the State should only be receiving a license to such Contractor-owned or provided proprietary materials.

Answer: It is not the intent of the DESC to own the proprietary software. The DESC will be receiving licenses to any software provided in the solution.

Reference: H-25.12.7

Question 111: The language of the RFP refers to the State receiving a “right to produce, publish, or otherwise use ... software, source code, modifications...” Such rights are broader than are typically granted for software licenses. Please confirm that it is not the intent of the State to receive rights to source code or rights to modify Contractor-owned or provided proprietary materials.

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Answer: It is not the intent of the DESC to receive rights to the source code.

Reference: H-25.12.8

Question 112: Please confirm what standards and procedures of the Department of Information Technology and the State are specifically intended to be referenced.

Answer: An addendum to the RFP will be published shortly with these standards.

Reference: H-25.14

Question 113: These provisions seem to be duplicative of Section 8 (on Page 71). Can the State please confirm which set of termination provisions it intends to have apply.

Answer: On page 86, delete the paragraph that immediately precedes section H-25.12 Administrative Specifications, beginning with the words “If the Vendor fails to correct a Deficiency...” The paragraph immediately before this one, beginning with the same words more fully covers the same material.

Reference: H-25.14.2

Question 114: Early termination can result in other costs apart from work completed (for example, for contractual commitments made to other suppliers). Will the State agree to cover such other possible costs for an early termination of the Contract made for its convenience?

Answer: H-25.14.2 “Termination for Convenience” (p. 93) discusses the State’s obligation to pay for Deliverables for which Acceptance has been provided prior to the date of termination for which no separate price is stated to be paid. Please see this section for a more full explanation.

Reference: H-25.14.3

Question 115: Typically a Contractor would have notice and a reasonable opportunity to cure any breach before it is deemed an event of default. Will the State entertain notice and cure for the Contractor before possible termination?

Answer: Sections H-25.14 “Termination” (pp. 92-95) covers termination procedures and includes notice and cure specifications.

Reference: H-25.14.4

Question 116: The language of the RFP in this section suggests that upon any termination of the Agreement the State should be delivered software related to the Contract. Typically, rights to use of software only vest upon payment in full from the licensee. Please confirm that condition

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precedent of payment in full is consistent with the State's understanding as to its rights to use of software in the event the Contract is terminated.

Answer: The provisions as stated in the RFP stand.

Reference: *H-25.15.1*

Question 117: Will the State agree to negotiate reasonable, reciprocal exclusions from possible liability for the Contractor?

Answer: No

Reference: *H.25.1*

Question 118: Please confirm that the non-waiver of defenses or immunities does not apply to the rights of the Contractor to enforce the terms of the Contract against the State.

Answer: Contractor's contract rights are set by the State.

Reference: *H-25.15.3*

Question 119: Please confirm that the non-waiver of defenses or immunities does not apply to the rights of the Contractor to enforce the terms of the Contract against the State.

Answer: Contractor's contract rights are set by the State.

Reference: *H-25.16*

Question 120: Certain Contractors may be public companies whose stock is traded on public stock exchanges. For such companies, certain ownership accordingly can change in any given day. Please confirm that it is intended that restrictions on changes in ownership should apply only to actual changes in control.

Answer: This provision is not targeted toward publicly traded stock "ownership changes". Instead it is focused on change of controlling interest. So, if sufficient stock changed whereby the controlling interest or balance of power changed, this provision would be in effect.

Reference: *H-25.21*

Question 121: Generally the escrow agent has their own Escrow Agreement, which would be a three party agreement between the State, the Vendor and the escrow agent. Please confirm that the State will agree to negotiate with the Vendor in good faith to limiting the triggering event for any release of source materials from escrow to the Vendor materially breaching its maintenance and support obligations for the software when such breach is not cured within a mutually agreed upon period after written notice of the breach is provided.

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If so, please confirm that the escrow agreement is not required to be submitted with the proposal but will be mutually agreed upon award.

Answer: The escrow agreement is to be provided with the Vendor's proposal (p. 97)

Reference:

Question 122: With the insertion of the paragraphs to section 4.1 on page 12, will the State also be revising section 4.17 on page 17 and section 4.18.10 on page 21?

Answer: Addendum A is incorporated by reference in 4.17, section VIII (p. 17) and 4.18.11, section VIII (p. 22) where the text "Copy of the RFP and any signed Addendum(a)..."

Question 123: What is the total yearly call volume between Concord and Laconia?

Answer: Please see the call-stats chart under Bidder's Conference Questions.

Question 124: Does DESC wish to provide the call taker workstations or is the vendor to price and include call taker workstations for this bid? If Vendor is providing workstations, can DESC provide a list of all applications and current software revisions that will reside on the same workstation as the CPE?

Answer: New workstations are required for this system. The DESC would like an optional quote for workstations should the Division choose to purchase the workstations through the RFP process. At a minimum, the bidders should respond with minimum required workstation specifications for their proposed solution. Specs for current workstations are listed in Bidder's Conference Question.

Question 125: How many total call taker positions are requested for this solution, Concord and Laconia?

Answer: 20 workstations and 1 supervisor workstation for 21 at each PSAP for a total of 42 stations between each PSAP.

Question 126: Does DESC wish to provide the workstation monitors or is the vendor to price and include monitors for this bid?

Answer: New workstations are required for this system. The DESC would like an optional quote for workstations should the Division choose to purchase the workstations through the RFP process. At a minimum, the bidders should respond with minimum required workstation specifications for their proposed solution. Specs for current workstations are listed in Bidder's Conference Question.

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Question 127: How many Administrative lines are there in Concord and Laconia?

Answer: Each PSAP has 10 Centrex analog lines setup in a hunt group, which are terminated directly in to the ECS1000.

Question 128: What is the current connectivity of the Administrative Lines? If T-1/PRI, how many circuits? Does DESC have any near future plans to change this Admin connectivity? Are there any other Analog circuits at Concord or Laconia?

Answer: Each PSAP has 10 Centrex analog lines setup in a hunt group, which are terminated directly in to the ECS1000. The DESC has no plans to change this in the near future.

Question 129: How many Train the Trainer students will require training? How many separate classes are required? How many system admin students will require training? How many separate classes are required?

Answer: End-user training will be a train-the-trainer class of approximately 8 people. Technical and administrative training will be for all DESC Technical Support staff and should be before (if needed), during installation and formally once the system has been completed. 6 people total for Technical training. If the vendor feels any manufacturer certifications are required for our staff to perform Tier1 support that should be included.

Question 130: Does DESC have any current network connectivity between Laconia and Concord? What is DESC plan for WAN connectivity?

Answer: There is a 50 mbps Carrier-over-Ethernet network connecting Laconia and Concord PSAPs and a 1 mbps connection out to each dispatch center. It is the responsibility of the winning vendor to evaluate this network and establish if it is suitable as a backbone for an ESINet. See other listed questions previously answered on this topic for additional information.

Bidder's Conference Questions:

1001. Question: Are you looking for any of these components to be managed or monitored by the provider or are you just looking for installation and maintenance?

Answer: The DESC Technical Support staff will provide all hands-on and Tier 1 support for the system as a whole, CPE, workstations, ESINet, etc. The successful bidder shall provide Tier 2 and greater support as needed for all components of the proposed solution.

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1002. Question: In the RFP, you mentioned the number of trunks as part of your current redundancy system for each PSAP. You don't mention any Administrative Lines. Are there any?

Answer: Each PSAP has 10 Centrex analog lines setup in a hunt group, which are terminated directly in to the ECS1000.

1003. Question: What is the expectation of the winning vendor to maintain the current system? Are you expecting this to be natively maintained by the vendor or can we sub-contract? Are you open to the idea that the current vendor maintain the equipment until it is decommissioned?

Answer: Yes, the winning vendor will be required to maintain the current system after the expiration of the current maintenance contract. This may be done by the successful Bidder if they possess the capability or via a sub-contracted vendor who possesses the ability. The current maintenance contract with Cassidian/AirBus ends on 9/30/15. In the event that there is a gap between the new system going live and the old system being taken offline the old system will still need to be maintained. DESC wants a single POC to go to for support. Due to fiscal constraints and purchasing requirements it would be difficult to renew the existing contract with Cassidian/AirBus after signing a contract with the successful Bidder of this RFP.

1004. Question: Can you tell us what the existing services contract is on the current CPE? Do you have a service contract for Tier 2? Does the Bureau intend to support Tier 1? To maintain the existing system, are we only talking support Tier 1? To maintain the existing system, are we only talking about the CPE ECS 1000?

Answer: The current maintenance contract with Cassidian/AirBus ends on 9/30/15. We are talking about Tier 2 and above for the Sentinel workstations, the ECS1000, and the ancillary equipment used to support both.

1005. Question: Can you provide an expiration date for your maintenance contract with AirBus?

Answer: The current maintenance contract with Cassidian/AirBus ends on 9/30/15.

1006. Question: Are you looking for 21 call handling stations and 1 supervisor station in each PSAP?

Answer: 20 workstations and 1 supervisor workstation for 21 at each PSAP for a total of 42 stations between each PSAP.

1007. Question: Is the Carrier Ethernet connection in your network for secondary sites described in more detail in the network RFP? Can you provide more information on what that connection looks like today? Is the bandwidth at different speeds? Is this a FairPoint network

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or someone else's? Is this strictly for CAD data or are you running VoIP conductivity on this today?

Answer: The CE Network and potential ESINet is not part of the Network RFP DOS2015-171. The CE network used today for CAD data transfer and backup VoIP connectivity. The CE network is an ELAN with each PSAP host circuit at 50mb and each local dispatch agency node at 1mb. Today the routers supporting this network are Cisco 891s, these will most likely need to be updated. We are looking for the successful bidder to evaluate this network and specify necessary requirements/upgrades to make the network suitable to serve as the DESC ESINet (NH Statewide) allowing call and data transfer to the local dispatch agencies. The CE network today is a FairPoint network. The successful bidder will be responsible for necessary design, configuration, and support beyond Tier 1 support. Once built, tested and deemed adequate, DESC staff will provide Tier 1, coordination with Network provider, and hands on support we would look for Tier 2 and beyond support on routers and other border elements proposed by successful bidder. At some point later DESC may look into interconnectivity with Border States via the ESINet.

1008. Question: Are you looking to maintain VoIP handsets in the PSAP's ?

Answer: No, ideally the PSAP communications would all be done through the console/workstation.

1009. Question: What type are the VoIP handsets today and what are they hanging on?

Answer: Currently Cisco 7941 Handsets running on Cisco CallManager 7.1 over a Cisco 891 router.

1010. Question: Referring to page 85 (section H-25 11.2) in the RFP, can you clarify whether the two hour response is met by work being done remotely or do you require it to be done on-site?

Answer: The two hour response window requirement can be met by connecting remotely.

1011. Question: Are you looking to have IP phone sets deployed to all dispatch centers or looking to leverage your current PBX and use that for receiving SIP calls to dispatch centers? Some of the dispatch centers don't have the capability to receive a SIP call. Could you clarify what you want to use to be able to transfer SIP calls out to the dispatch centers? Are you looking for a price on a phone set that could be deployed to the dispatch centers?

Answer: Yes it is the successful bidder's responsibility to ensure we have the ability to transfer over the ESINet to the local dispatch agency. That should at a minimum be into a DESC/Successful Bidder provided IP phone. As an option if possible DESC would like to offer the local dispatch agency a demarcation SIP handoff (on-net) to the dispatch agency's phone system accessed via a Session Border Control (SBC) or some facsimile recommended by the

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successful bidder. There are approximately 80 sites with approximately 200 phone sets needed. DESC would prefer to see the IP phones quoted as a single phone for us to determine the number to be purchased with any price break points identified in the quote.

1012. Question: In the RFP, the requirements for ESI Net and the requirements for call handling are discussed. Will all the equipment reside in the same location for your network and call handling for the PSAP's? Are you looking to have the network control equipment hosted outside of the State locations? Are you looking to have the network switch equipment in the two PSAP's?

Answer: All CPE equipment, servers, etc... is required to reside at either the Concord or Laconia DESC locations. Equipment required for the Network contract should reside in the State of New Hampshire but outside of DESC facilities.

1013. Question: The service provider will aggregate all the telephone service provider traffic in the State and deliver via SIP to the PSAP's. Are you eliminating all the SS7 trunks?

Answer: We are eliminating all SS7 trunks directly into the DESC Concord and Laconia offices. The network provider/ aggregator may still have SS7 traffic delivered to them from the carriers but it will be delivered to the PSAPs as SIP.

1014. Question: Do you have any call volume numbers, by type, for each of the PSAP's?

Answer: For both PSAPs, 485,558 9-1-1 calls in 2014.

CALL STATS 2014

Month	Wireline	Wireless	VOIP	TTY	Aband	Serviced	Unserviced	911	admin
Jan	6255 (17.9%)	28751 (82.1%)	4433	926 (2.6%)	3507	2239	375	40048	1281
Feb	5325 (17.3%)	25530 (82.7%)	3631	856 (2.8%)	3110	1952	311	34583	1009
Mar	5,889 (19.1%)	24937 (80.9%)	3670	903 (2.9%)	3370	2038	309	34501	1000
Apr	6031 (18.9%)	25873 (81.1%)	3582	993 (3.1%)	3394	2158	338	36299	1079

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May	6204 (17.6%)	29,123 (82.4%)	3981	1107 (3.1%)	3524	2255	297	39581	1130
Jun	6640 (17.1%)	32081 (82.90%)	3971	1471 (3.8%)	3497	2288	381	43440	1150
July	7221 (17.%)	34361 (82.6%)	4346	1653 (4.0%)	4012	2615	431	46689	1416
Aug	6708 (16.7%)	33529 (83.3%)	4159	1463 (3.6%)	4042	2497	409	45332	1261
Sept	6306 (15.83%)	29745 (74.65%)	3795 (9.52%)	1224 (3.07%)	3654	2321	340	40428	1312
Oct	7233 (17.79%)	29425 (72.32%)	4027 (9.90%)	1114 (2.74%)	3703	2243	419	41002	1268
Nov	6395 (14.73%)	32495 (75.25%)	4295 (9.95%)	892 (2.07%)	3567	2135	397	44952	1178
Dec	6568 (17.20%)	27579 (72.21%)	4046 (10.59%)	900 (2.36%)	3481	2061	368	38703	1308
Total	76,775	353,429	47,936	13,502	42,861	26,802	4,375	485,558	14,392

2013

Total	85,152	349,405	46,062	13,795	42,338	27,317	4,260	523,494	12,734
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1015. Question: There are conflicting dates on the cover sheet for the response date. Can you verify the correct response date?

Answer: April 1st, please see addendum B found at the same State website where the original RFP was posted.

1016. Question: You mentioned 80 additional dispatch centers. How many phone sets would that represent?

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Answer:. We queried the local dispatch centers and the total was 185 but to allow for growth system should be sized for at least 200 phone sets.

1017. Question: xTrakker is providing mapping to all positions. Is this also needed for the dispatch centers?

Answer: xTrakker is currently installed at all positions in both PSAPs as well as 71 positions in 48 dispatch centers.

1018. Question: When you provide your written responses, can you give us the total number of map positions and their locations?

Answer: 41 positions between Concord and Laconia and 71 positions at local dispatch centers.

1019. Question: Should the vendors include pricing for termination of the TI cut-over once the SIP delivery is available?

Answer: No, because the new CPE will not be installed in Laconia until the SIP is available so your initial installation will be to SIP in Laconia.

1020. Question: On page 34 of the RFP, you want the CPE software to be loaded on the same workstation as Valor CAD. Is that correct? Can you provide the specs on the type of workstations you currently have?

Answer: Yes it is correct. Current workstations are :

PSAP - Dell Optiplex 960

- X86 based; Intel Dual Core E8500 3.16Ghz Processor
- 4gb DDR2 PC2-6400 400Mhz RAM
- 320gb HDD
- NVIDIA GeForce 9300 GE 512Mb Memory Video
- Windows XP Professional SP 3 – 32 bit

Remote Site CAD - Dell Optiplex 980

- x64; Intel Core i7 CPU Processor 2.93GHz
- 3Gb DDR3 dual channel RAM,
- 500gb HDD
- ATI Radeon HD 4550
- Windows 7 Professional SP 1 – 64 bit

1021. Question: What OS is running on xStore and Valor CAD servers?

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Answer: Windows Server 2008 (xStore) and 2003 (Valor CAD).

1022. Question: Are all those applications co-habiting on the console positions today?

Answer: Yes

1023. Question: Will the State purchase the new workstations?

Answer: Yes, we would like as part of the cost proposal an option for buying the workstations for each PSAP and the training room through this proposal. We may however opt to purchase workstation from other sources that meet or exceed the specification denoted by the bidder in their proposal.

1024. Question: Is the CAD testing done in-house?

Answer: Yes

1025. Question: What is the connectivity today between the two PSAP's outside of the Carrier Ethernet network? Is the equipment that terminates part of this proposal?

Answer: Carrier-over-Ethernet 50 mbps connection with a 300 mbps microwave backup, as well as 4 T1s available on hot standby. This is what is there today but the successful bidder can opt to leverage existing facilities if they meet the need or note requirements if they are deemed not sufficient. Yes, if the current router for the ESINet (Cisco 891s) are deemed inadequate.

1026. Question: Is there any flexibility on the terms and conditions for negotiation on the contract?

Answer: No.

1027. Question: Should the pricing on the workstations be broken out separately so that the option for the Bureau to purchase those workstations is available?

Answer: Yes.

1028. Question: You made a statement about the CAD system that half of remote sites are on the Valor CAD and the other half receives a CAD spill into their own CAD system. What is the connectivity providing that spills to those other CAD systems?

Answer: The DESC's Carrier-over-Ethernet network connects Concord and Laconia to all 78 local dispatch centers.

1029. Question: Is it an IP connection for the Valor CAD?

Answer: The DESC's Carrier-over-Ethernet network connects Concord and Laconia to all 78 local dispatch centers via TCP/IP.

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1030. Question: Is the 1 MB for all the remotes being shared by other State business or is it dedicated for just E9-1-1? Is it managed with priority routing for VoIP calls or is just bandwidth?

Answer: Dedicated for 9-1-1. The routers at the dispatch centers cannot handle SIP trunks but they are capable and configured for QoS.

1031. Question: Will all the 3 layer devices continue to be maintained by the Bureau or will they to be replaced? Are they a requirement for this bid?

Answer: Today the routers supporting this network are Cisco 891s, these will most likely need to be updated. We are looking for the successful bidder to evaluate this network and specify necessary requirements/upgrades to make the network suitable to serve as the DESC ESINet (NH Statewide) allowing call and data transfer to the local dispatch agencies. The CE network today is a FairPoint network. The successful bidder will be responsible for necessary design, configuration, and support beyond Tier 1 support. Once built, tested and deemed adequate, DESC staff will provide Tier 1, coordination with Network provider, and hands on support we would look for Tier 2 and beyond support on routers and other border elements proposed by successful bidder.

1032. Question: Do you need a UPS quoted in the bid?

Answer: No. Both Laconia and Concord have whole-building UPS devices that are managed by the DESC.

1033. Question: Do you want us to use the old workstation wiring or do you want new wiring installed for the call taking stations?

Answer: The winning vendor will be responsible for testing the existing wiring to see if the existing connections are sufficient. If they are not, the winning vendor will be responsible for new wiring to all of the workstations.

1034. Question: After the PSAP's are shut down to do the wiring, is this the vendor's responsibility or will the State do the wiring?

Answer: If new wiring is required, the winning vendor will be responsible.

1035. Question: Does the building that houses the ECS 1000 have AC or DC?

Answer: The building utility power runs on AC as well as a UPS and generator. The ECS1000 utilizes DC power.

1036. Question: Regarding the training requirements, how many call takers and administrators would the vendors be training? Could you please clarify the training specs you want so that the

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vendors can have the correct pricing? Do you want "train the trainer," or training from the manufacturer? What type of training do you need or want?

Answer: End-user training will be a train-the-trainer class of approximately 8 people. Technical and administrative training will be for all DESC Technical Support staff and should be before (if needed), during installation and formally once the system has been completed. 6 people total for Technical training. If the vendor feels any manufacturer certifications are required for our staff to perform Tier1 support that should be included.

1037. Question: Are you looking to self-maintain the new system or do you want the vendor to put in pricing for Tier 1 support?

Answer: The DESC Technical Support staff will maintain the new system at a Tier 1 level.

1038. Question: You stated you have 20 call taking and 1 supervisor stations in each PSAP. Do you have any other workstations you want for testing?

Answer: The DESC will require 16 training workstations and 1 training supervisor station for the DESC Training Room. These positions will be used only for new-hire training and new software update testing. Of course most new version testing should be completed prior to deployment by bidder then on site and integration testing by DESC technical support staff.

1039. Question: How many SIP connections per site do you want us to plan on for today and future growth?

Answer: A total of 2 redundant and diverse SIP connections capable of 27 call setups (adequate bandwidth) each. Totaling 108 call setups for the combined PSAP systems.

1040. Question: With your CPE currently with AirBus, do you test any new software versions before rolling it out for production into your current environment? Are you looking for a third CPE for lab testing? For testing, where would we roll it out to test it in your environment? Do we put it in a change window and run a software version on CPE equipment before rolling it out? What are you expecting?

Answer: Due to the age of the system, we do not currently install new updates for the CPE. For supporting applications, we test them on isolated workstations. For the proposed system, the DESC would like to use the Training Room positions to install and test any updates to the CPE and supporting applications. If the training room as proposed will not suffice for this testing then the bidder's proposal should include a plan for this. Only one PSAP at a time could enter a change window status allowing for call handling functionality to continue with affect at the other PSAP.

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1041. Question: Your integration between IR and Exacom recorders have a current connection for each position from your audio to the control unit on a separate channel. Are you looking for the same type of handoff for the recording positions? What is your preference for the handoff on recording? Can the IRRbe separate on the workstations as long as Exacom is getting everything they need?

Answer: Yes it can separate. We require an IRR function locally for the caller to listen to previous calls from their station. We also require the ability to interface/log all calls to the Exacom Digital recorder system. These two functions can be integrated and work together but are not required to.

1042. Question: For the critical data you would like to capture for call handling, do you want a large monitor with the information that gives you the call volume or do you want this to reside at the supervisor's station?

Answer: Both.