NORTHERN IDAHO E911 CONSORTIUM
REQUEST FOR INFORMATION
(RFI #0001-2023)
E911 CALL HANDLING EQUIPMENT
REPLACEMENT

Issued: 03/27/23
Response Due: 04/27/23

Contact Information:

John Mittmann
IT Administrator
1717 E. Polston Ave.
Post Falls, Idaho 83854

Respond via email to John Mittmann at: jmittmann@postfallspolice.gov

Only responses received via email will be considered. We require an online demonstration of your product in addition to the RFI response. You will be notified of time and date availability for the demonstration once we receive written response to the RFI. All product demonstrations will be conducted remotely. Ideally all demonstrations will be scheduled and conducted by May 15th 2023.

Purpose Of RFI

The purpose of this RFI is to assist participating agencies in gathering information and identifying potential products to replace existing call handling equipment.

This RFI is issued for information and planning purposes only and does not constitute a solicitation for any services or products. A response to this RFI is not an offer of any kind and cannot be accepted in any form to be a binding contract. No party is bound by the information provided in this RFI or by any response to this RFI. Participating Agencies shall not be liable for any costs incurred by responders in developing or submitting a response to this RFI.

This RFI is only a request for information about potential products and/or services and no contractual obligation on behalf of participating agencies whatsoever shall arise from the RFI process.

Background

A consortium of five PSAPs (public safety answering points) in Northern Idaho are seeking information on an Emergency Call Handling solution that can accommodate their day to day 911 operations. The desire is that all agencies are co-resident on one geo-diverse system. Although co-resident, each agency will remain autonomous.

1.0   Network
- Give a detailed explanation of the network requirements for your proposed solution including preferred routing protocols and topology.
- Describe your level of participation and commitment in the design of an optimal network with local ILEC/telco. State if any additional costs would be incurred for this participation or contribution.
- Describe what layer 2 and 3 network equipment is included with your product. Specify manufacturer and model(s).
- Explain any supply chain issues you have had or are currently having with vendors and how that may impact a project timeline.

2.0   System
- Detail the system architecture of your product including operating systems.
- Describe system components that comprise your product including servers, media gateways, port servers, desktop pc specifications ect.
- Detail analog to IP conversion utilized by your product ie: media gateways and any other required modules/devices pertaining to admin lines, CAMA trunks or SIP trunking if available, including an overview of associated cost differences of potential additional system hardware for each.
- Detail PBX integration requirements and options.

- Define and detail fault tolerance, redundancy and local survivability as relates to your product. Include servers, power considerations, routers, switches, media gateways, port servers and desktops in your explanation. For instance, link and device redundancy, the use of Redundant Routing Protocols, dual NIC pc's etc. and the use of redundant power supplies etc.
- Provide an overview of the scalability of your product to accommodate adding additional agencies and future call volume growth.

3.0 Call handling
- Detail your call taking user interface and how it can be customized to address operational needs and preferences specific to each PSAP.
- Describe your products text to 911 capability.
- Does your product integrate with Rapid SOS? Are there additional costs?
- Describe in detail all Nextgen 911 capabilities of your product and provide specific references where your product is currently operating in a Nextgen 911 environment.

4.0 GIS/Mapping
- Provide details of your mapping product. Include product feature overview, hardware, scalability etc.

5.0 MIS/CDR
- Describe your analytics and ad hoc reporting tool. Include product feature overview, hardware, scalability etc.

6.0 Logging Recorder/Long Term Recorder
- Detail how your product could interface with a centrally located LR/LTR that may service all co-resident agencies.
- Is ANI/ALI spill delivered via ethernet and/or serial?

7.0 Mobile Call Taking Positions
- Detail your mobile call taking and or mobile command post position offering.

8.0 SaaS/Hosted Solution
- Detail any SaaS or hosted solution offering.

9.0 Support
- Provide details about your local support team including number of trained technicians, status of current certifications, distance from two host sites, and years of experience with your product including both installation/maintenance and technical support roles.

- Describe in detail your NOC, its locale and how it is staffed.
- Outline system maintenance procedures: daily, weekly, monthly, bi-annual, and annual.
- Detail system monitoring and system event notifications and whether your product offers a customer interface to view current system status and performance statistics.
- Detail security and threat detection provided by your product.

Response: