



County of Fairfax, Virginia

ADDENDUM

DATE: June 11, 2021

ADDENDUM NO. 1

TO: ALL PROSPECTIVE OFFERORS
REFERENCE: RFP 2000003327
TITLE: NG9-1-1 Call Handling System
DUE DATE/TIME: July 23, 2021 @ 2:00 P.M. EDT

The referenced request for proposal is amended as follows:

1. In Appendix B, 2.12 CAD INTERFACE, question 2 on page 32, **delete** "(see Appendix A for CAD Systems that need to be supported)" and **replace with** "(see Exhibit A for CAD Systems that need to be supported)".
2. In Appendix B, 2.33 LOGGING AND RECORDING, question 6 on page 64 is **removed**. All other numbers corresponding after the removed question 6 will remain the same i.e., question 7 will be 7, 8 will be 8, and 9 will be 9.
3. Refer to Attachment A for responses to the questions received from the preproposal conference and via e-mail.

All other terms and conditions remain the same.

Yong Kim, CPPB
Contract Specialist II

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT REQUEST FOR PROPOSAL:

Name of Firm

(Signature)

(Date)

A SIGNED COPY OF THIS ADDENDUM SHOULD BE INCLUDED IN THE PROPOSAL PACKAGE OR RETURNED PRIOR TO DUE DATE/TIME. FAILURE TO DO SO MAY RESULT IN THE REJECTION OF THE PROPOSAL.

NOTE: SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL PROPOSAL DOCUMENT. THE ORIGINAL PROPOSAL DOCUMENT MUST BE SIGNED.

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- Q1. What's the intent of Figure A-20?
A1. **Figure A-20 depicts the data faxed into the Fairfax County 9-1-1 call center by tow companies when they tow a vehicle from a location. Tow companies are required to notify the County when they tow a vehicle, and some companies fax the information in using a form similar to Figure A-20 and sometimes the information is transmitted via a voice call to a call taker at Fairfax County by a tow truck driver using a dedicated ten-digit number set aside for tow company use. The call taker enters the towed vehicle information from the voice call into the CAD system to track towed vehicles. The faxed forms received at the county are the equivalent of "paper" tow-in calls which call takers retrieve and enter the data into the CAD system. The form depicted is only used by Fairfax County and not the secondary PSAPs. The RFP describes the desire to improve and perhaps replace the faxed form with a capability to have tow drivers send information electronically into a queue so that the call taker can enter the information more quickly.**
- Q2. Need understand of your deployment timeline?
A2. **The timeline is not firmly set until such time as the contract for the RFP is awarded. In general, the contract for the new Call Handling System *might* be in place by the end of calendar year 2021 or January 2022. If so, a deployment before the end of calendar year 2022 is possible but that depends on the solutions provided by offerors within the RFP process. If necessary, the schedule for deployment could transition into 2023 if the offerors solution and required testing makes that the most feasible approach. Fairfax County will need to closely review the deployment schedule proposed by the offerors and understand the operational readiness testing strategy recommended with the County's Next Generation Core Services Provider (AT&T), and other risks and dependencies proposed by the offerors before a deployment schedule can be firmly established.**
- Q3. Is there a specific timeframe for asking question that will be responded to in writing?
A3. **Yes, see RFP 2000003327, Special Provisions, paragraph 16.2. Currently the last day for questions is due by July 7, 2021, at 4:30 p.m. eastern time.**
- Q4. What is the end date of the support contract for the current VESTA Solution?
A4. **The current contract 4400009373 expires on February 2, 2022, with four one-year renewal options that the County may utilize. You may view the contract at <https://www.fairfaxcounty.gov/cregister/> by entering in the contract number into the contract number field and clicking submit.**
- Q5. Can question be submitted to the Contract Specialist?
A5. **Yes, you may submit questions to the Contract Specialist at Yong.kim@fairfaxcounty.gov.**
- Q6. Whether companies from Outside USA can apply for this (like, from India or Canada)?
A6. **Yes, if they meet all the requirements of the RFP and conform to the other terms and conditions established by the Fairfax County Department of Procurement and Material Management (DPMM) as stated in the RFP.**
- Q7. Whether we need to come over there for meetings?
A7. **To be effective in meeting the requirements of the RFP and providing operational support there will be a need for local meetings.**
- Q8. Can we perform the tasks (related to RFP) outside USA (like, from India or Canada)?
A8. **To be effective in meeting the requirements of performing the work described in the RFP and providing operational support there will be a need for local meetings. The site visits for the RFP cannot be done remotely. During the RFP phase, there are not any specific instances where face-to-face meetings are necessary (if selected to do a demo of a solution it could be done remotely).**

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Q9. Can we submit the proposals via email?

A9. No, proposal must be submitted via the Bonfire portal.

Q10. Is it possible to get "Appendix B – General and Technical Requirements.pdf" in Word or RTF format to aid in responding to the requirements?

A10. Yes, a Word version will be uploaded in Bonfire to download.

Q11. Section 2.1 – Implementation Model

#8 – Does the list of positions in Exhibit A represent the number of concurrent licenses desired by the County, or is there a subset that would represent the maximum number of concurrent users?

A11. A subset of the list would be the maximum number of concurrent licenses, but it can vary due to time of day and day of week. The last column in Figure A-19 (see the extract from A-19 below for Fairfax County below) shows the estimated average Staff per Shift for Fairfax County (approximately 40). Each of the current secondaries (Herndon, Vienna, and City of Fairfax) averaging 2-3 staff per shift.

Figure A-19 Commonwealth of Virginia PSAP Size and Estimated Positions and Staffing

VA PSAP Name	PSAP Category Size	Population Served	FY20 911 Calls	Est. <u>Primary</u> Site FY20 CHE Positions	Est. Avg Staff Per Shift
Fairfax	Large Primary	1,152,523	360,411	104	40

The intent of the requirement is to pay for licenses that are used daily by a staff member and not to pay a licensing fee for every physical workstation as there are many spare positions at Fairfax County and perhaps at other locations. Also, some of the positions are used for actual call taking and some are used less frequently and would not be utilizing the full set of features and functions that are available in the CHS. For instance, in Fairfax County the police radio dispatch positions just use an IP phone set today and they use it very infrequently as they do not take calls from the public. Fairfax County supervisor office positions (off the operations floor) use the phone at their desk infrequently and typically would use it as generic phone rather than as a call handling function). The desire is that the licenses can be tiered from a pricing standpoint in a way that recognizes there is a basic phone license and perhaps a full featured license for use at positions that are using all the functions and features of call handling. Also, the request is that if needed, the ability to surge the licenses above the daily average use could be accommodated. In the example of 40 average staff shown above, typically about 25 of those staff are doing full functions associated with taking calls and the remainder are using the phone in a much more basic administrative capacity (placing outbound calls and receiving inbound calls).

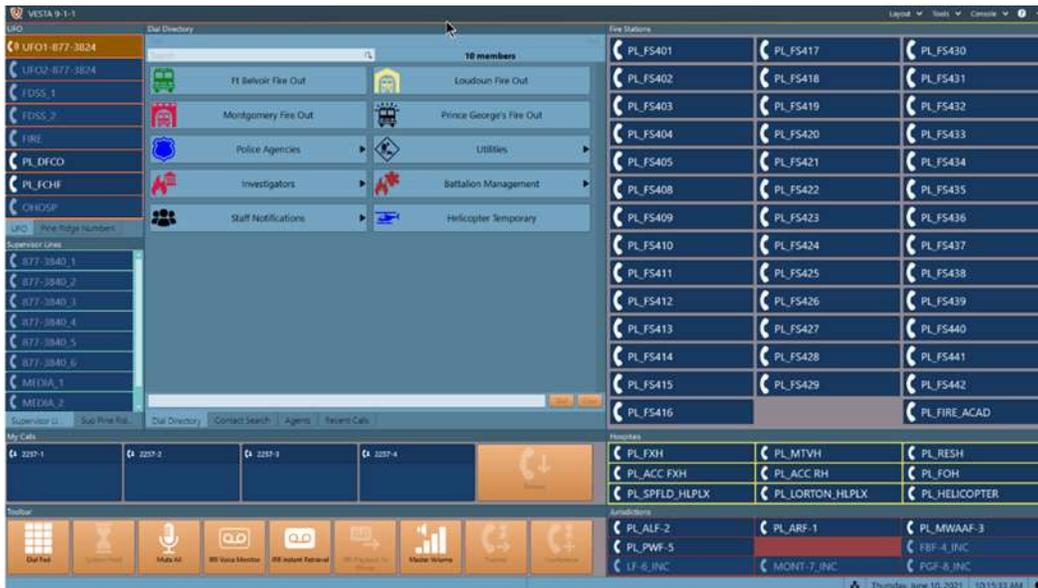
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For reference, see below some additional call screen layouts used at Fairfax County for fire dispatch and Teletype. As with the other screens, the intent is to not require that the offerors provided solution mimic these layouts, but they are provided for context in understanding various roles the County uses.

Generic Teletype Phone Screen Sample Layout

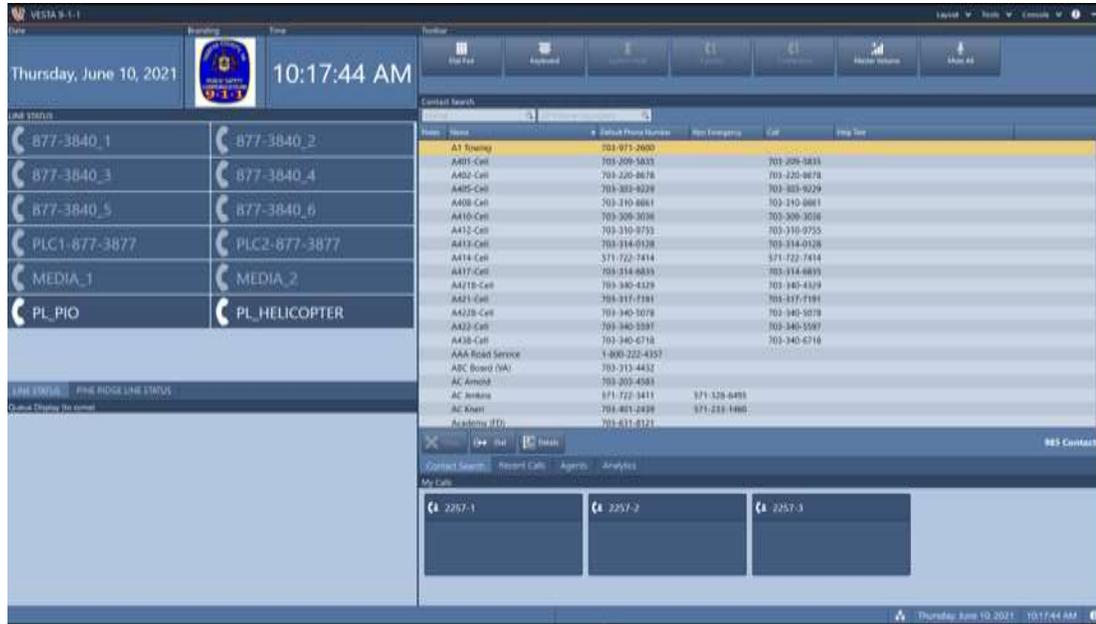


Generic Fire Dispatch Phone Screen Sample Layout



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Generic Supervisor Office Phone Screen Sample



- Q12. Section 2.3 – Multi-Tenant
#2 – How much configuration management are you expecting to have control over in comparison to the configuration performed by the offeror?
- A12. **At Fairfax County, typically some technical staff that support telephony have been involved in adding new users, making changes in directory listing, adding profiles to users, creating new users, updating passwords, modifying screen layouts, maintenance, and configuration of lines/phones/and other grouping decisions of information to support reporting. Using offeror provided tools and appropriate access and permissions to do basic troubleshooting and incident investigations. Also checking ports, log files, history, verifying points of connectivity.**
- Q13. Section 2.5 – Integrated Text-to-911
#2 – Does the ESInet used by Fairfax County allow attached multimedia to be sent by the caller? It is our understanding that NENA i3 specifications only allow for text to be transmitted via the ESInet?
- A13. **The AT&T ESInet does not accommodate attached multimedia within the transmission of real-time Text-To-911. As stated, NENA i3 standards only allow for text to be transmitted.**
- Q14. Section 2.6 – Real-Time Text (RTT)
#5 – Real-Time Text is received as part of a voice or video call in RTP. As such there are no additional multi-media artifacts. Please clarify on how attached multimedia would be received.
- A14. **During an RTT call, the originating caller can transmit real-time voice, text, and video as part of the overall RTT conversation. The NENA i3 standard does not accommodate attached multimedia files and ESInet does not currently support their inclusion as an attachment.**

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Q15. Section 2.6 – Real-Time Text (RTT)

#11 – If all emergency calls are being delivered through the ESInet, does this requirement suggest that the ESInet provider is not supporting native RTT? If so, conversion of baudot tones to RTT is not a NENA i3 standard. Is this a special requirement for Fairfax County or is sufficient for the platform to support legacy TDD (baudot) as well as RTT?

A15. The AT&T ESInet has the capability to support Native RTT. Per i3 NENA standard, the conversion of TTY to RTT is the responsibility of the LNG provider. The ATT ESInet solution provides the LNG functionality and supports the standard as required.

Q16. Section 2.7 – User Profiles

#5 – Please clarify the role of “Default_Agency”. How is that role used in conjunction with the other roles listed?

A16. In the current system, Default Agency is a part of the current provided solution that seems to be used when a new system is being configured for an agency. Fairfax County and the other tenant agencies do not use Default Agency and as such the offerors should not assume the Default Agency is a CHS requirement. It is a part of another provider’s configuration baseline. As to roles, the “Admin” role is used by Fairfax County agency technical staff and allows access to any agency or tenant identified within the system.

Q17. Section 2.8 – Redundancy, Reliability, Availability

#1 – Does AT&T offer the ability to establish an ESInet connection directly into the offeror’s cloud environment instead of from the Fairfax County demarcation points?

A17. Yes. This delivery of 911 calls to an offeror’s cloud solution can be supported and the offeror would need to provide specific details and recommended demarcation points and locations for where the diverse circuits from AT&T would be provided as circuits with AT&T areas of operation potentially could be provided at better prices than out of area demarcation points. Also, an understanding of the benefits of this approach and any considerations for testing the new endpoints would need to be described with a cutover plan. An analysis of cost savings or impacts to the current Fairfax County transport circuits would need to be understood (would require Fairfax County involvement).

Q18. Section 2.8 – Redundancy, Reliability, Availability

#3 – As a point of clarification, after conversion to the new solution, there will be no TNs that are routed through the Fairfax County telecommunications environment? There is reference to unpublished 10-digit emergency numbers in Exhibit A-6. Will they be ported to the cloud as well?

A18. Our understanding is that in this cloud environment Fairfax County would need to provide to the successful offeror the complete list of possible TNs that need to be ported.

Also, Figure A-7 indicates there are 82 endpoint to endpoint “Direct Lines” that Fairfax County uses to replace traditional Telco point-to-point circuits (the Telco circuits have been phased out locally by the Telco and were quite expensive to maintain as they were distance based circuits). Functionally, the dispatcher picks up the phone and selects an endpoint by selecting a named “button” on the screen and the call rings straight through to the other end point (and the far end, when they make a call to Fairfax, their call also shows up on the same “button” if they initiate a call to Fairfax). These TNs that accommodate the setup described below (current implementation) are TNs that Fairfax County has provided to other jurisdictions and which the County controls, but the return TN implemented from the far end are TNs provided by another jurisdiction and not under Fairfax County control. The requirement for the offeror CHS is to provide a functionally equivalent “Direct Line” solution (mostly used by fire dispatchers) while understanding that the current solution has a dependency on using the County Avaya Enterprise switch at Fairfax County and various switches at other jurisdictions.

A summary of the current implementation is below:

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Ringdown Definition and Current Fairfax Design

Ringdown or direct line – Traditionally a ringdown two wire circuit functions as point-to-point speech path for high priority calls. PSAPs utilize ringdowns to assure communication between critical internal entities such as police and fire stations which are all on the Fairfax INET (MPLS Network). The current Fairfax design includes a foreign exchange office trunk (FXO) (Vesta) with an associated TN and a foreign exchange subscriber (FXS) (Avaya) connection which are converted via post code modulation (PCM) into the Fairfax INET. Once the call is converted to SIP, the County's Enterprise phone system (Avaya) terminates the call within the Enterprise network to the far end. Fairfax entities outside the county network use the same concept (perhaps with their Avaya or Cisco switch) with the addition of the public switched telephone network (PSTN) through autodialing which serves as the carrier to other counties and utilities. Using the PSTN as part of a ringdown design eliminates the ability to provide the guaranteed speech path to the distant end.

The requirement for the new CHS is to implement a Direct Line function with a speech path capability that avoids using the PSTN if at all possible, using SIP (perhaps with dedicated VLANs that have an allocated bandwidth per police or fire station).

- Q19. Section 2.9 – PSAP Hardware and Connectivity for Operations and Support
#1 – Should the offeror propose replacement equipment for all of the positions listed in Exhibit A-5 including IP phones, Admin PCs, KVM switches, headsets, mouse, keyboard, keypads, etc?
- A19. **Yes.**
- Q20. Section 2.9 – PSAP Hardware and Connectivity for Operations and Support
#1 – There is reference to an IP phone located in a bathroom. Is that a position?
- A20. **Yes, for a certain secondary PSAP in Fairfax County, a requirement exists to be always ready to answer the call.**
- Q21. Section 2.9 – PSAP Hardware and Connectivity for Operations and Support
#13 – Are all 4 agencies which operate and are configured differently expected to have a Training feature, or is this just for the Fairfax Co Agency?
- A21. **Just Fairfax County as a primary PSAP in the initial effort under this contract. Other primary PSAPs in the Commonwealth might have such a need but those agencies would need to request that capability from the eventual solution provider under this contract with their own independent Purchase Order.**
- Q22. Section 2.9 – PSAP Hardware and Connectivity for Operations and Support
#17 – Is the expectation that the offeror should provide the ability to send audio or text messages to recipients or simply prepare a form that would be used by another mass notification product?
- A22. **The requirement would be to be able to send a message in audio format (recorded voice call) or email or text message. Sending the messages via Outlook or similar email products would be sufficient but those formatted messages might be compatible with various mass notification products but there is not a need to test with any particular mass notification product.**
- Q23. Section 2.9 – PSAP Hardware and Connectivity for Operations and Support
#19 – Should the offeror assume that the caller device referenced is a mobile smartphone or should other non-mobile phone devices be supported?
- A23. **Mobile smartphone.**

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- Q24. Section 2.9 – PSAP Hardware and Connectivity for Operations and Support
#20 – Is the expectation that video and pictures will be received via the AT&T ESInet or via another means?
- A24. Eventually, they will be received over the ESInet but in the interim where OSPs are not sending in such media over 911 lines, over the top methods will need to be accommodated where possible.**
- Q25. Section 2.12 – CAD Interface
#2 – The requirement references Appendix A for CAD systems that need to be supported, but there is no Appendix A in the files provided other than the Appendix A for the RFP (GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS). Please inform where the list of CAD systems can be found.
- A25. It is Exhibit A and not Appendix A. refer to Addendum 1.**
- Q26. Section 2.13 – ALI / LOCATION DATA /ADR / LIS / ESRP / ECRF INTERFACES
#4, #5 – Can you provide a list of 3rd Party Commercial ADRs Fairfax County is considering for context?
- A26. We are looking for the offerors to provide a rich set of ADRs for access in support of public safety but among some of the ADRs could be RapidSOS and their associated portals, telematics providers such as OnStar, traffic information such as Waze, etc.**
- Q27. Section 2.14 – Long Term Recording and Logging
#4 – This requirement seems to be related to Section 2.33 - #1, however this requirement suggests that the offeror can recommend new equipment or relocating the current equipment. Is there an opportunity to move the current long term recording solution into the Cloud?
- A27. No, the requirement should not be seen as an opportunity to move recording into the cloud with some other system. For Fairfax County and its secondaries, the wording should not be interpreted as being able to change the basic implementation of the Equature equipment or to move to a different recording provider. The intent is to ask the offerors to assess if moving from the current premise-based implementation where the span ports are homed for recording and if moving to a cloud-based call handling system has an impact on recording the call taking or radio or text paths then include such impacts in the offeror’s proposal and prepare to include any associated network connectivity to allow the existing system to work.**
- Q28. Section 2.15 – Instant Recall Recorder at Workstation
#1 – Is it expected that the workstation IRR will be recording Radio traffic? If so, is there a requirement to include radio monitoring from within the CHS? Please provide details of what radio integration is required.
- A28. The current recording system at Fairfax County covers the recording of radio recording and there is no expectation that the CHS will be involved in radio recording.**
- Q29. Section 2.15 – Instant Recall Recorder at Workstation
#1 – Should the IRR record non-emergency and administrative calls as well?
- A29. Yes.**
- Q30. Section 2.28 – Mapping
General – What is the maps data source and what formats are they available in?
- A30. Fairfax County can provide all the various map layers for GIS data that ca be used in a map.**

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- Q31. Section 2.28 – Mapping
#3, #9, #18 – Please explain how roles are used today. Are they used to split the system usage today? If so, how are they used to split out the system today?
- A31. Roles today are used to allow incoming calls to be treated and sent to users signed into that role so that work priorities can be managed whether in an ACD environment (Fairfax County) or a ring all environment (secondary PSAPs). Roles are set up per Agency. So, one example role (e.g., 911 Only) is to only take 911 calls and the equivalent ten-digit emergency number calls, which allows the agency to focus available call taking resources on 911 calls and allow non-emergency calls to be given lower priority and to be answered by other staff using a different role.**
- Q32. Section 2.28 – Mapping
#9, #10 – Please explain what “dynamic features” are?
- A32. The use of dynamic is referring to non-static information that is “drawn” onto the map by a user (e.g., adding a rectangular shape onto a map that marks a particular event polygon) using whatever tools are provided from the mapping system for annotating a map display.**
- Q33. Section 2.28 – Mapping
#19 – What is the source of your civic addresses that will be searched (3rd party, external, or local)?
- A33. Address points within the local or regional GIS layers that are populated from Fairfax County NG9-1-1 GIS formatted files and uploaded through the AT&T ESInet Spatial Interface into NGCS Functional Elements (e.g., ECRF, LIS, ADR).**
- Q34. Section 2.28 – Mapping
#25 – Where is the emergency response agency information stored? In what format is it available to be searched?
- A34. See the NENA i3 standard for responder queries (e.g., LoST query with the appropriate responder URN against the ECRF).**
- Q35. Section 2.28 – Mapping
#28 – How will the additional location information be delivered? What options exist to search it?
- A35. We would expect the offeror to provide how this information is to be delivered within their solution and how it can be searched.**
- Q36. Section 2.33 – Logging and Recording
#5 – This requirement suggests that multi-tenant partitioning of logs and call data in the logger for each agency is desired. Section 2.14 and Exhibit A.13 suggests that each agency is using their own dedicated capture servers and logs and data are being segmented within the logger. Are the requirements listed in this section for the CHS or for the logger?
- A36. CHS. The requirements listed here are to make sure the CHS can support the current recording system in place at the jurisdiction.**
- Q37. Section 2.33 – Logging and Recording
#6 – Is this requirement to allow for call notes to be collected by the CHS and stored in the existing logger?
- A37. The requirement listed as number 6 in Section 2.33 of Appendix B (“Support for entering call notes”), is rescinded and can be ignored. Reference Addendum 1.**