

**MILWAUKEE COUNTY  
INFORMATION MANAGEMENT SERVICES DIVISION**

**MILWAUKEE COUNTY, WISCONSIN**



**REQUEST FOR INFORMATION (RFI)  
Milwaukee County  
E9-1-1 Hosted Solution**

**RFI # 20140710  
RFI DUE DATE: August 7, 2014**

## 1 Introduction

Milwaukee County, on behalf of the Milwaukee County Sheriff's Office, hereby issues this Request for Information (RFI) seeking information from interested parties who can provide solutions for handling and delivery of E9-1-1 call information to Computer Aided Dispatch (CAD) systems in the Public Safety Answering Points (PSAP) located in Milwaukee County.

The goal of this RFI is to provide Milwaukee County with the latest information regarding vendors and telecommunication companies capable of providing Customer Premise Equipment (CPE) capable of hosting multiple E9-1-1 PSAPs as well as opportunities for off premise hosted, E9-1-1 call handling software and equipment for Milwaukee County. The information requested is intended to determine potential vendor's development status, offerings and compliance with NENA recommendations, requirements and standards. Vendors that provide either option listed above are encouraged to respond.

Milwaukee County's current local emergency call taking equipment is in need of replacement due to end-of-life system constraints. Milwaukee County anticipates the need for eight call taking workstations but would like the option to expand the system in order to host autonomous E9-1-1 services for other interested county PSAPs.

This is not a solicitation for an offer; however, vendors are encouraged to provide general pricing information such as price ranges and variable factors that impact price for the purpose of helping Milwaukee County evaluate options and determine general direction.

After Milwaukee County receives responses to this RFI, and at the sole discretion of Milwaukee County, one or more respondents may be selected to demonstrate the respondent's products and services relating to the information submitted in the RFI response. The purpose is to learn about the most current solutions available. Subsequently, Milwaukee County anticipates releasing a competitive solicitation in the near future.

## 2 Request for Information Reference Number

Milwaukee County is the issuing office for this document and all subsequent addenda relating to it. The reference number for the transaction is RFI # **20140710**. Please include this number on all documentation relating to the RFI.

## 3 Costs Associated with Submission

Milwaukee County shall not be liable for any of the costs incurred by a Vendor in preparing or submitting a Vendor Information Package, including, but not limited to preparation, copying, postage and delivery fees, and expenses associated with any demonstrations or presentations which may be offered or accepted as a result of the RFI.

Each Vendor Information Package should be prepared simply and economically, providing a straightforward, concise description of the Vendor's ability. Emphasis should be on completeness and clarity of content.

## 4 Scope

The Milwaukee County Sheriff's Office is responsible for handling cellular 9-1-1 calls originating from nine of the nineteen municipalities, the cellular towers that surround the expressways as well as panic buttons and alarms for all county facilities. A number of Milwaukee County PSAPs are currently operating with end of life equipment needing replacement. Milwaukee County would like to explore options to host interested municipalities as well as provide continued service for the Milwaukee County Sheriffs' Office at an overall savings. Milwaukee County is seeking options for hosted services which would take the place of functions normally performed by CPE in the individual PSAPs.

The County's desire is to obtain information regarding the current capability of vendors to provide off premise E9-1-1 services:

Option 1- Offsite, county owned E9-1-1 equipment hosted in a third party secured data center, capable of hosting multiple agencies, where each agency can operate autonomously and would connect via a secured network connection to the county hosted equipment.

Option 2 – Cloud based remote, hosted services (SaaS) which would replace CPE within a local PSAP and deliver call information from the call originating network to a local PSAP. The hosted solution would be a subscription based service offered by a company where the PSAP would subscribe to the hosted call handling solution at a secured third party data center. PSAP workstations would connect via a network connection to the hosted equipment. The objective is to obtain an economical solution with the performance characteristics needed to support current E9-1-1 call handling needs in a local PSAP.

All core elements of the call handling solution must be housed and maintained at a secured data center facility. Ideally, redundant data centers would exist to ensure survivability in the event service from the primary location is impacted.

## 5 Requested Information

The County requests information from your organizations as instructed below for the purpose of determining a cost effective solution to handing critical E9-1-1 calls. The county will use this information to prepare a competitive solicitation bid document. Please reprint each request with your response.

All qualified vendors are encouraged to respond, even if you can only provide your expertise on certain sections such as network design, data center hosting, etc.

An electronic copy of this document is located at the following location.

<http://1drv.ms/1rbdlCx>

## 5.1 Introduction

- a) Include a brief history of your company's involvement in the public safety industry and how that qualifies you to participate in a county E9-1-1 project.
- b) Provide a description of your organization:
  - i. How many employees are dedicated to 9-1-1?
  - ii. How much experience does the company have at providing 9-1-1 services?
  - iii. Describe the financial stability of your company.
  - iv. Describe the organization that would support the operation of the solution.
  - v. Describe your company's development program for new 9-1-1 service and applications.
- c) Provide the following information if you are partnering with any other vendors on this response or need to establish partnerships with other vendors to provide your solution:
  - i. Vendor names, number of employees, description of financial stability, years of service in the public safety industry
  - ii. The partner's role in your response and/or solution
  - iii. Assurances of a single point of contact solution.

## 5.2 Description of Services

- a. Provide a description and supporting information regarding current products, services, and options that are offered by your organization that are relevant to the hosted E9-1-1 services discussed in the above scope.
- b. Explain in detail if products and services offered today by your organization can help the County to provide E9-1-1 services for PSAPs via a hosted E9-1-1 call handling and routing system. Include information on supporting an end-to-end solution and any intermediate devices which may be required to accommodate legacy wireline and wireless origination networks and PSAPs. Please describe the levels of redundancy in your network configuration & where optional levels may exist.
- c. Specifically explain how products and services offered by your organization will eliminate the need to purchase or utilize CPE within PSAPs to deliver E9-1-1 call information to PSAP.
- d. Specifically explain how products and services offered by your organization handle congestion caused by either multiple or simultaneous 9-1-1 requests for multiple PSAPs. Include information on how to accommodate queuing, overflows, default routing and alternate routing.
- e. Explain any limits your solution may have in delivering the described service county wide.

- f. Explain how your hosted, subscription based call handling solution may support future NG9-1-1 planning and activities performed by the state.

### 5.3 Cloud Based Call Handling Services

- a) Please describe how your call handling solution ensures survivability in the event of a wide area impact. Specifically discuss how your cloud-based core elements are regionally separated enough such that events with a wide area impact cannot affect availability.
- b) Please describe the amount of equipment that would be required to reside in the backroom of each PSAP.
- c) Please describe what equipment would reside at the workstation or at each call taker position.
- d) Please describe how your solution may integrate and utilize existing call handling equipment in the county.
- e) How will administrative lines and ring down lines be terminated?
- f) How will 9-1-1 trunks be terminated to the call handling equipment?
- g) Please describe the solution's ability to scale up or scale down.
- h) Please indicate how many deployments you have operating in a live production environment based on the cloud-based, regionally separated, model above; include names and contact information of reference sites.
- i) Please describe software and hardware update process, including any anticipated fees.
- j) Please describe workstation hardware replacement process in case of hardware failures.
- k) Does your solution have the ability to deploy virtual workstations enabling the call takers to do their job at any point on the network? Please describe the process to setup a virtual workstation if supported.

#### **5.4 Call Handling Support and Warranty**

- a) Please describe your monitoring and support plan for an offsite hosted call handling solution.
- b) Please describe your maintenance and warranty plan for the call handling solution.
- c) Do you own the call handling software included in the response?

#### **5.5 Call Handling Survivability and Availability**

- a) Please describe your call handling system's survivability and availability capabilities.
  - i. The system must have no single points of failure. Furthermore loss of any one redundant component must not cause the loss call and data delivery to all operational call handling positions. To this end the County desires that dual network architecture be maintained to each and every answering position. For example, loss of a single PSAP LAN switch should not cause the loss of any call taking position capabilities. Please describe how your solution accomplishes these requirements.
  - ii. In the case of a soft-switch failure, please describe failover capabilities of your solution, including time to restore for an in-progress call.
- b) It is a requirement that your system does not require down time for routine or anticipated maintenance; the system as a whole must remain operational and able to deliver calls as designed.
- c) It is a requirement that the solution must be delivered to the County PSAPs via a private, public safety grade network. Please describe your solution redundancy to ensure highest level of system availability.
- d) Please describe overflow capabilities that the solution provides in the event of regional catastrophic event in Southeastern Wisconsin.
- e) In the event of catastrophic loss of PSAP facilities in Milwaukee County, describe how your abilities to triage and redirect calls from your cloud based centers to the PSTN and designated alternate locations within the local area.

#### **5.6 Transition Plan Details**

- a) Describe how legacy features will be supported during the transition period.
- b) Describe how your solution will support legacy interoperability with legacy networks.
- c) Provide details regarding where these transition services are in place and how long they have operated in a production environment.

## 5.7 Security

- a) Please describe your security processes.
  - i. Data security
  - ii. Network security
  - iii. Physical plant security
  
- b) It is a requirement that your system must incorporate monitoring that will detect abnormal traffic indicative of a security problem, such as a breach or compromised system. Describe how your system will meet this requirement.

## 5.8 Network Design

- a) Milwaukee County is interested in hearing from vendors about setting up a suitable redundant network to connect the PSAPs to the hosted E9-1-1 equipment, all connectivity being of at least dual network elements that require no human intervention for failover.
  
- b) You should describe and explain:
  - Network Implementation
  - Network Design, including what equipment would be located at the PSAP
  - Network Redundancy and Failover
  - Connectivity Costs

## 5.9 Program Management and Communication

- a) Please describe your Program Management methodology, including samples or explanations of:
  - A communication plan for outlining the scope of services to be implemented and guidelines for the PSAP
  - An implementation schedule
  - A maintenance plan
  - A training plan
  - Your approach to project management after the deployment of services

## 5.10 Industry Standards

- a) How does your solution comply with NENA data standards?
  
- b) What contributions has your company made to the advancement of industry standards? On what industry bodies and committees does your company have a presence?
  
- c) Your solution must be compliant with the version of the NENA i3 standard in effect at the time of system implementation. The only exception would be if an updated version of i3 has been officially published in the 18 months prior to implementation. Describe how your system would meet this requirement.

- d) Vendors must provide i3 compliance for current, and any future i3 ratified standard released by NENA, throughout the term of an agreement with no incremental fees throughout the life of an agreement. Please describe how your solution would meet this requirement.

### **5.11 Fee Structure**

- a) The County is trying to determine potential financial advantages and disadvantages of customer owned versus SaaS cloud based solutions. Please describe your solution's fee structure. Please make sure that all fees over the term of an agreement are covered, examples may include up-front installation fees, one time project management fees, software license fees, GIS professional services fees, warranty fees, software evergreen fees, transport fees, equipment fees, maintenance fees, etc. For each type of fee, please detail if it is a one-time fee, annual fee, or monthly fee. Do NOT provide solution specific pricing for your described solution.

### **5.12 Contract Performance and Guarantees**

- a. Furnish information regarding any existing contracts for E9-1-1 hosted services offered by your organization.
- b. Furnish a list of any actual contracted performance metrics and service level guarantees that are being used to measure the quality of E9-1-1 hosted services offered by your organization.

### **5.13 Additional Information**

- a. Please provide additional information you think should be considered

## 6 RFI Timeline

Listed below are major milestones for effort. If the Council finds it necessary to update any of the dates/times noted it will be accomplished by an amendment to the RFI.

DATE	TIME	ACTIVITY
July 10	2:00 PM	Release RFI to vendors
August 7	2:00 PM	Responses from Vendors
August ?	TBD	Vendor A Briefing
August ?	TBD	Vendor B Briefing

Responses from vendors are due Thursday August 7th, 2014 at 4:00PM CT. Any questions or clarifications should be sent via Email.

Email responses to: [Andrew.Carrion@MilwaukeeCountyWI.gov](mailto:Andrew.Carrion@MilwaukeeCountyWI.gov)

Regular mail to:

Attn: Andrew Carrion  
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