



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

**REQUEST FOR PROPOSALS # 33501-215002
AMENDMENT # 2
FOR NEXT GENERATION 911 EMERGENCY
COMMUNICATION SERVICES**

DATE: May 10, 2021

RFP # 33501-215002 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		March 22, 2021
2. Disability Accommodation Request Deadline	2:00 p.m.	March 25, 2021
3. Notice of Intent to Respond Deadline	2:00 p.m.	March 26, 2021
4. Written "Questions & Comments" Deadline	2:00 p.m.	April 5, 2021
5. State Response to Written "Questions & Comments"		May 10, 2021
6. Response Deadline	12:00 p.m.	July 12, 2021
7. State Completion of Technical Response Evaluations		August 3, 2021
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	August 4, 2021
9. Negotiations (Optional)		August 5 – 16, 2021
10. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	August 17, 2021
11. End of Open File Period-		August 24, 2021
12. State sends contract to Contractor for signature		August 25, 2021
13. Contractor Signature Deadline	2:00 p.m.	August 27, 2021

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

#	Reference	Question	State Response
1	RFP Attachment 6.2, Section B, B.15.	What is the HUB goal expected for this procurement?	While this procurement does not have a historically underutilized businesses (HUB) goal, the Department of Commerce & Insurance has a 4% diversity spend goal. Any procurements awarded to registered diversity businesses contribute to that goal.
2	RFP Section 3.1.1.2.	This section specifies using 12-point font for text, can we use 8-10 point font for graphics and tables?	8-10 point font for graphics or tables is acceptable.
3	RFP Attachment A-TN PSAPs and Attachment B-Cost Proposal	Once the proposer has identified primary and backup circuit network pricing via the site addresses in Attachment A, can you please provide guidance on how the pricing is to be entered into the ECD Endpoints tab in Attachment B. It appears the ECD names/site names in each file do not match. I.E. the county ECDs on the attachment B do not directly correlate to counties on attachment A (PSAP list) and some ECDs do not appear to be represented on both attachments.	<p>Please see changes made in RFP Release #2 and RFP Attachment A, Release #2 and RFP Attachment B, Release #2.</p> <p>RFP Attachment A has been updated to include: Macon County ECD - Lafayette Police Department Putnam County ECD - Cookeville Police Department Putnam County ECD - Putnam County Sheriff's Office</p> <p>RFP Attachment B has been updated to include: Bristol City ECD - Bristol City Backup Crockett County ECD - Crockett County Sheriff Office Hamilton County ECD - Lookout Mountain Hamilton County ECD - Soddy Daisy Police Department Henderson County ECD - Lexington Police Department Henry County ECD - Henry County Sheriff Polk County ECD - Ducktown Polk County ECD - Benton 911 Comm Center Sumner County ECD - Goodlettsville Police Department Weakley County ECD - Martin Police Department</p> <p>If a PSAPs is included on Attachment A and not Attachment B, it does not require pricing</p>
4	RFP Section 3.3.1. and 5.3.5.	Based on the language in these sections, can the State please clarify if exceptions to the Pro Forma Contract and SLAs are permissible? If so, in which format would the State like to	No, please see § 3.1.1 and § 5.5.1.

		receive such exceptions?	
5	Pro Forma Section C.1. and D.18.	The "Maximum Liability" is not defined in section C.1 of the Pro Forma Contract. In Section D.18 of the Pro Forma Contract, the State notes that Contractor's liability is two (2) times the Maximum Liability detailed in Section C.1. Can the State please clarify what the Contractor's Maximum Liability is for those claims identified in Section D.18 of the Pro Forma Contract? Otherwise, can the State please clarify if this section is negotiable before contract signing?	Maximum liability is defined in C.1, and the final number will be based on the awarded Respondent's cost proposal for the RFP. Section 1.1.3 of the RFP outlines an estimated range for the maximum liability. D.18 is not negotiable as it is based on the referenced statute.
6	Pro Forma Contract Section D.17.	Would the State consider modifying Section D.17 of the Pro Forma Contract to make the second sentence (disclaimer on consequential damages) mutual for both parties? Otherwise, can the State please clarify if this section is negotiable before contract signing?	No.
7	Pro Forma Section E.9.b.1.	Is the State willing to negotiate contractor's compliance to the State's Enterprise Information Security Policies before contract signing?	Compliance with all material aspects of the State's EISP is required.
8	RFP Section 3.3.7.	This section indicates requirement for a single technical and cost proposal. How should a respondent represent capability to offer multiple vendor options specifically for CHaaS needs	The Respondent should submit the solution that best fulfills the requirements of the RFP.

9	RFP Attachment 6.2. Section C	Please confirm Column 2 Requirements heading "Documentation" for Rows C.13 - C.17 and C.26 - C.32 is intended.	The reference to "Documentation" is correct for C.13-C.17 but should have read "Next Generation Core Services (NGCS)" for requirements C.26-C.32. Please see correction made in RFP Release #2.
10	RFP Section 5.2.1.5.	Does a compliant bid meet the "responsive and responsible threshold" criteria? Is there a minimum score out of 50 to qualify? If not, please provide guidance on how bidders can meet this evaluation criteria	See § 5.2 for definition of "Responsive Respondent" and "Responsible Respondent".
11	RFP Attachment B - Cost Proposal	Related to Bandwidth requirements, CHaaS and NGCS have differing bandwidth calculations normally, should there be 2 columns to identify recommended bandwidths for each service and pricing relevant for this accommodation?	Each Respondent should know the requirements of their respective solution, be it NGCS or CHaaS and price connectivity accordingly. The State expects both services on the same connection.
12	Pro Forma Attachment C SLA Table 7 #9	Being that this is related or can be a delay on the OSP capabilities, should this be changed to make the requirement for the ability to accept SIP Ingress which is well within the NGCS provider's control.	Contractor shall require SIP-capable OSPs to connect via SIP day 1 and transition all TDM traffic as soon as the respective OSP is SIP capable.
13	RFP Attachment A-TN PSAPs	Identifies CHaaS but does not supply address of Host\Hosts to deliver NGCS, if desired please provide addresses for Host controllers to deliver ESInet and NGCS services.	Host controllers and their respective data center locations will be provided by the respondent.
14	RFP Section 1.1.1.	Clarification on State aggregation locations, are these to be reused or shall NGCS provider assume creating new aggregation locations within the RFP response.	It is anticipated that the respondent will provide all network elements/locations/resources to meet the RFP specifications.

15	RFP Section 2.1.	As is common in similar procurements in other states, would the State consider amending the schedule of events to allow for a round of follow up questions and answers from the original questions and answers already included in the schedule of events?	No.
16	RFP Section 3.3.	The RFP does not allow for any alternate terms and conditions to be proposed. Not allowing any proposed changes to the pro forma makes it very difficult for very large companies to respond to this type of procurement. Large companies in general have the best ability to meet your requirements due to the maturity of their product offerings and their financial stability. Additionally, many other State of TN RFPs have allowed for redlines of the RFP in the past. Will the State please re-consider this requirement, and potentially add a requirement to section B to allow for pro forma redlines? Will the State consider the addition of terms to the pro forma contract if they do not conflict with the State's terms?	No. The State will not consider additional terms to the Pro Forma contract.
17	RFP Attachment 6.2, B.13.	Will the State accept an employee industry experience biography as an alternative to a resume? Resumes contain personal information.	See RFP Attachment 6.2, B.13 for the information required on each document.

18	Pro Forma Contract	Will the State consider revising this requirement to within 180 days after the goods and services have been provided? Due to billing cut off cycles occurring once per month, it may not be possible to meet 30 days. It is common in contracts similar to this one that are for the purchase of telecommunications services to allow for 180 days.	No. The State will not revise this language.
19	RFP Attachment 6.3 Cost Proposal	Do the quantities in the evaluation factors represent the quantities of each line item the State expects to purchase under this contract?	Yes.
20	RFP Attachment 6.2.	What ITSM platforms are in use today or envisioned to be in use? Please list the name of the manufacturer, whether it is cloud based or premised based, and software versions by unique ITSM.	The State does not currently own or operate an ITSM platform. It is anticipated that the respondent will provide hardware/software to meet this requirement.
21	Pro Forma Contract	Is this a type-o? Did you mean CALEA? We are unaware of the reference to GALEA and would like a further description if it is not a type-o.	Yes, this should read CALEA (The Commission on Accreditation for Law Enforcement Agencies). This has been edited throughout the solicitation.
22	RFP Section 3.3.	If alternate terms and conditions are not allowed to be proposed, what is the intent of "Negotiations" in the schedule of events?	Negotiations in the schedule of events refers to cost negotiations. RFP Section 5.3.5. provides that the State may, at its discretion, consider additional terms and conditions that would be in the best interest of the State and would not materially alter the terms and conditions of the pro-forma or negatively impact the competitive nature of the RFP.

23	RFP Attachment 6.2.	Is it the intent of this requirement to require physical path diversity from each end-site using physically diverse paths/sheaths, terminating in separate physical buildings, where each physical building has the ability to route directly to the NGCS cores? Without ever having to go through a single building?	It is required to provide, or submit for consideration, a plan to provide physical path diversity completely separate. This could be via fiber, copper, LTE, or any other reasonable medium.
24	RFP Attachment 6.2.	Please confirm that as required, it is a customer responsibility to provide multiple paths into the building from the right of way. For example, if a new conduit into the building is required, the customer is responsible for installing the conduit.	The customer (end-user PSAP) will provide any new pathways into the building.
25	RFP Attachment 6.2.	Please confirm that it is the requirement of the State to have the Contractor provide full path, POP and route diversity to both the primary and backup locations where available.	This is the requirement, where technically feasible.
26	RFP Attachment 6.2.	In fulfillment of Item Reference A.3, would Tennessee allow Dun & Bradstreet to send a report directly to the State? If so, can you please confirm an address and/or e-mail contact?"	Section A items must be included in the Response. See RFP Section 5.2.1.2.

27	RFP Attachment 6.3. Cost Proposal	TDMS is essentially a service that provides an integration so that GIS data can be updated by the customers in the State's GIS database, and a process then updates the same information automatically in the ESINet ALI database -- this eliminates customers from having to update data in 2 disparate systems. Is TDMS in scope of this procurement? If so, would the State please add line items to price this functionality accordingly to the cost proposal?	It is anticipated that the provider will absorb the State's GIS data and process updates into the NGCS in the most efficient, user-friendly manner. This includes MSAG conversion services. The State's GIS spatial interface contract is separate from this request.
28	Pro Forma Section A.52.g.	Is it the intent of the bid to replace all existing CHAAS PSAP positions, host equipment, etc. with new equipment upon contract execution, regardless of winning bidder? For example, in this scenario we may have to cause an outage at an existing site to replace their current working equipment with new equipment.	The contractor should provide new equipment at each location and work with the existing provider to arrange a schedule to migrate with minimal impact on PSAP operations. Calls may be temporarily rerouted to other lines during the migration to ensure no emergency requests are missed.
29	Pro Forma Section A.52.z.	Is it the intent of the bid to replace all existing CHAAS PSAP positions, host equipment, etc. with new equipment upon contract execution, regardless of winning bidder?	The intent of the State is that all bids include pricing for the replacement of all existing CHaaS hosts, positions, etc.
30	Pro Forma Section A.44.a.	What authority is the TECB and PSAP granting the contractor to control coordination with a PSAP CHE vendor? Normally coordinating with the CHE vendor is the responsibility of the PSAP that owns the corresponding contract with the CHE vendor.	The contractor should provide a Project Manager to coordinate with the TECB and each PSAP/vendor accordingly.

31	Pro Forma Section A.52.ppp.	Is it the intent of this requirement to allow for admin lines to be available to the roaming position?	Yes
32	Pro Forma Attachment C Table 7	If an OSP is not able to migrate from TDM to SIP by the defined SLA date, or is unable to meet the defined SLA date, what relief will be applied from the State to the Contractor to release them from tasks beyond their control?	Contractor shall require SIP-capable OSPs to connect via SIP day 1 and transition all TDM traffic as soon as the respective OSP is SIP capable. This change has been made in Table 7.
33	Pro Forma Attachment C Table 8	Based on prior history of OSP migration nationwide, what authority can the TECB, the State of TN public utilities commission or TN Regulatory Authority provide to ensure the OSPs meet and exceed the SLA due dates for migration?	There is no Table 8, but if the question is referring to Table 7, The TECB does not have authority to ensure OSPs meet and exceed the SLA.
34	Pro Forma Attachment C - SLA #9	Suppliers of NG911 do not have control of whether or not an OSP is capable of delivering calls over SIP. Additionally, suppliers do not have control or the ability to mandate OSP migration. Can the State please provide clarification of the SLA definition to consider Supplier limitations as described above?	Contractor shall require SIP-capable OSPs to connect via SIP day 1 and transition all TDM traffic as soon as the respective OSP is SIP capable. This change has been made in Table 7.
35	Pro Forma Section A.83.b.	Given the sensitivity of the data contained in these reports, including but not limited to network outage information, will the State reconsider that some of this information should not be made publicly available and may be more appropriate for a private website?	Our interpretation of the reporting requirement of A.83.b is that it is a general information requirement as to the status of the network and only has to be updated quarterly at a minimum. It is neither our interpretation of this section nor our desire that highly sensitive or system critical information be published. The section also states that everything must be approved by the State, therefore giving us the ability to protect and filter sensitive information as needed.

36	Pro Forma Attachment C Table 7	The 10th day of the calendar month is very aggressive for pulling together this extensive set of data. Based on the fact that these are all custom SLAs, it may be more reasonable for the reports to be provided by the 20th business day of the following month. In this manner, you still get the prior month's data in time to impact contractor behavior for the next month. Will the State consider revising this requirement as requested?	Yes, the State has revised the pro forma contract to permit the reports to be provided on the 20th business day of the following month.
37	Pro Forma Attachment C Table 7	The objective lists calendar days, yet the objective is based on business days. Please clarify consistently calendar versus business.	The use of calendar days is appropriate for long-range plans, Gantt charts, etc. Business days may be used for establishing meetings, communications, and site visits.
38	Attachment 6.6, Pro Forma Contract	If there is no specific Call Handling award being made, then how will Final Acceptance Testing apply to Call Handling?	Final Acceptance Testing will be established by testing in accordance with relevant standards and the PSAPs ability to receive and process emergency calls and all related functions.
39	3.3.1 and Attachment 6.6, Pro Forma Contract	Since we should not take any exceptions to the Contract and we are not responding to the requirements in the Contract, can the State be specific about what requirements pertain to the NextGen 911 (ESInet) services versus the Call Handling equipment?	ESInet, NGCS, and CHaaS Solution Pro Forma Requirements: A.8, A.9, A.14, A.15, A.26, A.28, A.29, A.30, A.40, A.48, A.51, A.81 - A.88 ESInet/NGSC Solution Pro Forma Requirements: A.3 - A.7, A.10 - A.13, A.16 - A.25, A.27, A.31 - A.51 CHaaS Solution Pro Forma Requirements: A.52-A.80
40	Enterprise Information Security Policies 5.2.1.	Please provide the agency's provisioning process.	The EISP sets the minimum compliance bar for security for all State agencies. We expect contactors to abide by those controls when working in our environment, and we expect them to meet or exceed those controls for their environments.

41	Enterprise Information Security Policies 5.3.1.	Please provide the State's policy.	https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html
42	Enterprise Information Security Policies 5.4.1.	Please provide the State's policy.	https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html
43	Enterprise Information Security Policies 6.1.1.	Can the State please explain how this policy applies to this RFP?	The EISP sets the minimum compliance bar for security for all State agencies. We expect contactors to abide by those controls when working in our environment, and we expect them to meet or exceed those controls for their environments. Compliance with Department of Finance and Administration Policy 32 Maintaining Control Over Items That Are Not Capitalized would not be required, but we would expect the contractor to maintain an inventory of its assets.
44	Enterprise Information Security Policies 6.2.3.4.	Does this include billing and other communications?	Yes, if the billing and other communications contain confidential information.
45	Enterprise Information Security Policies 6.2.3.5.	Please explain how this is applicable to this RFP?	This section is not applicable for this RFP.
46	Enterprise Information Security Policies 10.1.1.	Is this requiring that each employee of the contractor working on this solution sign an individual agreement? We do not normally allow this as it may make the individual personally liable.	The EISP sets the minimum compliance bar for security for all State agencies. We expect contactors to abide by those controls when working in our environment, and we expect them to meet or exceed those controls for their environments. We would expect contractors to manage third party (contractor/vendor) access to their infrastructure assets using applicable means such as policies, confidentiality agreements, third party connectivity agreements, executive orders, standards, controls, and regulations. Individual signatures are not required.

47	Enterprise Information Security Policies 14.1.	Please explain how this is applicable to this RFP?	The EISP sets the minimum compliance bar for security for all State agencies. We expect contactors to abide by those controls when working in our environment, and we expect them to meet or exceed those controls for their environments. We would expect the contractor to encrypt confidential State data in flight and at rest.
48	Enterprise Information Security Policies 16.1.1.	Please explain how this is applicable to this RFP?	The EISP is the minimum bar for all State agencies. The State handles numerous types of federally and State regulated data. This requirement is to ensure that agencies perform the perquisite background verification checks if applicable to the data the agency is handling.
49	Attachment 6.6, Pro Forma Contract	If bidder's insurance policies comply in all material respects with the requirements of Section D.32, would the State be willing to consider minor modifications to the language in D.32 to more accurately reflect actual language in contractor's coverage?	The State would consider minor modifications that do not materially impact the required coverages. See RFP Section 5.3.5.
50		Can you provide the physical address location(s) of the host controller(s) for the twenty-eight (28) PSAPs currently employing Intrado's VIPER CHaaS through the State's offering?	The current location is not relevant as new host controllers will need to be established at a location identified by the contractor.
51		Do all 106 positions on Intrado's VIPER CHaaS use the same host controllers?	All positions share the primary and secondary hosts.
52		Can you please identify the thirteen (13) PSAPs that are in the process of implementing VIPER CHaaS?	Attachment A has the most current status of CHaaS sites. At this time, there are no additional sites in the process of implementing CHaaS.
53		Will these thirteen (13) PSAPs utilize the same host controllers?	Yes.

54		Should the vendors assume the network between the call-handling host and the remote sites will be provided by the CHaaS provider? If so, can the host and remote site locations be identified by address?	The network will be provided by the contractor. New host controllers will need to be established at a location identified by the contractor.
55		Is the State requiring the network to include the cost for the ESI-net Telecommunication Service Priority (TSP) to ensure that 9-1-1 network receives priority for restoration in the event of an outage?	Yes.
56		Is the State requiring the network to include the costs of Circuit Tagging?	Yes.
57		Can the State provide a use-case for the requirement in C.46.? If the pre-answer recording is to occur at each PSAP, what is the State's expectation if the PSAP doesn't answer and the call follows a policy route to a different PSAP?	The answering/responding PSAP will be responsible for recording all call traffic.
58		Can the State clarify that the A.85.b & A.85.c requirements should reference A85.a instead of A.84.a?	Yes, it should reference A.85.a. This change has been made.
59		Regarding the performance bond requirement, can the State confirm its intent is to set the first term year at 25% of the to-be-determined Maximum Liability with subsequent term years escalating to 100% of the TBD Maximum Liability?	Yes.

60		Attachment B Cost Proposal: The "New Platform Integration" references a Scope of Service section A25.k; however, this section does not appear in the RFP scope document. Can the State expand on the scope and requirements of the new platform integration?	This should refer to A.31.k; New platform integration refers to the acceptance of external data from or connection to external data sources via the ESInet, assuming compliance with established network security standards and best practices on the part of the external data provider. The Pro Forma includes the payment milestones of New Platform Integration as an example; but these payment milestones will be used in the future, dependent on the new platforms identified.
61		Can you provide a list of CHaaS host sites, other call-handling host sites, and/or standalone PSAPs that currently have diverse entrances?	The State does not maintain that information; however, the State believes very few PSAPs have diverse entrances.
62		Can the State provide a line inventory by PSAP of: Line counts, POTS, PRI, Ringdowns, PBX connections (SIP, Analog, PRI), and E911 SIP Call Paths?	The State does not maintain an inventory of lines that are not directly associated with 911 call handling, such as ringdown, administrative or 1FB/business lines.
64	RFP Attachment 6.2., Section C, Item Ref. C.26.	Is the solution expected to 1) have fully integrated ADR and IS-ADR features available or 2) have the ability to integrate with 3rd Party ADR as an option?	The State expects that the contractor will provide functionality of both integrated and 3rd party ADR and IS-ADR.
65	RFP Attachment 6.2., Section C, Item Ref. C.26.	Is the expectation that integrated delivery of third-party ADR is only required for CHE implementations that can support the ability to deference?	Yes.
66	RFP Attachment 6.2., Section C, Item Ref. C.26.	Would the CHE providers that are unable to support ADR be required to integrate with over-the-top solutions?	The State does not require ECDs to accept ADR; however, it is highly encouraged.
67	RFP Attachment 6.2., Section C, Item Ref. C.29.	Are you requiring admin rights to modify and generate ADR info?	No, we are not requiring admin rights. Any administrative rights would be between the ADR provider and the ECDs. The State is requiring the ability to integrate ADR across the network.

68	RFP Attachment 6.2., Section C, Item Ref. C.31.	Will TECB be defining the criteria for designating abusive callers?	Tenn. Code Ann. 7-86-316 defines aggravated nonemergency contact of 911 and harassing noninitialized 911 phone calls allows for the diversion of harassing noninitialized calls.
69	RFP Attachment 6.2., Section C, Item Ref. C.31.	Will TECB indemnify the contractor for the rules it requests for the management of abusive calls?	Tenn. Code Ann. 7-86-316(c)(5): "The emergency communications board, CMRS service providers, providers of non-wireline service, and PSAPs, and their employees, vendors, agents, and authorizing government entities, if any, shall have immunity from liability for diverting or not diverting harassing noninitialized 911 phone calls to an entity designated by the emergency communications board to receive such calls."
70	RFP Attachment 6.2., Section C, Item Ref. C.31.	Does TECB expect that local agencies have the ability to modify the abusive caller list through a UI or supported through a ticketing request process?	Yes
71	RFP Attachment 6.6 (Pro Forma Contract), A.34.	Does the TECB have a list of PSAPs or CHE expected to support RTT?	The State does not maintain this information.
72	RFP Attachment 6.2., Section B, Item Ref. B.17.	Does this refer to the State of Tennessee only?	Yes.
73	RFP Attachment 6.2., Section C, Item Ref. C.10.	Are the COOP and disaster recovery plans required as part of RFP submittal or as a contract deliverable after contract award as Scope A., A.14 and Special Terms E.9.d. appear to indicate?	Respondent shall provide copies of the COOP disaster recovery plan with RFP submittal as well as a description of how it is implemented.
74	RFP Attachment 6.2., Section C, Item Ref. C.56; RFP Attachment 6.6 (Pro Forma Contract), A.27.c.	Is this functionality applicable for both ring all and ACD PSAPs?	Yes, it is expected for all PSAPs

75	RFP Section 3.2. Response Delivery	Is there a maximum size for attachments per email that your servers are able to accept?	25 MB per message includes message header, body, and attachments, so it may be necessary to break down the proposal into multiple emails. In the event that this is needed, Technical Response emails must be clearly labeled in the subject line utilizing a "1 of X" format and the Cost Proposal must be submitted in a completely separate email.
76	RFP Section 3.2. Response Delivery	Are you able to accept a zip file as part of our proposal submission?	Yes. Zip files are acceptable.
-77	RFP Attachment 6.6 (Pro Forma Contract), C.5.b.iii; RFP Attachment 6.6 (Pro Forma Contract), D.33.	Are sales to TECB subject to sales tax? Please clarify how taxes should be represented in the proposal and post contract execution invoicing. Should taxes be included in the pricing provided in the cost proposal?	See § 4.7.3 of the RFP and C.5(b)(iii) of RFP Attachment 6.6.
78	RFP Attachment 6.6 (Pro Forma Contract), C.3.	Please define new platform integration.	The acceptance of external data from or connection to external data sources via the ESInet, assuming compliance with established network security standards and best practices on the part of the external data provider.
79	N/A	How do prospective Respondents quote options and enhancements for the PSAPs?	It is not the intent of this RFP to seek options and enhancements for procurement by the PSAPs.
80	N/A	How should prospective Respondents reconcile discrepancies between the technical requirements and the Pro Forma Contract requirements? For example, the Contract includes the topic PSAP abandonment; the technical makes no mention.	Respondents will be evaluated based on the technical responses; PSAP Abandonment may be addressed in response to RFP Attachment 6.2.- Section C.26
81	N/A	Regarding ChaaS, there is no mention of local administrative line support in the RFP. Will there be a requirement to support this functionality at the PSAP level, and if so, can the State provide quantities	The State does not maintain this information.

		and types to be supported?	
82	N/A	Regarding ChaaS, please confirm whether the data interfaces to local voice recorders, CAD systems, etc. are serial, i3, or a mix and then break these down by PSAP.	The State does not maintain this information. The respondent will be expected to provide universal interface connections.
83	RFP Attachment 6.6 (Pro Forma Contract), A.52.t	Please identify how many laptops are required and how the prospective Respondents are to cost them in the Cost Proposal.	The State is not seeking to procure laptops via this contract but expects the solution to have the ability to support fully functional laptops with VPN capability to achieve remote call taking.
84	RFP Section 1.1.1. Current Environment	In what format is the GIS dataset (e.g., ESRI)?	ESRI
85	RFP Section 4.8. Disclosure of Response Contents	Can prospective Respondents submit redacted versions of their Technical Response as part of the response package for FOIA request purposes?	No. See § 4.8.
87		Do you plan to continue using the current Aggregation Centers (AGs) for OSP traffic aggregation? And, does ALL OSP traffic aggregate at pairs of these AGs?	The contractor will provide all network elements, including AGs, ingress/egress, circuits and NGCS services as part of this award.

88		<p>In your RFP you state that "Since the implementation of NG911, the State and PSAPs have worked to enhance capabilities and advance the infrastructure needed as technologies evolve, including geographic information systems (GIS), operations, text-to-911, location accuracy, call handling, and Emergency Call Tracking System (ECaTS)." Please provide more detailed information about the implementation of the above technologies. For example, does all text-to-911 traffic currently travel over your IP network (ESInet)? Or, is some text-to-911 traffic delivered to your PSAPs via an Over the Top (OTT) solution?</p>	<p>The TECB's current system includes those services listed, i.e. GIS, Operations, Text-to-911, Location Accuracy, Call Handling and Emergency Call Tracking System (ECaTS). Those specific, or equivalent, services should be included in responses. Currently, some PSAPs are receiving text-to-911 via VPN or "over-the-top", but our expectation is that all traffic will be presented to the PSAP via the ESI Net.</p>
89		<p>Will your contract with ECaTS continue through the term of this contract or will we be required to contract with them?</p>	<p>No, the State's current contract with ECaTS will expire with the current NetTN contract. No, the awardee will not be required to contract with them.</p>
90		<p>Please explain the process and requirements for the 'execution and verification of NENA i3 conformance testing'.</p>	<p>The provider should be able to demonstrate to the State that their solutions meet, or exceed, the requirements set forth in the NENA i3 standard (NENA-STA-010.2-2016, 08-501, NENA -INF-016.2-2018 and other documents).</p>
91		<p>What rights or remedies are available to the Contractor if the State refuses its personnel or subcontractors after contract award?</p>	<p>See § 4.4 of the RFP and Section D.7 of RFP Attachment 6.6 (Pro Forma Contract).</p>
92		<p>Has the State identified which PSAPs will/not be serviced by diverse NG911 trunks?</p>	<p>All PSAPs presently served by State network connections shall be included in the physically diverse path plans.</p>

93		Does a State approved Interoperability Control Document (ICD) exist that defines the shared interoperability requirements with the neighboring states of Alabama, North Carolina, and Virginia? If so, please provide.	The TECB is not aware of any documents or agreements in place with neighboring states.
94		Does the State utilize Active Directory which would be available to the Contractor as the basis for system access and authentication?	No.
95		The RFP indicates that IP networks to each PSAP exist today. a. Please provide a description of each circuit. b. Will these circuits be available to the Contractor? Will this continue to be funded by the State?	Circuits from the NGCS to the PSAP will be provided by the respondent. Current circuits must be replaced with new IP circuits.
96		Is the Contractor responsible for the removal, decommissioning and disposal of any existing equipment within an ECD or PSAP that is being replaced under this contract?	No, the owner of the equipment is responsible for the removal, decommissioning and disposal of any existing equipment.
97		Bidder requests the State to define its definition of 'goods' that is referenced in its requirement for ownership, right, title and interest in goods provided under this contract.	All goods provided under the Contract.
98		Under the Termination for Convenience provision, will the State entertain expanding its definition of remedy to include liabilities incurred for current or future services that have not been accepted at the time of Notice?	No.

99		Is it the State's desire to automatically quarantine bad-actors or to receive notifications allowing alternate processes for resolution?	The contractor shall provide all alternate processes and security plans for the NGCS and related networks.
100		Is it acceptable to the State for the respondent to use the CLEC certification of its network provider?	Yes.
101		Please provide examples of potential third-party application services that might use the ESInet	Examples include RapidSOS, ASAP-to-PSAP, Text-to-911, OnStar, etc.
102		Please provide busy hour call traffic and average call duration for each PSAP.	The State cannot provide this information.
103		Does the in-LATA POI requirement apply to all OSPs or just LECs	It applies to any OSP offering service operating in the LATA.
104		Is the State requiring 24-hour battery backup at PSAPs or just NGCS locations?	The requirement for NGCS locations is stated in A.24. Each PSAP is required, under TECB Policy, to maintain UPS power with generator support for all critical systems.
105		In Attachment A, you indicate that "Upon request of the State, and as applicable by law, the Contractor shall comply with all GALEA requirements applicable to the State or ECDs." Do you mean "CALEA" rather than "GALEA"?	Yes, this should read CALEA (The Commission on Accreditation for Law Enforcement Agencies)
106		What is the State's intent regarding the continued use of the NetTN ESInet service, and how would it affect timing, implementation, and transition to the requested ESInet?	Any PSAPs on the NetTN and/or AT&T nationwide service will be migrated to the network in accordance with the schedule and project timelines as provided by the respondent.

107		The RFP indicates that the aggregation sites for NetTN and AT&T's ESInet are located in Memphis, Nashville, Chattanooga, and Knoxville, and that Originating Service Provider (OSP) traffic is aggregated to two of the four locations. Our question is, will these aggregation services be available to reuse during and after the transition to the requested ESInet? If so, please provide details including location, trunk counts, trunk types, etc.	The aggregation points, and all other network elements, are currently provided by AT&T under the NetTN Program Office contract. It is anticipated that the contractor awarded the new contract will build out all required NGCS and functional network elements in the contractor's facilities or through subcontracted 3rd parties for co-located services.
108		The RFP indicates that the State is in the process of transitioning from NetTN to AT&T ESInet by Aug 2021. Will the Contractor's proposed ESInet replace the AT&T ESInet by June 2023?	Yes.
109		Typically, MPLS providers do not conduct site surveys for physical path diversity costs until after contract award. Is this feasible with TECB's desire to work with the Contractor to identify a mutually agreeable solution, as indicated Part C4 of the Technical Response & Evaluation Guide?	Respondents are expected to provide a cost proposal which includes diverse paths as a part of this RFP response.

3. **Delete RFP #33501-215002, in its entirety, and replace it with RFP #33501-215002, Release #2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.