East Texas Council of Governments
3800 Stone Rd. Kilgore, TX 75662

REQUEST FOR QUALIFICATIONS: PS-911CHE26R
9-1-1 Call Handling Equipment 2026 RFP

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RFP TIMELINE SCHEDULE (dates/times subject to change)

Bid Released	**Thursday, October 29, 2026**
Pre-Bid Conference	Wednesday, November 4, 2026
Questions Due	Wednesday, November 11, 2026
Staff Responses Post	Monday, November 16, 2026
Access Link Deadline	**Thursday, January 21, 2027 11:00AM CST**
Bids Due	**Friday, January 22, 2027 11:00AM CST**

INTRODUCTION

East Texas Council of Governments

East Texas Council of Governments (ETCOG) is a voluntary association of counties, cities, school districts and special districts within a fourteen-county East Texas region. ETCOG assists local governments in planning for common needs, cooperating for mutual benefit and coordinating sound regional development. Either directly or through contractors, ETCOG provides programs and services for East Texas seniors, employers, and job seekers. ETCOG also builds the 9-1-1 emergency call delivery system, provides peace officer training and homeland security planning services; and delivers rural transportation services, business finance programs, grant writing services and environmental grant funding for the region.

PURPOSE

The East Texas Council of Governments (ETCOG) seeks submissions from qualified and experienced vendors in response to this Request for Proposal (RFP) issued for the purchase, migration, and implementation of standards-compliant Next Generation 9-1-1 (NG9-1-1) Call Handling Equipment (CHE).

PROPOSAL TERM

The contract resulting from this RFP shall be effective for a term period of 6 years, effective on date of written contract agreement. The proposals and associated pricing provided in response to this RFP should be valid for a minimum period of 90 days, and preferably for a period of 180 days.

PRE-BID CONFERENCE

A **Pre-Bid Conference** will be held on **Wednesday, November 4, 2026 at 2:00 PM CST**. A Pre-Bid Conference is an opportunity for potential Proposers to ask questions and receive responses from key staff concerning RFP requirements and scope of service requirements pertaining to proposal content. Although attendance is not mandatory it is highly recommended. **Attendance may be in person at 3800 Stone Road, Kilgore, TX or virtual, if requested. Please email christine.weems@etcog.org if you plan to attend virtually and a meeting invite will be emailed.**

Notice: Proposers are requested to please **(1)** read the RFP and any related documentation before attending the Pre-Bid Conference; **(2)** bring their RFP copy and related documents to the meeting with them, and **(3)** have all questions and/or concerns already prepared before attending.

PROPOSAL REQUIREMENTS / SCOPE of WORK

ETCOG wishes to procure i3-capable Call Handling Equipment that supports transitional and end-state NG9-1-1 functionality. Procurement and implementation of these systems must recognize the need for interoperability with, and continuing support of, existing legacy systems currently in use.

There are 19 PSAPs served by 2 host sites in the ETCOG service area. While all are anticipated to interconnect with the ETCOG's ESInet/NGCS (when available), they are currently at differing levels of i3 readiness. Included in an attachment to this RFP is statistical/logistical information that is critical for the respondent to consider, including total seats and seats per PSAP, primary/backup classifications, year over year incoming 9-1-1 call totals, and PSAP primary/backup locations. Today, ETCOG's PSAPs are deployed using host-remote arrangements.

ETCOG offers no preference as to the physical location of the "service"— cloud-based or traditional datacenter-based — but rather seeks the best value for compliance to the technical requirements necessary to support the required functionality.

Company Description

Respondent will include a brief description of company background, including history, experience, products, capabilities, and vision for the future, as well as any distinguishing characteristics that differentiate their solution from other companies' solutions.

Respondent's description must include the following information with the proposal response:

a. Background and experience
b. Company vision
c. Company financial stability statement
d. Distinguishing solution characteristics

e. Pending litigation
f. Identification of the number of call handling systems, comparable to the one being proposed for ETCOG, that have been installed and are currently operational
g. References from 9-1-1 agencies (at least three that demonstrate similar implementation of the service model solution proposal). The Respondent is required to complete the forms included in the *Current References* section of this RFP.
h. Details describing how your company provides Service Maintenance and after-sales service support.

☐ Understood

Interoperability

To ensure interoperability between the proposed i3 Call Handling Equipment (CHE) solution(s) and all components of interconnected ESInet/NGCS solution(s), all Respondents must commit to, and document (prior to completion of contract negotiation), the interoperability of their CHE solution with available i3 ESInet/NGCS solutions. Respondent(s) must identify all of the ESInet/NGCS solutions with which their solution(s) currently operates. Supporting documentation of interoperability is desirable and may take the form of references from customers where solutions have been deployed and operational for a minimum of six months.

In support of the rules outlined in the Federal Communications Commission Report and Order in the Matter of Facilitating Implementation of Next Generation 911 Services (NG911)[1], the proposed solution must support ETCOG in certifying that it is technically ready to receive 9-1-1 calls and texts in the IP-based format requested. In addition, the Respondent must commit to facilitating and completing connectivity testing with Originating Service Providers (OSPs) within the compliance timeframe applicable to the OSP.

Interoperability

ETCOG seeks a standards-based solution that complies with nationally accepted standards and requirements applicable to IP network architecture, core services, security, and interface functionality. All aspects of the Respondent's proposed system design, deployment, operation, and security shall be in full compliance with the standards, requirements, and recommendations identified in the following documents. The relevant Standards Development Organizations (SDOs) include:

- Alliance for Telecommunications Industry Solutions (ATIS)
- Association of Public-Safety Communications Officials (APCO) International
- Department of Justice (DOJ)

[1]FCC 24-178 Facilitating Implementation of Next Generation 911 Services (NG911) - https://www.fcc.gov/document/fcc-takes-action-expedite-transition-next-generation-911-0

- Internet Engineering Task Force (IETF)
- National Emergency Number Association (NENA)
- National Institute of Standards and Technology (NIST)
- Telecommunications Industry Association (TIA)
- The Monitoring Association (TMA) (formerly known as the Central Station Alarm Association [CSAA])

Further, the Respondent's solutions and services shall comply with any additional standards, requirements, statutes, and policies as identified in specific sections throughout this document.

Table 1: Adopted Standards

SDO	Standard ID	Standard Title	Standard Description	Latest Revision/ Release Date[2]
APCO/TMA ANS (Formally known as CSAA)	2.101.3-2021	*Alarm Monitoring Company to Emergency Communications Center (ECC) Computer-Aided Dispatch (CAD) Automated Secure Alarm Protocol (ASAP)*	Provides detailed information on data elements and structure standards for electronic transmission of new alarm events from an alarm monitoring company to an ECC.	Version 3.4 2021
APCO/ NENA ANS	1.102.3.2020	*Emergency Communications Center (ECC) Service Capability Criteria Rating Scale*	Provides an assessment tool to evaluate current capabilities of the ECC against models representing the best level of preparedness,	Version 3, 2020

[2] *For any standards, if a newer version is available at the time of publication of this document, compliance will be judged relative to the latest version. The exception to this being NENA/APCO-INF-005.1-2014 for which compliance will be judged relative to NENA's updated Emergency Incident Data Object STA document*

SDO	Standard ID	Standard Title	Standard Description	Latest Revision/ Release Date[2]
			survivability, and sustainability amidst a wide range of natural and manmade events.	
ATIS/TIA	ATIS J-STD-110.v002	*Joint ATIS/TIA Native SMS/MMS Text To 9-1-1 Requirements and Architecture Specification*	Defines the requirements, architecture, and procedures for text messaging to 9- 1-1 emergency services using native CMSP SMS or MMS capabilities for the existing generation and next generation (NG9-1-1) Public Safety Answering Points.	Release 2 May 1, 2015
ATIS	ATIS-0700015.v006	*ATIS Standard for Implementation of 3GPP Common IMS Emergency Procedures for IMS Origination and ESInet/Legacy Selective Router Termination*	Provides standards addressing communications originating from an IP Multimedia Subsystem (IMS) subscriber and delivered to a National Emergency Number Association (NENA) i3 Emergency Services IP network (i3 ESInet) and associated NG9-1-1 Core Services (NGCS), or to a legacy Selective Router	Version 6 February 2026
ATIS	ATIS-100074.v003	*Signature-based Handling of Asserted information using toKENs (SHAKEN)*	This document provides telephone service providers with a framework and guidance on how to utilize	Version 3 August 2022

SDO	Standard ID	Standard Title	Standard Description	Latest Revision/ Release Date[2]
			Secure Telephone Identity (STI) technologies to validate legitimate calls and mitigate illegitimate spoofing of telephone identities on IP-based service	
U.S. Department of Justice	CJISD-ITS-DOC-08140-6.0	*Criminal Justice Information Services (CJIS) Security Policy*	Provides information security requirements, guidelines, and agreements reflecting the will of law enforcement and criminal justice agencies for protecting the sources, transmission, storage, and generation of criminal justice information.	Version 6 December 27, 2024
IETF	RFC 3261	*SIP: Session Initiation Protocol*	Describes the SIP, an application-layer control (signaling) protocol for creating, modifying, and terminating sessions (including Internet telephone calls, multimedia distribution, and multimedia conferences) with one or more participants.	January 21, 2021
IETF	RFC 4103	*RTP Payload for Text Conversation*	Describes how to carry real-time text conversation	June 2005

SDO	Standard ID	Standard Title	Standard Description	Latest Revision/ Release Date[2]
			session contents in Real-time Transport Protocol (RTP) packets	
IETF	RFC 4119	*A Presence-based GEOPRIV Location Object Format*	Describes an object format for carrying geographical information on the Internet.	December 2005
IETF	RFC 4579	*Session Initiation Protocol Call Control - Conferencing for User Agents*	Defines conferencing call control features for the Session Initiation Protocol (SIP).	August 2006
IETF	RFC 5222	*LoST: A Location-to-Service Translation Protocol*	Describes a protocol for mapping service identifiers and geodetic or civic location information to service contact URIs	August 2008
IETF	RFC 5491	*GEOPRIV Presence Information Data Format Location Object (PIDF LO) Usage Clarification, Considerations, and Recommendations*	Provides recommendations on how to constrain, represent, and interpret locations in a PIDF-LO	March 2009
IETF	RFC 6341	*Use Cases and Requirements for SIP-Based Media Recording (SIPREC)*	Specifies requirements for extensions to SIP that will manage delivery of RTP media to a recording device.	August 2011
IETF	RFC 6442	*Session Initiation Protocol Location Conveyance*	Defines an extension to the Session Initiation Protocol (SIP) to convey	December 2011

SDO	Standard ID	Standard Title	Standard Description	Latest Revision/ Release Date[2]
			geographic location information from one SIP entity to another SIP entity	
IETF	RFC 6753	*A Location Dereferencing Protocol Using HTTP-Enabled Location Delivery (HELD)*	Describes how to use the Hypertext Transfer Protocol (HTTP) over Transport Layer Security (TLS) as a dereference protocol to resolve a reference to a Presence Information Data Format Location Object (PIDF-LO)	October 2012
IETF	RFC 6874	*Representing IPv6 Zone Identifiers in Address Literals and Uniform Resource Identifiers*	Extends RFC 3986 to include IPv6 to include zone identifiers and address literals	July 29, 2020
IETF	RFC 7852	*Additional Data Related to an Emergency Call*	Describes data structures and mechanisms to convey information about an emergency call, caller, or location to the PSAP by value or by reference	July 2016
IETF	RFC 7865	*Session Initiation Protocol (SIP) Recording Metadata*	Describes the metadata model as viewed by the Session Recording Server (SRS) and the recording metadata format.	May 2016
IETF	RFC 7866	*Session Recording Protocol*	Specifies the use of the Session Initiation Protocol (SIP), the	May 2016

SDO	Standard ID	Standard Title	Standard Description	Latest Revision/ Release Date[2]
			Session Description Protocol (SDP), and the Real-time Transport Protocol (RTP) for delivering real-time media and metadata from a Communication Session (CS) to a recording device.	
IETF	RFC 7090	*Public Safety Answering Point (PSAP) Callback*	Describes a mechanism for marking PSAP callbacks using a new header field value for the SIP Priority header field, called "psap-callback"	April 2014
IETF	RFC 8224	*Authenticated Identity Management in the Session Initiation Protocol (SIP)*	This document defines a mechanism for securely identifying originators of SIP requests	February 2018
IETF	RFC 8865	*T.140 Real-Time Text Conversation over WebRTC Data Channels. Updates RFC 8373*	Specifies how a Web Real-Time Communication (WebRTC) data channel can be used as a transport mechanism for real-time text.	Version 1 January 2021
IETF	RFC 9806	*Updates to SIP-Based Media Recording (SIPREC) to Correct Metadata Media Type*	Updates RFC 7866 to align with RFC 7865 when labeling recording metadata and also registers the media type.	June 2025

SDO	Standard ID	Standard Title	Standard Description	Latest Revision/ Release Date[2]
NENA	REQ-001.1.2-2018	*Next Generation 9-1-1 PSAP Requirements Document*	Provides requirements for functions and interfaces between an i3 PSAP and NGCS, and among functional elements associated with an i3 PSAP	June 10, 2018
NENA	NENA-STA-004.2-2024	*NENA Next Generation 9-1-1 (NG9-1-1) United States Civic Location Data Exchange Format (CLDXF-US) Standard*	Defines the United States profile of the Internet Engineering Task Force (IETF) Presence Information Data Format-Location Object (PIDF-LO) to provide a format for exchange of civic location records.	February 25, 2024
NENA	NENA-STA-006.3-2026	*Standard Data Formats for 9-1-1 GIS Data Model*	Defines the GIS data information, formats, requirements and related information used in NENA Next Generation 9-1-1 (NG9-1-1) Core Services (NGCS)	Version 3 March 11, 2026
NENA	NENA-STA-008.2-2014 (originally 70-001)	*Registry System Standard*	Describes how registries (lists of values used in NG9-1-1 functional element standards) are created and maintained	October 6, 2014
NENA	NENA-STA-010.3f-2021	*NENA i3 Standard for Next Generation 9-1-1*	Builds upon prior NENA publications including i3 requirements and architecture documents and	Version 3f December 17, 2024

SDO	Standard ID	Standard Title	Standard Description	Latest Revision/ Release Date[2]
			provides additional detail on functional standards	
NENA	NENA-STA-015.10.1-2026	*NENA Standard Data Formats for E9-1-1 Data Exchange & GIS Mapping*	Provides standard formats for Automatic Location Identification (ALI) data exchange between Service Providers and Data Base Management System Providers	Version 10.1 March 24, 2026
NENA	INF-016.2-2018 (formerly 08-506)	*Emergency Services IP Network Design Information Document (ESIND) for NG9-1-1*	Provides information that will assist in developing the requirements for and/or designing an i3-compliant ESInet	April 5, 2018
NENA	NENA-STA-027.3.1-2025	*NENA E9-1-1 PSAP Equipment Standards*	Defines the PSAP equipment requirements intended for use by users, manufacturers, and providers of E9-1-1 Customer Premises Equipment (CPE)	December 8, 2025
NENA	NENA 54-750	*NENA/APCO Human Machine Interface & PSAP Display Requirements (ORD)*	Prescribes requirements for the human machine interface (HMI) display for the Next Generation 9-1-1 (NG9- 1-1) System.	Version 1 October 20, 2010
NENA	NENA-STA-040.2-2024	*Security for Next Generation 9-1-1 (NG-SEC)*	Establishes the minimal guidelines and requirements for levels of security applicable to NG9-1-1 entities	November 4, 2024

SDO	Standard ID	Standard Title	Standard Description	Latest Revision/ Release Date[2]
NENA	NENA-REF-012.1-2025	*Security Audit Checklist*	Used to assess compliance with requirements specified in NENA-STA-040.2-2024.	May 6. 2025
NENA	NENA-INF-008.2-2013 (previously NENA 77-501)	*NENA NG9-1-1 Transition Plan Considerations Information Document*	Provides NENA's recommendations for transitioning to NG9-1-1	November 20, 2013
NENA	NENA-INF-015.1-2016	*NG9-1-1 Security (NG-SEC) Information Document*	Provides mechanisms and best practices for cybersecurity for i3 systems	December 8, 2016
NENA	NENA-INF-040.2-2022	*NENA Managing & Monitoring NG9-1-1 Information Document*	Provides guidance on best practices for monitoring and managing NG9-1-1 services and infrastructure.	July 27, 2022
NENA	NENA-STA-021.1b-2022	*NENA Standard for Emergency Incident Data Object (EIDO)*	Provides standard format for exchanging emergency incident data between disparate systems and agencies	Version 1b December 17, 2024
NENA	NENA-STA-024.1.1-2025	*NENA Standard for the Conveyance of Emergency Incident Data Objects (EIDOs) between Next Generation (NG9-1-1) Systems and Applications*	Standard defining how EIDOs are conveyed between Functional Elements	Version 1.1 January 30, 2025
NENA	NENA-STA-031.1-2021	*NENA Standard for Interconnecting Emergency Services*	Establish standards for interconnections between ESInets and	October 14, 2021

SDO	Standard ID	Standard Title	Standard Description	Latest Revision/ Release Date[2]
		IP Networks and Public Safety Broadband Networks	other broadband networks used by first responders	
NENA	NENA-STA-034.1-2022	*NENA Legacy Selective Router Gateway (LSRG) Standard*	Provides a technical standard for the LSRG which is a signaling and media connection point between a legacy Selective Router and an i3 ESInet/NGCS	March 17, 2022
NENA / NIOC	NG9-1-1 PKI VP V1.0	*NG9-1-1 Interoperability Oversight Commission (NIOC) (PSAP) Credentialing Authority (PCA) Certification Validation Guidelines*	Provides the security requirements needed to support the secure validation for issuance of Certificates in NG9-1-1 by the PCA Certification Authorities (CAs) in the NG9-1-1 Public Key Infrastructure.	V1.0.0 February 9, 2022
NENA / NIOC	NG9-1-1 PKI CP v1.2	Public Safety Answering Point (PSAP) Credentialing Agency (PCA) Certificate Policy	Provides the security requirements needed to support the secure issuance of Certificates in NG9-1-1 by the PCA CAs in the NG9-1-1 Public Key Infrastructure.	V1.2 June 26, 2024
NIST	FIPS 140-3	*Security Requirements for Cryptographic Modules*	Specifies security requirements that will be satisfied by a cryptographic module utilized with a security system protecting sensitive but unclassified	Version 2 March 22, 2019

SDO	Standard ID	Standard Title	Standard Description	Latest Revision/ Release Date[2]
			information	
NIST	Cybersecurity Framework 2.0	*The NIST Cybersecurity Framework (CSF) 2.0*	Provides standards, guidelines, and best practices that promote the protection of critical infrastructure	Version 2.0 February 26, 2024
TIA	TIA-942-B	*Telecommunications Infrastructure Standard for Data Centers*	Specifies the minimum requirements for telecommunications infrastructure of data centers and computer rooms, including single-tenant enterprise data centers and multi-tenant Internet-hosting data centers	Revision B July 12, 2017

As industry standards evolve, the Respondent's solution shall be upgraded to maintain compliance with the current version of established industry standards. The Respondent's solution shall support new IP network, functional, interface, and security industry standards within 18 months of ratification of applicable industry standards. Compliance requirements apply also to the supporting standards referenced within each standard. As solution updates are made to maintain compliance, the solution shall not abandon services or feature functionality in place at the time of the solution upgrade. The Respondent shall divulge any performance or feature changes uncovered prior to the upgrade and report them to ETCOG for approval.

☐ By checking this box, you acknowledge you have read and understand.

TECHNICAL QUALIFICATIONS

This *Technical Qualifications* section is comprised of a series of tables. Each table contains specific requirements, applicable to a particular aspect of the associated solution, as indicated by the heading immediately preceding each table. The Respondent is required to clearly mark one (and only one) of the three right-most columns (Complies, Does Not Comply, Partially Complies) for each requirement, as follows:

- Complies – The proposed solution does, today (or will, at the time of contract award),

fully satisfy the requirement.

- Does Not Comply – The proposed solution does not, today (nor will it, at the time of contract award), substantially satisfy the requirement.
- Partially Complies – The proposed solution does, today (or will, at the time of contract award), substantially (though incompletely or, perhaps, in an alternate way) satisfy the requirement.

Following each table is a space for the Respondent to add additional information that supports, or elaborates upon, the compliance declaration for the requirements in the table. Respondents must provide a response and detailed description for each requirement.

TECHNICAL REQUIREMENTS – CALL-HANDLING SYSTEM

CHE Network

Requirements:	Complies	Does Not Comply	Partially Complies
1. The implementation of new IP connectivity and the replacement, migration, or rehoming of any part of ETCOG's existing network, (including ESInet circuits, phone system, etc.), shall have the following requirements: a) Respondent shall work together with the ESInet provider to order, install, and test any new ESInet circuits, as well as collaborate over routing specifications (Border Gateway Protocol [BGP], etc.) to accommodate the expected behaviors, (load sharing, circuit failover, etc.). b) Respondent shall work together with ETCOG representatives to order, install, and test any new circuits, as well as collaborate over any expected behaviors therein. c) Respondent's solution shall provide CHE network connectivity that supports ETCOG's current call and data delivery functionality between agencies.			
2. Respondent's solution shall have diverse entrance facilities for ESInet connections into the hosted call-handling			

Requirements:	Complies	Does Not Comply	Partially Complies
datacenters as well as into the designated standalone PSAP facilities			
3. Respondent shall provide a minimum of one terrestrial fiber connection with adequate bandwidth into each PSAP facility (primary and backup).			
4. Respondent shall be capable of receiving and integrating 911 calls delivered over secondary wireless connections as implemented by ETCOG and their ESInet / NGCS provider, (e.g. FirstNet or other LTE network, Satellite, microwave, carrier-diverse fiber, etc.)			
5. The solution shall align with NENA-STA-010.3f-2021, *NENA i3 Standard for Next Generation 9-1-1,* (or its successor document, when ratified).			
6. The solution shall use open standards.			
7. The solution shall support and enforce quality of service (QoS) marking using Differentiated Service Code Point (DSCP).			
8. The solution shall provide network traffic convergence of less than 50 milliseconds (ms).			
9. The solution shall maintain a Mean Opinion Score (MOS) of 4.0.			
10. The solution shall scale to support call-volume growth by 50% without requiring replacement of any critical hardware or software component.			

Requirements:	Complies	Does Not Comply	Partially Complies
11. Failure of any single instance of a hardware or software element, or physical connection shall not impact overall solution performance.			
12. All network-connected elements shall support at least two redundant network interfaces with automatic failover between them.			
13. All powered devices supporting network connectivity for ETCOG (e.g., firewalls, routers, switches, etc.) shall include a minimum of two redundant power supplies (each shall be able to power the device alone) that would be connected to separate circuits OR be connected to a power-transfer device that allows a single power supply to be connected to two isolated power sources (i.e., circuits) with automatic, uninterrupted failover, in the event the primary circuit fails.			
14. The Respondent shall describe how their solution supports the ability to log onto the proposed system from an off-site location should the Primary PSAP become inoperable.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Call Handling Solution Architecture

Requirements:	Complies	Does Not Comply	Partially Complies
1. If the respondent supports both a traditional datacenter-based solution and a cloud-based solution, please describe both and include separate pricing options in the response.			
a. If the Respondent supports a cloud-based solution, please provide a complete description of : • How the solution is managed • Redundancy in the solution • Whether the solution is cloud-hosted vs. cloud-native • Whether the cloud used in the solution is DoD-compliant, CJIS-compliant **No part of the solution shall be hosted outside of North America**.			
b. Describe what, if any, equipment must be hosted at the ECC			
2. Respondent's CHE solution shall interoperate with ETCOG's i3-conformant ESInet and NGCS. Until such time as the ESInet/NGCS is available, the Respondent shall identify what IP network the CHE solution shall use in the interim.			
3. Respondent shall be responsible for working directly with the ESInet provider to troubleshoot any issues related to call presentation associated with the receipt or transfer of calls through ETCOG's ESInet. Respondent shall update ETCOG and any designees on troubleshooting and progress weekly at a minimum.			

Use this space to elaborate on the compliance responses to the requirements in the table above.

Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

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Security

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall describe how its security in-depth approach embodies the best practices outlined in the latest version of NENA-STA-040.2-2024, *NENA Security for Next-Generation 9-1-1 Standard (NG-SEC)*.			
2. The Respondent shall include a security plan document that addresses, physical, application, and network security.			
3. The solution shall utilize end-to-end encryption for all sensitive data that transits the CHE network (i.e., data in transit) preferably using Advanced Encryption Standard (AES) with a minimum key length of 256 bits (AES 256)			
4. The solution shall encrypt stored data (i.e., data at rest) that contains confidential information using at least AES 256 or an equivalently strong algorithm Please describe your "data at rest" policies such as AES, physical control, strong password requirements, monitoring, and configuration management.			
5. The solution shall support data retention limits that are configurable by ETCOG.			
6. The solution shall support password security mechanisms such as requiring new devices and applications that have local accounts			

Requirements:	Complies	Does Not Comply	Partially Complies
to have a new password set in accordance with the Authentication/Password policy for each local account prior to being connected to any system/network. Password security policies should include, for example, the use of strong passwords and password expiry/change timeframes.			
7. The solution shall provide firewalls between call-handling nodes and their external connections.			
8. The Respondent shall ensure that all call-handling components interfacing with ETCOG's ESInet / NGCS provider carry credentials traceable to the national PSAP Credentialing Agency (PCA).			
9. The Respondent shall describe how single sign-on (SSO), and multifactor authentication are supported in their call-handling solution to support user access management, including what SSO solutions are supported (e.g., Azure Active Directory [AD], Active Directory Federation Services [ADFS], etc.).			
10. The Respondent shall perform proactive analysis of the network for vulnerabilities including independent security audits of the solution. Analysis and vulnerability scans should be automated in accordance with a specified schedule, in addition to manual checks.			
11. The Respondent shall have a defined continuity of operations (COOP) plan as well as a disaster recovery (DR) plan and shall include those plans with their response. The Respondent shall review their COOP and DR plans every 12-18 months and shall provide to ETCOG either an updated copy or an explicit notification that nothing has changed, along with an indication of the next scheduled review date.			

Requirements:	Complies	Does Not Comply	Partially Complies
12. The Respondent shall provide access reports from facilities (physical access) down to the individual device level (physical or virtual access), upon request, including when a service-impacting issue has occurred. This includes the physical device that the CHE resides on and the components of that device, e.g., the hard drive, power supply etc.			
13. The Respondent shall describe how their solution supports multifactor authentication for any access into the systems supporting this CHE, as well as for access to any externally accessible portals, user interfaces (UIs), system dashboards, etc.			
14. The Respondent shall describe their security software update policy and procedures, for both normal maintenance as well as emergency software patches, antivirus updates, etc., and include the frequency and turnaround time for different types of updates. The Respondent's security software update policy shall also address software updates and software end-of-life mitigation for all 3rd party applications required to support the solution (e.g., Windows Server, OpenSIPS, etc.).			
15. The Respondent shall describe their plan/approach for adopting evolving security best practices.			
16. The Respondent shall complete the Security Audit Checklist, and submit for approval, as described in NENA-REF-012.1-2025, *Security Audit Checklist*. (For this procurement, the Respondent must comply with all identified requirements.)			
17. The Respondent shall have a documented Risk Management process, including the use of a standard framework (e.g., NIST Cybersecurity Framework) for identifying and mitigating threats			

Requirements:	Complies	Does Not Comply	Partially Complies
such as Telephony Denial of Service (TDoS) and Distributed Denial of Service (DDoS) attacks, malware, session hijacking, credential reuse, etc. Risk Management documentation should include any 3rd party risk management processes.			
18. The Respondent shall provide a Cybersecurity Incident Response Policy defining procedures and actions to take in the event of a cybersecurity incident as well as how and when to bring in outside assistance. Notification timelines related to cybersecurity breaches shall meet the service level requirements described in Table 5 of this RFP.			
19. The Respondent shall support the ability to isolate specific PSAP sites in case of cybersecurity breach.			
20. If the Respondent is proposing a cloud-based solution, the Respondent shall ensure that System and Organization Controls 2 (SOC 2) compliance is achieved.			
21. The solution shall comply with the latest ratified version of NENA-STA-040.2-2024, *NENA Security for Next-Generation 9-1-1 Standard (NG-SEC)*. The Respondent shall detail how its solution addresses the requirements in the following sections of the standard:			
a. 6.2 - Access Control			
b. 6.3 – Device Connectivity			
c. 6.7.1 - Remote Access Device Security			

Requirements:	Complies	Does Not Comply	Partially Complies
d. 6.17 - Remote Access			
22. The Respondent shall describe its CHE security software update policy, frequency, and procedures (include frequency of antivirus updates).			
23. The Respondent shall describe its policy/approach to independent system security audits.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

CHE Network Documentation

The Respondent shall provide the following documentation associated with its proposed CHE solution.

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall provide network diagrams illustrating its proposed network design (transitional and end state [where an ESInet is available], if applicable).			
2. The Respondent shall provide as-built documentation, including network diagrams depicting network paths and equipment diversity, prior to acceptance testing of the solution.			

Requirements:	Complies	Does Not Comply	Partially Complies
3. The Respondent shall provide network interface specifications for interoperating with CHE, including CHE that is supported by neighboring SRs that may be provided by different SR providers.			
4. The Respondent shall provide detailed as-built solution documentation to include network, equipment, and cloud information (as applicable), including network paths, network providers, BGP information, firewalls, availability zones, software versions, etc.), as well as configured parameters (implemented design).			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Monitoring and Alarming

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall provide physical access monitoring and reporting for all facilities where the software running the call handling service reside.			
2. The Respondent shall support automated network node and software instance monitoring and alarming in real, or near-real, time and shall provide notifications to ETCOG in real time.			

Requirements:	Complies	Does Not Comply	Partially Complies
3. During initial setup, the Respondent shall log user access to the system, such as who has added users or changed user roles or profiles.			
4. The Respondent shall support logging of administrative and audit events. These logs must be immutable.			
5. The Respondent shall provide event logging (including call status information such as mute, on-hold, transfer) and reporting in real, or near-real, time.			
6. The Respondent shall provide CHE network monitoring and alerting (regardless of whether the network is new or existing), and act on the alerts according to the level of impact to the CHE service and in accordance with service level agreements (SLAs).			
7. The Respondent shall provide CHE hardware and software monitoring and alerting and act on the alerts according to the level of impact to the CHE service and in accordance with service level agreements (SLAs).			
8. The Respondent shall provide user-definable and user-changeable notification levels and shall provide recipients with text and email delivery options.			
9. The Respondent shall provide an executive dashboard with real-time updates of alarms, support tickets, and network status.			
10. The Respondent shall provide the ability to replicate select alerts to a third-party monitoring/reporting system.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to

describe how your solution addresses these requirements. Add additional lines as needed.

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Network Operations Center/Security Operations Center

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall provide 24 x 7 x 365 staffed Network Operations Center (NOC)/Security Operations Center (SOC) with hot (preferred) or warm backup within North America.			
2. The Respondent shall provide the ability for users to submit, track, and modify tickets by phone, email, and via any direct Information Technology Service Management (ITSM) user access that may be available, for incidents, problems, changes, and maintenance.			
3. The Respondent shall provide outward notifications and updates of customer tickets through phone, email, and text.			
4. The Respondent shall provide fully documented escalation procedures with contact information for all primary and secondary responsible personnel at all levels of escalation.			
5. The Respondent shall provide Reason for Outage (RFO) reports and regulatory compliance reporting in accordance with Federal Communications Commission (FCC) requirements.			
6. Preliminary RFO reports are due to ETCOG within one business day of initial report of issue; final root-cause analysis is due within 15 business days of root cause determination, including steps taken to prevent issue from occurring again.			

Requirements:	Complies	Does Not Comply	Partially Complies
7. The Respondent shall provide a media contact for any outage or service interruption / failure. ETCOG shall be informed immediately of any changes in contact information.			
8. The Respondent shall provide a governance contact for any outage or service failure. ETCOG shall be informed immediately of any changes in contact information.			
9. The Respondent shall provide a service management contact for any outage or service failure. ETCOG shall be informed immediately of any changes in contact information.			
10. The Respondent shall provide access to technical and executive staff for escalations.			
11. The Respondent shall provide NOC/SOC staff that is trained or experienced with 9-1-1 issues with regular refresher/update training plans.			
12. The Respondent shall provide the ability to access and troubleshoot, diagnose, and repair network and systems remotely.			
13. The Respondent shall provide the ability and commitment to support the troubleshooting of all service affecting issues, even when it is determined that the root cause of the issue is outside the scope of the Respondent's solution or service (e.g., provide call traces and log analysis to assist in troubleshooting a third-party CHE location display issue).			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

CALL-HANDLING REQUIREMENTS

Industry Standards Evolution

Requirements:	Complies	Does Not Comply	Partially Complies
1. As industry standards evolve, the Respondent's solution shall be upgraded to maintain conformance with the current version of established industry standards. The Respondent's solution shall support new call-handling and security industry standards within 18 months of ratification of applicable industry standards. Conformance requirements also apply to the supporting standards referenced within each standard.			
2. As solution updates are made to maintain conformance, the solution shall not abandon services, features, or functionality in place at the time of the solution upgrade. The Respondent must divulge and justify any performance or feature changes prior to the upgrade and report them to ETCOG for approval.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Regulatory and i3 Standards Compliance

The Respondent's solution shall be an i3-conformant call-handling system that meets regulatory requirements as noted below.

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall conform to the latest published/ratified version of NENA-STA-010.3f-2021, *NENA i3 Standard for Next Generation 9-1-1*.			
2. The solution shall interface with any NENA i3-conformant NGCS and ESInet.			
3. The Respondent shall provide the number of its operational call-handling installations that utilize Presence Information Data Format Location Object (PIDF-LO), Emergency Incident Data Object (EIDO), HTTP[3]-enabled location delivery (HELD), Location-to-Service Translation (LoST), Additional Data Repository (ADR) queries, and other i3 protocols.			
4. The solution shall function in a legacy 9-1-1 network environment during the transition to an i3 NGCS and ESInet infrastructure.			
5. The CHE solution shall be capable of receiving and processing 9-1-1 location that meets FCC requirements and timelines regarding horizontal location accuracy and z-axis availability and accuracy.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

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[3] *Hypertext Transfer Protocol*

Call-Handling Technical Support

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall provide a 24 x 7 NOC/SOC for reporting and escalating software and hardware issues. The NOC/SOC Tier 1 and 2 personnel shall be based in North America. The Respondent shall describe how it defines Tier 1 through Tier 4 support.			
2. Upon identification of an issue, the Respondent shall adhere to the timelines for response time, repair time, and escalation intervals provided in the *Performance Standards, Network Measurement and Recording and Service Level Agreements* section of this RFP.			
3. The Respondent shall provide a redundant/secondary/backup NOC/SOC or equivalent to support capabilities and capacity in the event the primary center is offline or otherwise unusable.			
4. The Respondent shall provide onsite vendor technical support and/or remote support to onsite ETCOG technical support personnel to address issues with any vendor-provided hardware or software that may be installed at ETCOG facilities. This can include addressing system alarms, fixing a workstation/router/firewall, etc., or troubleshooting a system outage. The onsite technical support shall be in accordance with agreed repair time SLAs.			
5. The Respondent shall allow ETCOG personnel to interact with technical support personnel via collaborative tools, such as Zoom, Google Meet, Microsoft Teams, Webex.			

Requirements:	Complies	Does Not Comply	Partially Complies
6. The Respondent shall provide a NOC/SOC COOP plan that provides for situations when NOC/SOC staff are unable to work onsite (such as the COVID-19 pandemic environment).			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Solution Validation

Requirements:	Complies	Does Not Comply	Partially Complies
1. At the discretion of ETCOG, the Respondent shall allow for independent third-party validation of all mandatory solution requirements and feature functionality prior to cutover of the site(s).			
2. The solution shall provide transparency and access to all SIP messaging, call detail records (CDRs), key performance indicators (KPIs) (e.g., MOS, delay, jitter, packet loss), call logs, and any other data determined to be necessary to verify compliance with contractual obligations or to troubleshoot issues.			
3. The CHE solution shall utilize ETCOG's training workstations, for integration and smoke testing before executing full acceptance testing at the PSAPs, but also to test bug fixes and new feature implementations, MOP verification, etc. The Respondent shall describe how testing is performed on Training workstations and explain any capabilities available to identify test 911 calls and			

Requirements:	Complies	Does Not Comply	Partially Complies
automatically direct them to a Training user/workstation, based on certain criteria.			
4. The Respondent shall provide a full test suite that demonstrates traceability to all requirements where compliance was selected within this document for review and approval by ETCOG within three months of contract signature. ETCOG will review and determine acceptance or modification of the test suite.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Multi-Tenant Capability

The Respondent's solution shall support partitioning of tenants' (i.e., agencies') call-handling resources.

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall deploy multiple tenants as necessary for ETCOG's call handling solution to support their Primary, Backup, Training, and potentially other PSAPs, if necessary in the future. ETCOG also requires the ability to take PSAP workstations to a remote/backup location to be used for live 911 call-taking if necessary.			
2. ETCOG shall be able to create their own unique set of configurations for each tenant (e.g., agent identifications [IDs], roles, permissions, groups, screen layouts, speed-dial catalogs,			

Requirements:	Complies	Does Not Comply	Partially Complies
management information system [MIS] reports, system status, screen layouts, greetings, etc.); individual customization for a single user to support ADA requirements shall be accommodated.			
3. Authorized ETCOG administrative personnel shall have full visibility into the service, including configuration control and reporting, on a per-PSAP basis via a laptop and VPN access provided by the vendor.			
4. ETCOG shall be able to log in as an administrator and make changes in a multi-tenant environment without having to log into tenants individually. Explain how your solution supports this capability.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Integrated Text-to-911

The Respondent's solution shall support an integrated Short Message Service (SMS)-based text-to-911 solution via SIP/Message Session Relay Protocol (MSRP).

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall support an integrated SMS-based text-to-911 solution via SIP/MSRP and shall explain how text calls are received, answered, and tracked in the system.			

Requirements:	Complies	Does Not Comply	Partially Complies
2. The Respondent shall explain disposition of attached multimedia and how text calls are handled by the MIS.			
3. The Respondent shall explain how text calls are transferred as well as any limitations.			
4. The Respondent shall provide examples of the applicable UIs (e.g., screenshots).			
5. The Respondent shall provide the ability to text from 911. The Respondent shall describe any additional features that may be available for text conversations initiated by the PSAP, for example streaming video, images.			
6. The Respondent's CHE solution shall be able to accept SMS text delivery and associated location information via an ESInet connection using SIP with MSRP (i.e., not require a separate connection for SMS delivery).			
7. The Respondent's CHE solution shall support conveyance of location information received with an SMS text to a mapping system. (See the *Call/Dispatch Mapping* section of this RFP for further requirements related to mapping solutions.)			
8. The Respondent's CHE solution shall provide for predefined PSAP-defined scripts for use during text transactions.			
9. The Respondent shall provide SMS text foreign language translation capability. The Respondent shall describe how the feature works, including any over-the-top connectivity that may be required, and whether this feature is available today or is a roadmap item for the future.			

Requirements:	Complies	Does Not Comply	Partially Complies
10. The Respondent shall support the ability to transfer text messages with conversation history. Please explain how this feature works in the context of the proposed solution.			
11. The Respondent shall provide details regarding transfers between different TCC providers, including text conversation history, and any limitations therein.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Real-Time Text

The Respondent's solution shall support real-time text.

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall support native Real-Time Text (RTT) to 9-1-1 as a part of its solution.			
2. If not currently developed, the Respondent shall provide details of when this capability will be included in the proposed solution as a no-charge upgrade/deliverable.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Transcription and Translation

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall provide the ability to translate the 9-1-1 voice call to a text record or documented dialogue. The Respondent shall state whether this requires an internet connection to a third-party provider. The Respondent shall clearly state whether this feature is available today, or if it is a roadmap item to be delivered in the future, and if costs associated with this feature are included or additional.			
2. The solution shall ensure accurate and timely transcription of live 9-1-1 calls and call recordings.			
3. The solution shall implement tagging/flagging of key words such as “gun”, “unconscious”, “drowning” to enhance search capabilities.			
4. The solution shall ensure transcripts meet legal standards for admissibility in court.			
5. The solution shall implement logging and secure storage of transcripts to ensure accessibility and security for ETCOG.			
6. The solution shall provide real-time foreign language translation capabilities in support of audio 9-1-1 calls as well as texts to 9-1-1 and texts from 9-1-1, particularly for the languages of Spanish, Vietnamese/Hmong, Chinese, and Tagalog. The Respondent shall describe how the feature works, including any over-the-top connectivity that may be			

Requirements:	Complies	Does Not Comply	Partially Complies
required, and whether this feature is available today or is a roadmap item for the future.			
7. All translation shall be bi-directional; translations of incoming audio/text must be into English for ETCOG's telecommunicators, and responses must be translated back into the original foreign language.			
8. All translated conversations should be logged, and those logs should be made available to ETCOG personnel in real or near-real-time.			
9. The solution shall ensure that connectivity to the translation service is diverse, secure, and actively monitored for security threats.			
10. The solution shall support the creation of pre-translated canned announcements or text messages for use by ETCOG in service request contexts.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Status Lights

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall be capable of displaying call taker status visually, for example, busy 9-1-1 / busy admin-line / available / needs assistance, etc. This can be provided via color schemes on call taker screens or via light poles. The Respondent shall describe their solution.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

User Profiles

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall provide user profile settings, on a per-PSAP basis, which are retained between logins, during upgrades, and between sessions (i.e., profile settings shall be maintained between logoff and return the next day).			
2. The solution shall be capable of establishing skills-based profiles which would allow ETCOG to have calls distributed to the appropriate user based on the type of call – wireline, wireless, administrative, etc. The Respondent shall describe this feature and identify any constraints or restrictions.			

Requirements:	Complies	Does Not Comply	Partially Complies
3. Profiles shall be stored on the network and be available from any workstation on the same call-handling system.			
4. Access to call-handling assets (e.g., trunks, lines, PSAP-defined queues [including those based on Class of Service/call type, rollovers from another agency, abandoned COOP calls], speed dials, configurations, screen layouts, greetings, etc.) may be controlled by a user's profile.			
5. The Respondent shall provide at least one (with 3 preferred) read-only user profile(s) for users to see configurations and settings, without having the capability to change them.			
6. The Respondent shall use the principle of least privilege for those individuals given access to user profiles.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Redundancy, Reliability, System Availability

The Respondent's proposed solution shall satisfy the redundancy, availability, and diversity requirements that follow.

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall automatically (i.e., without manual intervention) transfer or failover core processing functionality from one call handling node to another (i.e., “hot” recovery site) upon detection of a problem that impacts the system’s ability to meet the 99.999% service level requirement (SLR).			
2. During such an event, call-handling capacity and performance shall not be degraded.			
3. It shall be possible to manually switch core-processing functionality back to its normal operating state, as well as to have the system automatically recover and resync once a problem is corrected.			
4. The Respondent shall provide a detailed description of how the solution achieves 99.999% availability.			
5. Core-processing functionality may be distributed across two or more call-handling datacenters provided by the Respondent and/or ETCOG.			
6. Each call-handling datacenter shall have sufficient configured capacity to support at least 125% of busy-hour 911 call volume and call-mapping functionality for all agencies served by that call-handling system.			
7. The solution shall support remote call-taking capability via virtual private network (VPN) connections over the public internet or other broadband connection via Respondent-provided (and supported/maintained) laptops. Laptops should include the ability for any user to connect to their home system, such as when laptops are provided to a PSAP during a			

Requirements:	Complies	Does Not Comply	Partially Complies
disaster or large special event for increased capacity. The Respondent shall explain their available solutions.			
8. The Respondent should describe the solution's hot-seating capabilities (i.e., the ability for a telecommunicator from one ECC or agency to login at a workstation at a different ECC or agency, or from a laptop associated with a mobile PSAP, and process calls, provided both ECCs/agencies are co-tenants on the same system, and have their "home" assets [e.g., trunks, lines, queues, speed dial lists, screen layouts, map, greetings, etc.] available at the other ECC).			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Long-Term Availability

The Respondent shall commit to long-term availability.

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall provide 12 months' (minimum) advance written notification to ETCOG for any end-of-life (EOL) or end-of-support (EOS) component, with a plan for how the affected component(s) will be replaced without affecting service.			

Requirements:	Complies	Does Not Comply	Partially Complies
2. The Respondent shall report end of life for any product used in the Respondent's solution that is not controlled by the Call Handling Respondent.			
3. The proposed solution shall be supported by the manufacturer(s) for a minimum of five years after the date of execution of the contract (plus any optional contract extensions) from the date of full system acceptance by ETCOG.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

CAD Interoperability

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall support the computer-aided dispatch (CAD) system interface as described in NENA-STA-027.3.1-2025, *NENA E9-1-1 PSAP Equipment Standards*.			
2. The solution shall support NG9-1-1 functionality that includes the delivery of Additional Data, including text, imagery, and video conveyed in an Emergency Incident Data Object (EIDO) "by value" or "by reference" to the CAD system (or NG9-1-1 functional equivalent). The NG9-1-1 CAD system shall be capable of rendering multimedia received via Additional Data, including video, imagery, and text.			

Requirements:	Complies	Does Not Comply	Partially Complies
a. EIDOs shall be formatted as defined in NENA-STA-021.1b-2022, NENA Standard for Emergency Incident Data Object (EIDO).			
b. The interface used for EIDO conveyance should align with NENA-STA-024.1.1-2025, *NENA Standard for the Conveyance of Emergency Incident Data Objects (EIDOs) between Next Generation (NG9-1-1) Systems and Applications*. If the EIDO conveyance interface described in NENA-STA-024.1.1-2025 is not supported, please describe any proprietary APIs that are available with your solution to support the conveyance of EIDOs between your CHE solution and CAD.			
3. The solution shall support both serial and IP-based connections to a CAD system. IP-based connections shall follow i3 standards related to the use of the United States Civic Location Data Exchange Format (CLDXF-US) (NENA-STA-004.2-2024, or its successor document, when ratified) and shall support CAD-related logging events.			
4. The Respondent's solution shall detail the process to import and export phone book data from the CHE into CAD and vice versa.			
5. The solution shall support data transfer between CHE and CAD. Describe how this functionality will be supported.			
6. The Respondent shall explain any capabilities available to resync call information with CAD systems if the CAD is down or the connection is lost for a period of time. Respondents shall			

Requirements:	Complies	Does Not Comply	Partially Complies
explain how the resync is controlled – automatically, or manually.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Recording/Instant Recall Recorder Interoperability

Requirements:	Complies	Does Not Comply	Partially Complies
1. The CHE solution shall log all media associated with emergency calls. The CHE must support the logging of the media associated with all other calls received on any designated queue based on local capture policy.			
2. The CHE solution shall support storage of audio, video and images for a period of at least 3 years, with an option for extending the storage time beyond 3 years.			
3. The CHE solution shall support archived storage of voice recordings. Cloud-based storage is preferred.			
4. The Respondent shall support voice recording in the cloud for a period of at least 3 years, with an option for extending the storage time beyond 3 years. The Respondent shall describe mechanisms used for			

Requirements:	Complies	Does Not Comply	Partially Complies
remote recording and storage of PSAP audio, video or images.			
5. The CHE solution must support the logging of the media of all calls received or placed by a particular Agent, including media received from the Agent's microphone and media sent to the Agent's earpiece, or text or video sent or received. Logs should be remotely accessible from a supervisor's workstation.			
6. The CHE solution shall support a Session Recording Protocol interface to a logging service to record media and, if provided, metadata. This interface shall follow the SIPREC requirements and procedures described in RFC 6341, RFC 7865, RFC 7866, and RFC 9806.			
7. The CHE solution shall support the ability to record a separate audio channel for each participant in a call.			
8. The CHE solution shall support an Instant Recall Recorder that allows for the quick review of current or recent emergency communications content consisting of all media types. The CHE solution shall allow flexibility in the recalled communications presented to the PSAP (e.g., limiting recall to communications the user has handled, to specific communications types, and/or limiting the time period from which recent communications can be recalled) based on local policy. The Instant Recall Recorder capability provided by the CHE solution shall allow the user to navigate within and between recalled communications.			

Requirements:	Complies	Does Not Comply	Partially Complies
9. The Instant Recall Recorder capability provided by the CHE solution shall support transcription of emergency communications.			
10. The solution shall support playback of radio and 911 calls independently or together.			
11. The solution shall support the following with single-click playback controls that enable the user to navigate to any portion of the recorded conversation(s): a. Play. b. Pause. c. Stop. d. Play forward/fast forward (without altering voice pitch). e. Rewind. f. Repeat. g. Skip forward or back a configurable number of seconds.			
12. The solution shall log the playback of audio recordings.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

PSAP/ECC Hardware

Requirements:	Complies	Does Not Comply	Partially Complies
1. PSAP/ECC hardware (e.g., monitors, keyboards, mice, headsets, phones and/or keypads) must be new. Extended manufacturer warranty for no less than five years from the date the device is placed into operation, if not provided by the PSAP/ECC, should be optional and priced separately. Extended Warranties for all equipment should be itemized separately, can be selected individually for each piece of equipment, and should not be a required part of the purchase. ETCOG requests the right to purchase approved PSAP/ECC hardware directly from the manufacturer to reduce cost.			
2. Whenever supported by the device manufacturer, all servers, switches, routers, firewalls, and other devices within the solution shall be configured with redundant power supplies and redundant network interfaces.			
3. USB connections on the workstation main board shall be supported for headphones, speakers, and keypads.			
4. The Respondent shall work with ETCOG to provide (and maintain) mobile laptop call-taking positions at each PSAP to be used for remote call processing. The mobile laptops should be interchangeable between PSAPs. Respondent shall provide or propose costs separately for seven (7) spares to replace CHE Position equipment to be ready for immediate deployment during service-impacting events.			

Requirements:	Complies	Does Not Comply	Partially Complies
5. The Respondent's proposed CHE solution shall provide a headset interface that allows the call-taker to plug in to the vendor's CHE and converse with callers. The headset interface shall include a volume control. The interface shall provide audio outputs to interface to the PSAP audio enclosure used to combine radio and telephone audio into one headset. PSAPs would also like to have CHE speaker access available per position as well, with volume control. Please describe support for this desired functionality. Note that all wireless headsets must support encryption.			
6. The Respondent's proposed CHE solution shall interoperate with an external keypad used for dialing telephone numbers, answer/release, volume control and other telephone functions.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Interface to Location Information Server/Location Database

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution should support interface(s) with the Location Information Server (LIS) as defined in NENA-STA-010.3f-2021, *NENA i3 Standard for Next Generation 9-1-1*, and the Location Database (LDB) as defined in NENA-INF-008.2-2013 (previously NENA 77-501), *NENA NG9-1-1 Transition Plan Considerations Information Document*, (or their successor documents, once published).			
2. The Respondent's solution should support the initiation of manual HELD location dereference queries by the telecommunicator.			
3. The Respondent should describe how the proposed solution will address any transition period, during which both an LDB and i3-compliant LIS services may need to be accessed by the Respondent's call-handling solution.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Additional Data/Emergency Incident Data Object (EIDO)

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall support a SIP interface from the ESInet/NGCS that includes Additional Data conveyed "by reference" and "by value".			
2. The solution shall support interface(s) with Additional Data Repositories (ADRs) as defined in NENA-STA-010.3f-2021, *NENA i3 Standard for Next Generation 9-1-1*, (or its successor document, once published) to facilitate the dereferencing of Additional Data that is conveyed "by reference".			
3. The solution shall support the creation of EIDOs as defined in NENA-STA-021.1b-2022, *NENA Standard for Emergency Incident Data Object (EIDO)* (or its successor document, once published), and the conveyance of EIDOs "by value" and "by reference" between functional components of the solution, and "by reference" between PSAPs/agencies during call transfer.			
4. The solution shall support an HTTPS[4] GET interface to facilitate the dereferencing of EIDOs that are received "by reference".			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

[4] HyperText Transfer Protocol Secure

Human-Machine Interface (HMI)

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall comply with NENA 54-750, *NENA/APCO Human Machine Interface & PSAP Display Requirements*, and provide an explanation of any areas of non-compliance with the standard.			
2. If a call is default-routed or otherwise diverted to a destination other than the normally intended destination, the call-handling solution shall recognize and present the originally intended destination and the reason why the call was diverted, as indicated in the SIP History-Info Header, and the associated Reason Parameter. This may take the form of a visual indication to the call taker as described in Section 3.3.CC of NENA 54-750. Default routing to a minimum of 3 destinations shall be supported.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

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Distinctive Ring Tones

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall provide the ability to configure distinctive ring tones for 9-1-1 calls, 9-1-1 calls in a pending queue, and text messages.			

Requirements:	Complies	Does Not Comply	Partially Complies
2. The solution shall provide the ability to configure any of the call types (9-1-1, 9-1-1 pending, admin, text, etc.) with distinctive ring tones both audibly and via in-ear headsets.			
3. The solution shall support user-selected, distinctive ring tones for each Automatic Call Distribution (ACD) queue or call type.			
4. The solution shall provide distinctive ring tones to be customized by agent role or login.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Call Transfer

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent's solution shall be capable of detecting a request for an emergency call transfer and providing the signaling and procedures described in Section 4.7.1 of NENA-STA-010.3f-2021, *NENA i3 Standard for Next Generation 9-1-1,* to support an attended transfer by: a. Establishing a conference (if not already established) with a conference bridge in the serving ESInet b. Referring the emergency caller to the conference			

Requirements:	Complies	Does Not Comply	Partially Complies
c. Referring the transfer-to party to the conference d. Completing the transfer			
2. The solution shall support initiation of a blind transfer following the signaling and procedures described in Section 4.7.2 of NENA-STA-010.3f-2021 *NENA i3 Standard for Next Generation 9-1-1.*			
3. When transferring an emergency call, the solution shall support the ability to pass the location of the original caller, as well as any Additional Data that the transferring PSAP call taker may have received during the processing of the emergency call or was generated by the call taker as a result of processing the incoming emergency call, in an EIDO. The EIDO shall be sent "by reference" following the procedures described in Section 4.7.4 of NENA-STA-010.3f-2021, *NENA i3 Standard for Next Generation 9-1-1*.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Conference Controller

The Respondent shall support the conferencing capabilities that follow.

Requirements:	Complies	Does Not Comply	Partially Complies
1. The conference controller shall enable the telecommunicator to add an outside party or inside party to an in-progress "live" call while remaining on the line, with no limitation as to what type of call the telecommunicator is handling.			
2. The conference controller shall automatically control the audio levels (Automatic Gain Control [AGC]) of the calling parties so that no degradation of voice quality occurs.			
3. The original telecommunicator shall be able to mute/unmute (i.e., disable/enable the microphone of) any party on the conference.			
4. The original telecommunicator shall be able to disable/enable the earpiece/speaker of any party on the conference without muting that party's audio (i.e., allow the telecommunicator to speak to others on the conference, without that party hearing, while still able to hear that party).			
5. The original telecommunicator shall be able to select and drop any party from the conference.			
6. The original telecommunicator, or any of the conference parties, shall be able to drop out of the conference without disconnecting the original caller.			
7. The conferencing feature shall support, at a minimum, any combination of up to eight parties.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Call Monitoring

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall allow authorized PSAP/ECC personnel to listen quietly to another telecommunicator's live conversation.			
2. The solution shall support the ability to answer calls in monitoring status.			
3. Access to the monitoring feature shall be controlled by the authorized personnel's credentials.			
4. Monitoring shall include an option for the telecommunicator being monitored to be made aware (visually or audibly) when their call is being monitored.			
5. Monitoring shall not degrade the audio quality of the call.			
6. The Respondent shall support monitoring functionality for RTT sessions.			
7. The Respondent shall describe its ability to allow authorized personnel to post temporary notifications on call-taker screens, (i.e. "bill-boarding"), without blocking screen real-estate that could contain critical information, if required by the PSAP.			

Use this space to elaborate on the compliance responses to the requirements in the table above.

Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Call Barge-In

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall allow authorized PSAP/ECC personnel to listen quietly and mute/unmute (barge-in) while listening to another telecommunicator's live conversation.			
2. The solution shall allow the feature to be activated by utilizing a mouse or an easily invoked keyboard command.			
3. This feature shall not degrade the audio quality of the call.			
4. This feature shall be configurable to provide a tone that is audible to the telecommunicator (and not the caller) to announce the barge-in.			
5. The solution shall allow a telecommunicator or supervisor using this feature to become part of a three-way call with the caller and original telecommunicator.			
6. The Respondent shall support a barge-in capability for RTT sessions.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Callback

The Respondent's solution shall support the callback capabilities that follow.

Requirements:	Complies	Does Not Comply	Partially Complies
1. Callback of any 9-1-1 "call" (i.e., from wireline, wireless, telecommunications device for the deaf/teletypewriter [TDD/TTY], text, and Voice over IP [VoIP] callers) shall be based on the calling party number associated with the emergency caller.			
2. The solution shall utilize the calling party number (CPN) of a 9-1-1 caller to invoke the callback process and should automatically recognize +1 calls. Please describe the ability of your solution to accept and process international calls in E.164 format and call back those calls.			
3. The solution shall identify callback calls by including an indication of "psap-callback" in the SIP signaling (i.e., the SIP Priority header), as described in RFC 7090.			
4. The solution shall use the Caller ID (CID) information to allow a callback to an administrative caller.			
5. Any required dialing prefix digit(s) insertion/deletion (e.g., adding +9 or removing the area code) shall be automatic and not require manual input.			
6. The callback function shall require only a single mouse click.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Abandoned Calls

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall provide a visual and audible indication for abandoned calls.			
2. The solution shall display the number of abandoned calls from the same callback number and allow a single successful callback to clear all displayed entries from the same callback number.			
3. The solution shall clear the abandoned call count display upon successful callback and answer of the telephone number.			
4. The solution shall provide a configurable option allowing for an automatic response to an abandoned call.			
5. The solution shall provide each individual agency with the ability to configure the automatic-callback option to be enabled or disabled by the agency.			
6. The solution shall allow the system to automatically attempt to return a call and/or text message to an abandoned call, and to prompt the recipient of the call to take an action (e.g., press 1 to notify the agency that no assistance is needed; press 2 to be routed to 9-1-1).			
7. The solution shall provide abandoned call reports as part of its MIS.			

Requirements:	Complies	Does Not Comply	Partially Complies
8. The solution shall support the capability to allow a PSAP that would have received a call to receive a notification indicating that the call was started, but then cancelled prior to the PSAP responding to SIP call setup signaling associated with the call (i.e., an Abandoned Call event occurred).			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Repeat Callers

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall provide a caller history feature that displays the date and time of the last 50 to 100 previous calls from the same number and include notes provided by the telecommunicator(s) who handled the previous calls.			
2. The solution shall identify the repeat-call condition to the telecommunicator.			
3. The solution shall allow agencies to specify that new calls from the same caller (within a configurable period of time) shall be routed to the same telecommunicator who handled previous call(s), if that telecommunicator is available.			
4. The Respondent shall describe capabilities for identifying and managing abusive repeat callers (e.g., non-service initialized			

Requirements:	Complies	Does Not Comply	Partially Complies
[NSI] wireless phones, telephony denial of service [TDoS], location).			
5. The Respondent shall describe system capability to allow call history printing from a snapshot as well as to retrieve printable call history reports. Advise how long call history data will be available for access/reference by ETCOG.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Call Spike/Major Incident Call Volume Screening/Call Prescreening

Requirements:	Complies	Does Not Comply	Partially Complies
1. Respondent shall describe support for feature functionality that enables the PSAP to segregate 9-1-1 calls being generated by an incident at a specific geographic location.			
2. Respondent shall describe any queueing ability to move said calls to a separate queue.			
3. Respondent shall describe any auto-answer or auto attendant announce ability to provide instructions or notice related to the incident.			

Requirements:	Complies	Does Not Comply	Partially Complies
4. Respondent's system will have a feature allowing the caller to select a button number to further handle the caller's call.			
5. Respondent shall describe support for feature functionality that allows for a virtual attendant to prescreen incoming 9-1-1 or non-emergency calls, and based on caller responses, forward the call to a 9-1-1 queue, an administrative report line, or other proposed position.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Real-Time Queries

Requirements:	Complies	Does Not Comply	Partially Complies
1. Telecommunicators shall have the ability to query the call-handling system with E.164 numbers, both pANIs and callback numbers, along with a date/time range, to retrieve information received from those numbers, for both 9-1-1 and non-9-1-1 calls.			
2. Telecommunicators do not have to be on an active 9-1-1 call to retrieve this information.			

Requirements:	Complies	Does Not Comply	Partially Complies
3. Respondents shall explain their ability to pin any recorded voice conversations to the query response, allowing PSAP personnel greater efficiency in their investigations.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Speed Dials

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall provide separate and multiple speed-dial lists for each group: a. System wide (all tenants). b. ECC/Agency (local operations); and c. Personal (by role or login ID).			
2. The system administrator shall be capable of maintaining the enterprise-wide speed-dial list, while individual ECC/Agency speed-dial lists can be managed by the local ECC system administrator.			
3. Telecommunicators shall have the ability to create/maintain their own personal speed-dial lists. The ECC/Agency should have the capability to turn off personal speed-dial lists.			

Requirements:	Complies	Does Not Comply	Partially Complies
4. Speed dials shall be accessible from the primary application window or no more than one additional window away from the primary application window.			
5. The solution shall provide a hierarchical organization of speed dials (up to at least five levels deep), in which a list entry may refer to a single speed dial or another list.			
6. The solution shall allow alphanumeric entries, e.g., 1-888-911-HELP.			
7. The solution shall allow entries in international (E.164) format.			
8. The solution shall allow the extra digits or codes necessary to automatically dial a number and complete a call based on line type (e.g., long distance access, personal identification numbers [PINs], and star-code transfers).			
9. Telecommunicators shall not need to take any action to immediately access speed-dial list changes.			
10. The solution shall support the association of images and notes with each contact on the speed dial list.			
11. The solution shall allow display of speed dials in either list form or graphical form (i.e., as a grid of clickable buttons, icons, graphics, and/or images).			
12. When a speed dial or list is assigned to a button that appears in the telecommunicator UI, the solution shall allow for the display (in a pop-up window) of a user-selectable set of fields when the mouse pointer hovers over the button.			

Requirements:	Complies	Does Not Comply	Partially Complies
13. The Respondent shall describe how additional information is entered and associated with an entry.			
14. The Respondent shall describe search functionality (search-as-you-type capability preferred).			
15. The Respondent shall describe options for uploading and using user-provided icons/graphics/images for speed-dial buttons.			
16. The Respondent shall support speed-dial entries/buttons that are dynamically populated with agencies (e.g., law enforcement, fire/rescue, emergency medical services [EMS], poison control, animal control) and services (e.g., towing, etc.), based on the caller's location.			
17. The solution shall support a minimum of ten speed-dial entries per service area (analogous to a legacy Emergency Service Zone [ESZ]).			
18. The solution shall support intelligent manipulation of the dialed digits (e.g., area code removal for 7-digit local dialing, adding '+1' for 11-digit dialing, etc.).			
19. The Respondent shall describe all methods of speed-dial import and export (e.g., comma-separated values [CSV], Structured Query Language [SQL], XML, etc.).			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Automatic Call Distribution

Requirements:	Complies	Does Not Comply	Partially Complies
1. The solution shall permit trained and authorized ETCOG staff (by role) to provision ACD-related queues, routing, and telecommunicator skill settings, as needed.			
2. The solution shall support, at a minimum, the following ACD next-available-telecommunicator selection algorithms on a per-queue basis, and the algorithm shall honor any role-based limits that may be configured (like new hires only receiving non-emergency calls):			
a. Longest idle.			
b. Top down.			
c. Round robin.			
d. Ring all.			
3. The solution shall provide the ability to queue based on call-type, (wireline, wireless, VOIP, text, etc.).			
4. The solution shall provide the ability to change roles without having to log out and log back in.			
5. The solution shall display to a telecommunicator the number of calls in each queue.			
6. The solution shall toggle between “ready” and “not ready.” While ready, telecommunicators can receive calls presented through the ACD queues. Similarly, ACD calls are not presented to telecommunicators who are not ready.			

Requirements:	Complies	Does Not Comply	Partially Complies
7. The solution shall provide the option to require a telecommunicator to select from an agency-defined list of reasons when changing their status to “not ready.”			
8. In a “longest idle” ACD environment, switching to “not ready” shall not reset the timer used to determine “longest idle” status.			
9. The solution shall provide a configurable option of forced (automatic) answer of ACD calls, which connects 9-1-1 callers to the next available telecommunicator, without any action needed on the part of the telecommunicator. Optionally, forced answer can provide an audible alert to the telecommunicator prior to connecting the 9-1-1 caller to the telecommunicator.			
10. The solution shall provide an optional, automatic, and configurable “wrap up” period following the end of a call. During this period, the telecommunicator is considered unavailable for ACD calls and may perform post-call tasks without interruption. Once the wrap up period expires, the telecommunicator is automatically made available for ACD calls.			
11. The solution shall support the ability of each telecommunicator to record automatic greetings, in their own voice, for each queue or call type (wireline, wireless, admin, text, etc.). This enables consistent call answering, as well as giving the telecommunicator a notification of the type of call they are about to handle.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Real-Time Statistics

Requirements:	Complies	Does Not Comply	Partially Complies
1. Display information shall include, at a minimum:			
a. Name of queue or call type/category (wireline, wireless, text, etc.).			
b. Number of calls in queue or call type/category.			
c. Longest call-in queue or call type/category.			
d. Number of telecommunicators logged in.			
e. Number of telecommunicators available for calls.			
f. Number of telecommunicators not ready.			
2. The Respondent's CHE solution shall support the ability to add call location notes based on address or phone number.			
3. The solution shall support configurable thresholds for color and audible alerts.			
4. Please provide a screenshot illustrating presentation of real-time call information.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Call/Dispatch Mapping

In the event that the Respondent's call-handling solution does NOT include call location mapping as a no-charge feature included in the base version of its solution, the Respondent is asked to provide separate pricing for a call location mapping solution, optionally available on a per-PSAP basis, that is fully integrated with the call-handling solution, and which meets the requirements below.

Requirements:	Complies	Does Not Comply	Partially Complies
1. The system shall provide a control to reset the map view to the default or PSAP boundary extent with a single action.			
2. The system shall allow users to toggle the visibility of GIS layers and support layer grouping and transparency controls.			
3. The system shall provide a full-screen mode to maximize operational workspace during high-load events.			
4. The system shall display movement paths (breadcrumbs) for calls, responding units, or mobile assets and allow users to toggle this feature on or off.			
5. The system shall display all active calls within and across jurisdictions to support situational awareness.			
6. The system shall allow users to disable automatic map centering during incident updates or call movements.			
7. The system shall provide tools to draw, label, modify, and delete perimeters, staging areas, or annotation points on the map.			

Requirements:	Complies	Does Not Comply	Partially Complies
8. The system shall calculate distance between two or more points and allow polygon or area measurement.			
9. The system shall allow users to zoom the map in or out using configurable zoom controls or mouse functions.			
10. The system shall support map-based call creation and integration with the CAD system for call record initiation.			
11. The system shall allow users to report mapping errors directly from the interface and shall support workflow tracking for resolution.			
12. The system shall display all GIS data associated with a selected point, including address, coordinates, and jurisdictional boundaries.			
13. The system shall allow users to select between dark and light map display themes suitable for PSAP lighting conditions.			
14. The system shall enable terrain or structure elevation viewing and support z-axis visualization for NG9-1-1 operations. Explain how 3D terrain and structure views are implemented and how elevation data is managed or visualized.			
15. The system shall integrate what3words addressing to display precise three-meter square location identifiers for caller location reference.			

Requirements:	Complies	Does Not Comply	Partially Complies
16. The system shall display automatic crash notifications (AACN or telematics feeds) and map the incident location in real time. Provide details on telematics/AACN integration and how real-time crash notifications are ingested and displayed.			
17. The system shall accept, decode, and display incoming location signals from device-based, network-based, and third-party sources, including but not limited to Apple and Google emergency location services, and shall support future signal types as location technology evolves. The system shall process and visualize these signals in real time, ensuring that the most accurate and current device location is presented to the call taker or dispatcher. Describe how Apple, Google, RapidSOS, or other device signals are received, decoded, and prioritized for display.			
18. The system shall link live camera feeds to mapped points for real-time situational awareness near incidents.			
19. The system shall allow searching by geo-coordinates, civic address, common place name, or alternative sources such as What3Words, Google location codes, or other integrated location providers.			
20. The system shall allow users to identify which PSAP, law, fire, and EMS boundaries serve any selected point on the map.			

Requirements:	Complies	Does Not Comply	Partially Complies
21. The system shall display responder unit locations in real time using CAD or GPS feed integration.			
22. The system shall allow users to create radius buffers or geofences around incidents to identify nearby assets or addresses.			
23. The system shall provide an area measurement tool for determining polygon size for events such as fire perimeters or evacuations.			
24. The system shall allow users to adjust layer transparency and organize map layers by function, such as Base, Operational, or Reference.			
25. The system shall allow users to save and recall favorite map views or extents for quick navigation (e.g., city core, rural zones).			
26. The system shall display the date and time when GIS data and live feeds were last refreshed.			
27. The system shall validate entered addresses against the same authoritative GIS data used for NG9-1-1 Location Validation Functions (LVF) where available, ensuring consistency with provisioned NGCS data without requiring direct LVF access. Explain how address validation aligns with NG9-1-1 LVF data and what methods are used to ensure synchronization.			

Requirements:	Complies	Does Not Comply	Partially Complies
28. The system shall display live weather and traffic information overlays to support routing and large-scale incident awareness.			
29. The system shall record user interactions, including map actions and call creations, in an auditable activity log.			
30. The system shall support role-based access controls to restrict data visibility and feature use by PSAP or user role.			
31. The system shall display updated caller locations in real time during CHE re-bids and include a toggleable breadcrumb trail; the most recent location shall be shown by default.			
32. The system shall track the lifecycle of mapping discrepancy reports, from submission through resolution.			
33. The system shall allow replay of prior incidents, including unit movement and call history, for review and analysis.			
34. The system shall maintain an offline basemap cache to allow mapping continuity during network or service outages.			
35. The system shall consume live GIS map services from ArcGIS Server, ArcGIS Online, or other OGC-compliant sources for statewide or regional datasets.			

Requirements:	Complies	Does Not Comply	Partially Complies
List supported GIS map service types (REST, WMS, WMTS, etc.) and describe update frequency and data refresh handling.			
36. The system shall allow PSAP or GIS staff to load locally maintained GIS datasets such as hydrants or temporary closures without re-publishing to a server. Explain how local GIS data sources (File GDB, GeoPackage, Shapefile) can be loaded, validated, and updated.			
37. The system shall support tenant-based configurations allowing each PSAP or agency to define its own visible layers, basemap, and extent.			
38. The system shall provide a regional map view of all active calls across multiple PSAPs to enhance situational awareness and coordination.			
39. The system shall allow users to filter and view calls by agency, type, or region for operational analysis and dashboard use.			
40. The system shall allow use of client-created custom locators along with backup providers such as Google and shall support configuration of the priority order of these sources.			
41. The system shall display z-axis (vertical) location data using height values such as Height Above Ellipsoid (HAE) or Height Above Terrain (HAT), including associated uncertainty and accuracy indicators. Describe how z-axis data (HAE/HAT) and uncertainty indicators are represented and labeled on the map.			

Requirements:	Complies	Does Not Comply	Partially Complies
42. The system shall convert 3D (x,y,z) coordinates into 2D (x,y) format when required for CAD integration. Explain how 3D coordinates are converted for CAD compatibility and any data precision controls used.			
43. The system shall comply with NENA-REQ-003.1-2022 (or its successor document, when ratified) requirements for 3D GIS and provide fallback to 2D where 3D queries are not supported. Provide evidence of compliance with NENA-REQ-003.1-2022 and describe any fallback to 2D logic.			
44. The system shall allow users to accept or reject updated location data following CHE re-bid or repositioning events. Describe how dispatchers accept or reject updated locations during CHE re-bids and how these updates are logged.			
45. The system shall allow configuration of how long inactive calls remain visible on the map before automatically hiding or clearing them.			
46. The system shall allow users to set visibility of map markups or annotations as private, group-shared, or globally visible. Explain how markups or annotations can be made private, group-shared, or globally visible, including permission control setup.			
47. The system shall allow saving and reusing map annotations, shapes, or labels for future incidents.			

Requirements:	Complies	Does Not Comply	Partially Complies
48. The system shall store map pan positions and allow users to return to previous views with a single click, up to 10 steps back.			
49. The system shall display multiple search results with confidence or match scores and data source identifiers, allowing administrators to enable, disable, or prioritize sources; selecting a result shall recenter the map and show metadata.			
50. The system shall display visual indicators representing positional accuracy and uncertainty for caller or incident locations.			
51. The system shall provide administrative tools and scheduling options for updating GIS data, basemaps, and aerial imagery.			
52. The system shall allow administrators to define how z-axis data is visually represented, including floor numbers, color gradients, or vertical offsets for multistory environments.			
53. The system shall display an icon or label identifying the origin of the displayed location, such as RapidSOS, carrier, local GIS, or what3words data feeds.			
54. The system shall display a visual indicator showing that local GIS data used by the dispatch map is synchronized with, or derived from, the GIS data provisioned to NG9-1-1 core services (ECRF/LVF),			

Requirements:	Complies	Does Not Comply	Partially Complies
where such synchronization status is made available by the data provider. Describe how the system confirms or displays synchronization between dispatch GIS data and NG9-1-1 core services.			
55. The system shall allow users to view metadata for GIS layers including source, owner, and publication date.			
56. The system shall include caching and optimization controls to maintain map responsiveness under high call volume or heavy data load.			
57. The system shall be designed to integrate with artificial intelligence (AI) or machine learning (ML) components that enhance geospatial analysis, automate correlation of data sources, and support intelligent decision-making for call-taking and dispatch operations as such technologies become available. Provide a narrative on AI/ML readiness, describing integration architecture, data governance, and security safeguards.			
58. The system shall support future AI functions capable of reconciling and scoring multiple incoming location signals (e.g., Apple, Google, RapidSOS, carrier, telematics) to present the most accurate and reliable position to the user in real time. Explain how the system correlates multiple location sources (Apple, Google, RapidSOS, carrier) and produces a confidence score.			
59. The system shall support future AI capabilities that predict caller or unit movement, dynamically highlight relevant GIS layers based on incident type, and			

Requirements:	Complies	Does Not Comply	Partially Complies
recommend optimal response resources or routes using historical and live spatial data. Describe any predictive capabilities, contextual GIS highlighting, or future AI roadmap for dispatch use.			
60. The system shall integrate with Text-to-9-1-1 services to display the location of texting callers on the map in real time, update position as new location data is received, and provide visual indicators of text session status and direction of transfer between PSAPs. Explain how text message locations are plotted, updated, and visually represented during live text sessions.			
61. The system shall support outbound text-from-9-1-1 messaging and allow authorized users to send and receive messages directly from the map interface; the system shall include automatic text translation to and from commonly supported languages, with manual override capability for accuracy. Describe translation capabilities, supported languages, and the workflow for dispatcher text messaging.			
62. The system shall support an integrated rapid-locate capability that allows authorized users to initiate device location requests through approved services (e.g., carrier, Apple, Google, or future operating systems) and automatically display returned coordinates on the map with associated confidence and timestamp data. Explain how dispatchers initiate live location requests (ping) and how resulting coordinates are displayed and time-stamped.			

Use this space to elaborate on the compliance responses to the requirements in the table above.

Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Training

Requirements:	Complies	Does Not Comply	Partially Complies
1. Proposals shall include options for both train-the-trainer and end-user models with different training content for telecommunicator staff versus supervisors and/or administrators.			
2. Operational training on the call-handling and mapping features and functionality will be provided to all telecommunicators and superusers.			
3. Training for superusers shall also include monitoring, reporting, system health, and performance (MIS).			
4. Training for superusers shall also include GIS and mapping administration.			
5. Respondents shall include options for PSAP/ECC-specific training and train-the-trainer instruction for ETCOG training personnel.			
6. Training schedules shall accommodate 24 x 7 shifts.			
7. All training materials shall be available in digital form, with online options for PSAP position training after implementation of initial service during the 5-year service agreement.			

Requirements:	Complies	Does Not Comply	Partially Complies
8. The Respondent shall record all training sessions and make them available to staff online for refresher and new-agent training at no additional charge.			
9. Training services shall include an onsite trainer/coach for a minimum of four hours for each different shift immediately following cutover (on-the-job training/coaching).			
10. The Respondent shall provide a summary/syllabus and duration of each training class so that the PSAP/ECC can coordinate personnel schedules.			
11. Training materials shall include quick-reference guides for call-takers (CHE and mapping).			
12. Training for call-takers shall take place no more than one week prior to go-live (to facilitate retention of training material).			
13. The Respondent shall describe the suite of training classes available, including in-person and online options.			
14. ETCOG technician certification training (at the manufacturer's site) for two people in two different sessions on different days shall be provided.			
15. The Respondent shall provide up-to-date on-line training tools available after go-live.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

MIS

Requirements:	Complies	Does Not Comply	Partially Complies
1. Authorized personnel shall be able to run reports.			
2. The Respondent's solution shall include the ability to run reports on an individual user's performance.			
3. The PSAP/ECC shall be able to print MIS information using the printer provided for each PSAP as part of the PSAP room set up.			
4. Reports shall support color charts and graphs.			
5. Authorized personnel shall have the ability to query the data to create and print ad hoc reports.			
6. The Respondent shall provide documentation on the following: a. All built-in reports included in the proposal. b. All additional reports currently available for an additional fee. c. Options available for custom report creation by the manufacturer. d. Options for supplementary training for PSAP/ECC personnel on ad hoc report development. For each report, the Respondent shall include a description as well as an anonymized sample to show the report's layout.			

Requirements:	Complies	Does Not Comply	Partially Complies
7. The Respondent's MIS documentation shall include a data dictionary and explanations of data fields available for reporting.			
8. After ad hoc reports have been developed, the solution shall have the ability to save the ad hoc report as a template and to optionally schedule the report for automatic execution.			
9. The solution shall provide for reports to be scheduled for output to files, printers, or other network locations.			
10. The Respondent shall describe how/if its solution can support MIS reporting for ETCOG and generate reports for categories of calls such as misrouted and on-hold calls. The Respondent shall describe what reports are available.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Project Management and Progress Reports

Requirements:	Complies	Does Not Comply	Partially Complies
1. Prior to contracting with ETCOG for call handling, the selected Respondent will provide a ***high-level*** project plan that shows the timeline for the entire project starting at contract signature, the Respondent's resources and their associated roles, responsibilities, and resumes (ETCOG			

Requirements:	Complies	Does Not Comply	Partially Complies
reserves the right to refuse resources), and the expectations of ETCOG.			
2. The Respondent shall provide a certified project manager to lead the implementation of the Respondent's solution.			
3. ETCOG may request a change in project manager in the event of poor performance or lack of responsiveness. Respondent shall execute the change within 30 calendar days, if requested.			
4. Examples of what shall be included in the project plan, at a minimum, include:			
a. Data gathering.			
b. PSAP/ECC onsite testing.			
c. Core component installation and testing.			
d. PBX[5]/CHE/mapping and workstation installation.			
e. Gateway/network interface testing at all PSAP/ECC locations.			
f. Location format, update, and discrepancy reporting mechanisms, and interface testing.			
g. Tracking of MSAG/ALI data migration and GIS data uploads with a minimum match rate of 98% between the GIS road centerlines and legacy MSAG/ALI data to achieve i3 readiness.			

[5] *Private Branch Exchange.*

Requirements:	Complies	Does Not Comply	Partially Complies
h. CAD, logging recorder, analog, digital, and IP voice testing.			
i. Comprehensive test and acceptance plan for all network connections verifying complete functionality with the CHE solution.			
j. An overview of the approach and typical steps taken to ensure continuity of PSAP/ECC operations throughout the project.			
k. Respondent's assigned Project Manager shall provide a Gantt chart project plan			
5. Within 30 days of contract signing, the selected Respondent will provide a ***detailed*** project plan, timeline, and schedule, to the contracting ECC/agency and to ETCOG. This plan shall include the specific approach and steps to be taken to ensure continuity of ECC operations throughout the project.			
6. The selected Respondent shall facilitate biweekly project calls, (changed to weekly for the last couple of months during acceptance testing and cutover planning), followed by a written progress report, distributed within 24 hours of the call, that captures the minutes and action item updates from the prior project call.			
7. Customer billing shall be accurate and in accordance with the agreed upon schedule. Please describe your process for resolution of billing disputes.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Systems Integration

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall coordinate and work with the appropriate vendors' technicians for the test and turn-up of CAD, recorder, mapping, radio, and local PSAP/ECC telephone system interfaces, as needed.			
2. The Respondent shall coordinate and work with ETCOG's ESInet/NGCS vendor for system integration and testing. The Respondent's CHE solution shall support interconnection with ETCOG's ESInet/NGCS, once available, at no additional cost.			
3. The Respondent shall describe any experience or integration capabilities it has with RapidSOS, RapidDeploy, What3Words, Prepared911, and Rave. Further, the Respondent shall describe capabilities that support integration with telematics systems and Real Time Crime Centers. Applications shall integrate without a separate monitor or window and should not obstruct the view and hotkey use of the call handling application.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Change Management

Respondent's change-management process must include the following:	Complies	Does Not	Partially Complie
1. Documented change-management process, including system and scope changes, team member changes, as well as scheduled and emergency changes			
2. A Method of Procedure (MOP) with backout plan for review by ETCOG a minimum 72 hours prior to planned maintenance activities			
3. A means for ETCOG to request changes and receive updates on progress			
4. Defined procedures for complete backup of all impacted systems and data immediately before the change is implemented to ensure a quick and reliable rollback if the change fails. This includes storage of multiple copies in different locations (on-site and off-site) using the 3-2-1 rule.			
5. The ability to roll back to a previous version if there is an issue with update/change procedures.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Change Orders

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall submit all change orders in writing.			

Requirements:	Complies	Does Not Comply	Partially Complies
2. All change orders require approval by ETCOG prior to performing work, not only those for equipment or services not covered under the contract.			
3. ETCOG will not accept change orders resulting in additional costs unless additional features are requested by ETCOG.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Service Interruptions and Facility Damages

Requirements:	Complies	Does Not Comply	Partially Complies
1. As the selected Respondent performs the installation and cutover of the equipment/services, the Respondent shall ensure that the PSAP/ECC will experience minimal interruption to normal business operations.			
2. Prior to any PSAP/ECC visit, the Respondent shall provide advance notice to, and obtain authorization from, ETCOG, which reserves the right to alter or suspend the intended schedule for any reason at its sole discretion.			
3. The Respondent shall be responsible for the repair or restoration of any damages or outages caused by the Respondent, its subcontractors, or delivery personnel to any			

Requirements:	Complies	Does Not Comply	Partially Complies
PSAP/ECC or agency facilities through the receipt, delivery, installation, or testing of the solution.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Storage, Staging, Delivery, and Inventory Control

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall be accountable for the storage of materials until such time that the items are to be installed.			
2. Neither ETCOG nor ETCOG PSAP/ECC facilities may be used as a warehouse for uninstalled equipment.			
3. The Respondent shall coordinate with ETCOG for the shipping, staging, and testing of all equipment prior to installation.			
4. The Respondent shall be responsible for ensuring that the equipment is fully staged, configured, and tested prior to delivery to ETCOG.			
5. The Respondent shall arrange for equipment to be delivered onsite as-needed, and the cost for delivery shall be included in the Respondent's proposal unless ETCOG is purchasing CHE equipment as a separate purchase.			

Requirements:	Complies	Does Not Comply	Partially Complies
6. Receipt, inventory, and movement of material are the responsibility of the Respondent, unless ETCOG is purchasing CHE equipment as a separate purchase.			
7. The Respondent shall be responsible for the disposal of shipping material, as well as the daily removal of other refuse.			
8. The Respondent shall provide ETCOG with a detailed inventory of all equipment installed on PSAP/ECC premises.			
9. At a minimum, the inventory data shall include where equipment is installed, manufacturer, part number, serial number, quantity, and model number.			
10. The Respondent shall provide the equipment inventory in hard- and soft-copy format using Microsoft Excel.			
11. The Respondent shall be responsible for all hardware, from its receipt prior to staging until it is accepted by PSAP personnel in writing.			
12. Any hardware or equipment lost, misplaced, or damaged prior to acceptance will be replaced at the Respondent's sole expense.			
13. Designated ETCOG technicians shall participate in the deployment of positions at PSAP facilities. During installation of all equipment, the Respondent shall coordinate with ETCOG staff and allow any asset tagging and/or labeling to occur, as deemed appropriate by ETCOG staff.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to

describe how your solution addresses these requirements. Add additional lines as needed.

Code Compliance, Grounding, and Transient Voltage Surge Suppression

Requirements:	Complies	Does Not Comply	Partially Complies
1. Installation must comply with all applicable national, state, and local codes.			
2. All metallic circuits (data or voice), if any, shall be equipped with both primary and secondary transient voltage surge suppression (TVSS) devices per industry standards and best practices for telecommunications equipment.			
3. The secondary TVSS device shall have an operational indicator in the form of a light or audible signal to alert maintenance personnel that the device has been exercised, failed, or the circuit is no longer protected.			
4. The PSAP/ECC where TVSS devices are installed, shall be provided an onsite spares kit to assist in emergency restoration.			
5. TVSS equipment shall comply with UL 497A, *Secondary Protectors for Communications Circuits.*			
6. Describe the power requirements (voltage, wattage) for the proposed equipment (CHE and backroom equipment).			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Pre-Cutover Acceptance Criteria

Prior to cutover, the Respondent shall provide the documentation that follows.

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall provide evidence of redundant backups in at least two geo-diverse locations of all configuration files and databases for all customer-premise-installed equipment.			
2. The Responder shall provide confirmation and documentation of system control, monitoring, and alarm solutions.			
3. The Respondent shall provide an inventory of all Respondent-provided, ETCOG premise-installed equipment to include manufacturer, model, part number, quantity, serial number, and installed location.			
4. The Respondent shall provide Acceptance Test Plans (ATPs), and documentation to be reviewed and approved by ETCOG.			
5. If, during testing, ETCOG staff believes that a solution test fails, ETCOG will provide the Respondent with a written description of what test failed and why. The Respondent will work expeditiously to resolve the problem, and will provide an estimated time of resolution to ETCOG.			
6. The Respondent shall provide final as-built drawings (preferably in editable Visio format), system-wide and on an individual PSAP basis, within 30 days of cutover.			
7. As-built documentation shall include all customer-premise-installed cabling, equipment, and configurations, bringing			

Requirements:	Complies	Does Not Comply	Partially Complies
attention to unique or special deployment details , as well as IP addresses and hostnames for network information and model numbers, serial numbers, and warranty dates for equipment. As-built documentation shall be provided in a read-only format with an additional, editable copy for customer to use as the system evolves.			
8. The Respondent shall provide a checklist that includes all items identified in this response and contract. This checklist will be evaluated prior to go-live.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Cutover Coordination

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall coordinate cutover activities with all service providers and ETCOG personnel.			
2. A detailed cutover plan, along with coordination conference calls and supporting documentation, shall be provided to all participating parties, at least 45 days before cutover begins.			
3. The Respondent shall review the final cutover plan with ETCOG staff at least 14 days prior to cutover.			

4. The Respondent shall provide trained and capable technical and functional solution support, and the project manager and technical personnel shall be available and onsite the day of cutover.			
5. The Respondent shall offer the option of in-person, onsite cutover support for end users to ease the transition to the new system. This shall include at least four hours following cutover.			
6. The Respondent shall state the length of time technical support staff will be onsite for each cutover.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Call-Handling Acceptance Testing

Requirements:	Complies	Does Not Comply	Partially Complies
1. ETCOG's call-handling acceptance testing is intended to validate that the Respondent's solution functions as expected in the PSAP/ECC environment and as asserted in their response. The testing period shall be sufficient to demonstrate the solution's functionality, performance and reliability (i.e. failover). The acceptance testing period shall occur no more than 30 days prior to PSAP/ECC cutover and must not have any Priority One or Two faults for the PSAP/ECC cutover(s) to occur.			
2. The selected Respondent shall provide a baseline Call-Handling Acceptance Test Plan (including specific test cases,			

Requirements:	Complies	Does Not Comply	Partially Complies
scenarios, and expected outcomes) to ETCOG at least 30 days in advance of the planned execution thereof and allow ETCOG a full two weeks to modify the test plan to meet their system acceptance criteria.			
3. If a failure occurs, ETCOG will provide a written notification to the Respondent with its classification of the fault according to the following four categories: a. **Priority One** Fault — A critical system fault that renders the solution fully or partially inoperable. These faults are unacceptable to ETCOG. b. **Priority Two** Fault — A major system fault that significantly reduces the solution's performance and ability to function. These faults are unacceptable to ETCOG and must be resolved before ETCOG will accept the solution. c. **Priority Three** Fault — A minor system fault that marginally affects system performance and functionality. These minor faults are operational in nature and are only acceptable during the acceptance phases. These faults must be resolved before ETCOG will accept the final solution. d. **Priority Four** Fault — A combination of minor system faults and items that are on a punch list or product roadmap. These are items that have minimal or no effect on system performance but must be resolved.			
4. If the Respondent disputes ETCOG's fault classification, a call will be held at the earliest possible opportunity to resolve the disagreement. Parties to that call shall include ETCOG personnel, the Respondent, and, at ETCOG's discretion,			

Requirements:	Complies	Does Not Comply	Partially Complies
representative(s) from the PSAP/ECC. If agreement is not reached within 30 minutes, ETCOG's classification will prevail.			
5. The Respondent shall remedy the non-compliance per the Service Levels and Service Management Performance Standard sections of the contract and shall provide written notification of the remedy to ETCOG.			
6. If a Priority 1 or Priority 2 fault occurs during an acceptance test, the Respondent shall repeat the acceptance test.			
7. The acceptance testing process shall continue until all test cases are executed without Priority One and Priority Two faults, meaning the PSAP/ECC cutover(s) are ready to commence.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Call-Handling System Acceptance Testing

Requirements:	Complies	Does Not Comply	Partially Complies
1. ETCOG's call-handling system acceptance testing is intended to validate overall system performance, especially system-level functionality not otherwise verifiable during individual			

Requirements:	Complies	Does Not Comply	Partially Complies
PSAP/ECC acceptance testing and includes (but will not be limited to) testing of areas such as the following: a. Inter-PSAP/ECC transfers and conferences. b. Automatic system failover and maintenance of full system functionality when a redundant element is taken out of service. c. Alternate routing under functional element and network component failure scenarios. d. High call volume performance.			
2. Call-handling system acceptance testing cannot begin until ETCOG has successfully completed PSAP/ECC call-handling acceptance testing. The testing period shall be sufficient to demonstrate the solution's performance and reliability. The period shall be 30-consecutive calendar days with zero Priority One and zero Priority Two faults.			
3. The selected Respondent shall provide a baseline System Acceptance Test Plan (including specific test cases, scenarios, and expected outcomes) to ETCOG at least 30 days in advance of the planned execution thereof and allow the contracting PSAP/ECC(s) a full two weeks to modify the test plan to reflect their system acceptance.			
4. If a failure occurs: a. ETCOG will provide a written notification to the Respondent with its classification of the fault according to the four categories identified in the *Call-Handling Acceptance Testing* section of this document.			

Requirements:	Complies	Does Not Comply	Partially Complies
b. If the Respondent disputes ETCOG's fault classification, a call will be held at the earliest possible opportunity to resolve the disagreement. Parties to that call shall include ETCOG personnel, the Respondent, and at ETCOG's discretion, representative(s) from the PSAP/ECC. If agreement is not reached within 30 minutes, ETCOG's classification will prevail.			
c. The Respondent shall remedy the non-compliance per the Service Levels and Service Management Performance Standard sections of the contract and shall provide written notification of the remedy to ETCOG.			
d. The acceptance testing process shall continue until all test cases are executed without Priority One and Priority Two faults, meaning the PSAP/ECC cutover(s) is (are) ready to commence.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Transition Plan

Requirements:	Complies	Does Not Comply	Partially Complies
1. Within 30 days of contract signing, the selected Respondent shall provide a detailed transition plan that shall include a full			

Requirements:	Complies	Does Not Comply	Partially Complies
description of the methods and procedures that will be employed to ensure a non-service-affecting transition from the current call-handling environment to the new system.			
2. The selected Respondent shall provide recommendations considering the complexity of the specific deployment environment.			
3. The transition plan may include a suggested order for agency migration and provide projected time durations to complete the specific site, based on position count and other information the Respondent has learned regarding ETCOG's configuration.			
4. The migration plan shall include a fallback procedure to restore the PSAP/ECC to a pre-transition operational state in the event of a severe failure.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Product Lifecycle Management (PLM)

Software Release Management

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall describe the frequency of scheduled software releases, and the decision-making processes involved in deciding what features and defect resolutions to include in a scheduled release.			
2. Maintenance releases and feature releases shall be provided to all ETCOG PSAPs/ECCs at no cost while a maintenance agreement is in place.			
3. The Respondent shall describe the frequency of defect-resolution software releases, and the decision-making processes involved in selecting which software defects to fix.			
4. The Respondent shall notify and coordinate scheduling with ETCOG whenever solution servicing requires onsite visits. Notification shall occur no less than ten business days before the needed visit, and scheduling shall be at the sole discretion of ETCOG.			
5. The Respondent shall include in its proposal the procedure to manage and track system changes. This is especially important when changes affect the performance of a particular device, and it needs to be returned to its former configuration. The configuration-management procedure shall be available to maintenance personnel and ETCOG staff.			
6. The Respondent shall provide release notes to ETCOG no less than ten business days prior to system upgrades or updates,			

Requirements:	Complies	Does Not Comply	Partially Complies
clearly identifying any new functionality of which ETCOG may wish to take advantage.			
7. The Respondent shall request authorization from ETCOG no less than ten days prior to performing maintenance, upgrades, backups, restorations, or other system changes that may impact the performance or functionality of the system or service (depending on how the call-handling solution is procured). The only exception to this advance-notice requirement is in cases where an update or upgrade is immediately required to restore a failed or failing service or component.			
8. Respondent shall describe the frequency of scheduled testing of and integration of any third-party software upon which the solution is built. This includes, but is not limited to, operating systems, libraries, programming or scripting language interpreters or compilers, utilities, applications, et cetera.			
9. The licensing and maintenance costs of third-party software, as defined in Requirement #8 above, shall be included in the cost of Respondent's solution.			
10. The Respondent shall describe the frequency of integrating defect-resolution software releases, and the decision-making processes involved in selecting which defect-resolution software releases to integrate (as opposed to those skipped).			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Warranty and Monitoring

Requirements:	Complies	Does Not Comply	Partially Complies
1. For all software and Respondent-provided hardware, the Respondent shall include 24 x 7 x 365 parts and labor warranty for 5 years from the date of final ETCOG acceptance. The Respondent shall provide 24 x 7 x 365 extended warranty (parts and labor) for optional two-year extensions. Pricing for warranties shall be provided separately and shall not be required for purchase.			
2. If warranties are purchased from the Responder for software and Respondent-provided hardware, those warranties shall cover hardware, cabling and connectors, and software, and include 24 x 7 x 365 phone/web support.			
3. The Respondent shall include option for 24 x 7 x 365 remote system monitoring and maintenance. The Respondent shall describe its monitoring facilities (NOC/SOC, primary, secondary, backup, etc.), the level to which monitoring is performed (e.g., workstation, router in back room, etc.), and staffing to both monitor and respond.			
4. The Respondent shall describe NOC services, including proactive and reactive maintenance plans. The response shall include details regarding the number of certified technicians who will reside within a two-hour drive to each call-handling site.			
5. System monitoring provided by the Respondent shall include a near-real-time portal through which the PSAP/ECC may configure a dashboard-type view for monitoring its data and voice activity as well as overall system status and health.			

Requirements:	Complies	Does Not Comply	Partially Complies
6. The Respondent shall describe how out-of-warranty items are repaired or replaced. The Respondent shall describe the processes and procedures along with the estimated cost for all system components.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Incident and Trouble Reporting

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall describe the procedures involved for initiating, tracking, communicating status, and resolving trouble reports. The Respondent shall describe all capabilities available with the solution, including remote monitoring, maintenance, troubleshooting, and repair.			
2. In addition to the built-in capabilities, the Respondent shall describe capabilities to interface with other management systems using standard protocols such as Simple Network Management Protocol (SNMP) or Common Management Information Protocol (CMIP).			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Escalation Procedures

Requirements:	Complies	Does Not Comply	Partially Complies
1. Following cutover, ETCOG may require escalation of an issue for resolution. The Respondent shall provide: a. Documentation of the escalation process along with names, titles, and contact information. b. The after-hours escalation process, if it is different from normal work hours. c. The process for updating escalation documentation as personnel changes occur during the contract period.			
2. The Respondent shall identify the specific issues, address how future occurrences will be avoided (risk mitigation), and provide a suggested path toward resolution.			
3. The escalation process shall address inclusion of the manufacturer (if other than Respondent) in meetings and discussions with affected PSAPs/ECCs when the Respondent's efforts have not resolved the issue.			
4. Escalation processes shall describe in detail the procedures regarding resolution of critical defects, including time to resolution and engagement of Tier 3 or Tier 4 engineering and development resources.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Software Backup and Restoration

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall perform automatic backups of software, as well as all PSAP/ECC-specific configurations and databases. The backups cannot affect system performance.			
2. The Respondent shall describe in detail in the proposal, the recommended backup schedule on the workstations, servers, and any other customer-premise-installed devices that have databases, operating systems, and/or configurations that may be backed up.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Maintenance and Repair History Log

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall provide, utilize, and maintain an online history log for all ETCOG sites that tracks all system issues, resolutions, configuration changes, upgrades, etc. that are performed onsite or remotely. The Respondent shall describe the process for managing the history log and provide read access to ETCOG.			

Use this space to elaborate on the compliance responses to the requirements in the table above.

Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Spares and Advance Replacement

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall include a critical spares kit for all customer-premise-installed equipment. Any spares used out of the kit shall be replaced within 24 hours with tracking information about the shipment provided in advance.			
2. The Respondent shall describe the plan for maintaining a readily available cache of replacement parts to be available for delivery onsite within the response timeframes outlined in the *Performance Standards, Network Measurement and Recording and Service Level Agreements* section of this RFP.			
3. The Respondent shall provide pricing and documentation describing the repair and advance-replacement processes for out-of-warranty solution components purchased (versus leased) by ETCOG.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

CHE Documentation

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall provide documentation for all user-accessible configurations.			
2. The Respondent shall provide updated documentation for all updated CHE components when system updates/upgrades are applied.			
3. The Respondent shall provide CHE technician certification training and advanced technical training for interested ETCOG staff.			
4. The Respondent shall provide documentation for an MIS solution, including: a. Sample reports. b. Report customization and automation; and c. Ad hoc report design, including best practices.			
5. The Respondent shall provide administrator guide(s) including screen layout customization and speed-dial directory maintenance, import, and export, user account management, etc.			
6. The Respondent shall provide telecommunicators quick reference cards for call handling, mapping, discrepancy reporting, and other provided systems.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

Artificial Intelligence and Machine Learning

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall describe the artificial intelligence (AI)/machine learning (ML) capabilities of the proposed CHE system.			
2. The Respondent shall describe their ability to apply AI/ML technology to answer administrative (non-9-1-1) calls.			
3. The Respondent shall describe opportunities to apply AI/ML technologies and techniques to the analysis of multimedia content delivered to the PSAP/ECC.			
4. The Respondent shall describe their ability to apply AI/ML technology to excessive calls coming from the same location.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

CHE Performance Standards and Service Level Requirements

Requirements:	Complies	Does Not Comply	Partially Complies
1. The Respondent shall describe how the proposed solution(s) will meet the requirements and definitions in *Performance Standards and Terms* section of this solicitation package.			

Requirements:	Complies	Does Not Comply	Partially Complies
2. The Respondent shall describe how the proposed solution(s) will meet the requirements in the *IP Network Measurement and Reporting Requirements* section of this solicitation package.			
3. The Respondent shall describe how the proposed solution(s) will meet the requirements in *Service Level Agreement* section of this solicitation package.			

Use this space to elaborate on the compliance responses to the requirements in the table above. Include any additional information (diagrams, graphs, screenshots, etc.) you think is needed to describe how your solution addresses these requirements. Add additional lines as needed.

PERFORMANCE STANDARDS, NETWORK MEASUREMENT AND RECORDING, AND SERVICE LEVEL AGREEMENTS

Performance Standards and Terms

Service Level Agreement - An agreement between ETCOG and the Respondent that specifies, in measurable terms, such as deadlines, quantities, quality standards, or other defined metrics, the services that the Respondent will furnish.

Help Desk Availability - The time-of-day resources are available to answer calls from ETCOG staff, create trouble tickets and dispatch technicians. Resources must be available (via an agreed-upon telephone number) 24 x 7 x 365 to process requests for service.

Technician Availability - Technicians must be available remotely and/or onsite as required, 24 x 7 x 365.

Regular Business Hours (RBH) - Hours between 8:00 a.m. and 5:00 p.m. Central Time.

System Performance Standards and Reporting - Respondents must identify the SLAs and metrics for the system components that will be utilized to formulate the system performance measurements for each performance standard.

System Availability - The service must be available at least 99.999 % of the time, measured on a per-core system basis.

Service Level and Service Management Performance Standard - Services referenced here are limited to those provided under the agreement. All times are averages over a rolling 12-month measurement period. However, there are provisions for declaring an SLA violation in cases where repeated instances occur over a short period of time.

All time intervals are calculated to the nearest minute. Performance requirements are applicable to managed and non-managed services.

Web-Based Trouble Reporting and Tracking - It is desirable that trouble reporting and escalation tracking are accessible via a secure web-based portal.

Fault Priority Levels - Fault priority level definitions are consistent with those in the *Call-Handling Acceptance Testing* section of this RFP. For the post-cutover environment, some examples are provided below of issues that would be classified according to the specified priority.

Priority One – Critical

A fault shall be categorized as "Severity Level 1" if it is characterized by the following attributes: the fault renders a critical component, system, or service unavailable, resulting in significant impacts to 9-1-1 service functionality and/or operations, prohibiting the execution of productive work; and affects either a group or groups of people, or a single individual performing a critical function. Examples of "Severity Level 1" faults include:

- Isolation of any single site or sites from the rest of the network, resulting in the inability for affected sites to communicate with the rest of the network.
- Software defect without a workaround that impacts any site or site's ability to maintain business operations.
- A reduction in call processing capacity at a single site of 50% or more.
- Cybersecurity attack detected to be in progress or highly likely/imminent
- Faults affecting critical 9-1-1 service resulting in
  - The inability to receive emergency calls at a PSAP (9-1-1 or 10-digit).
  - The inability for a PSAP to receive audio with an emergency call, where audio is expected
  - The inability for a PSAP to receive location information with a 9-1-1 call

- The inability for a PSAP to receive callback information with a 9-1-1 call

Priority Two – Major

A fault shall be categorized as a "Priority Two" if it is characterized by the following attributes: the fault (a) does not render a critical component, system, or service unavailable or substantially unavailable, but a function or functions is/are not available, substantially available, or functioning as they should, in each case prohibiting the execution of productive work, and (b) affects a single individual or group of people performing a critical business function. Examples of these conditions may include:

- Loss of network or redundancy, including a CHE node or PSAP connectivity.
- System or component problem that could result in loss of a site without timely repair.
- A reduction in call processing capacity at a single site of 20% or more.
- Inability to accurately display critical information like caller telephone number or location.

Priority Three – Minor

A fault shall be categorized as a "Priority Three" if it is characterized by the following attributes: the fault causes a group or individual to experience trouble accessing or using a system, service, software, equipment or network component, or a key feature thereof, and a reasonable workaround is not available, but does not prohibit the execution of productive work. Examples of these conditions may include:

- Inability for certain users or roles from performing their job function.
- Failure of a semi-common function like call monitoring, or custom greetings, or a small display problem, requiring manual intervention or other additional steps to achieve the desired result.

Priority Four – Non-service-impacting

A fault shall be categorized as a "Priority Four" if it is characterized by the following attributes: the fault impacts a group or individual affected by planned maintenance of the "service" or non-service impacting incident. Examples of these conditions may include:

- Errors in data display/presentation within a user's application (layout, colors, data identification, etc.)
- Errors with peripheral systems such as recorders, MIS, auxiliary keypads, etc.

- Errors with monitoring systems, dashboards, etc.
- Items committed to by the Respondent that are planned for a future release (software development).

Response or Notification Time - The time elapsed between identification of an issue (by monitoring staff or by ETCOG personnel) and commencement of investigation or repair activity by the Respondent.

Table 2: Maximum Response Time

Fault Priority	Response Time
Priority One	15 minutes
Priority Two	30 minutes
Priority Three	8 hours
Priority Four	Next Business Day

Repair Time - The time elapsed between identification (by monitoring staff or by ETCOG personnel), and the resolution of that issue, with full functionality and capacity restored to normal. At the discretion of the reporting party(ies), "resolution of that issue" may be achieved by the deployment of a workaround, if accompanied by a mutually agreeable written plan for definitively resolving the original issue.

Table 3: Maximum Repair Time

Incident Severity	Maximum Repair Time
Priority One	2 hours
Priority Two	4 hours
Priority Three	48 hours
Priority Four	5 business days

Escalation - A request for assistance to the next higher level of technical support must be executed whenever the *Escalation Interval* (in the following table) has elapsed since the issue was identified or reported and the issue remains unresolved. Once an escalation has occurred, the Respondent will provide ETCOG personnel and affected parties with a status update at the *Update Interval* until the issue has been resolved.

Table 4: Expected Escalation Intervals

Incident Severity	Escalation Interval	Update Interval
Priority One	1 hour	2 hours
Priority Two	4 hours	8 hours
Priority Three	48 hours	24 hours
Priority Four	96 hours	As agreed to

IP Network Measurement and Reporting Requirements

Network Performance

The selected Respondent must measure and report on the network performance against the service levels monthly. If the Respondent's solution includes the CHE network, then for any circuit downtime, outages, or interruptions, the selected Respondent must provide a written report describing the degradation of service or outage, including the root cause and the plan to prevent similar occurrences in the future. Trend data must be supplied with this report that shows current and previous monthly performances. The CHE network refers to both node-to-node and node-to-PSAP connections.

Outage Reporting

In the event of an unplanned outage, the Contractor must provide to ETCOG a Reason for Outage (RFO) report. This report will include a timeline of the outage, the cause of the outage, actions taken to resolve the issue, and any actions/processes undertaken by the Respondent and its subcontractors to prevent similar outages from occurring in the future or to mitigate their impact, if they do. ETCOG requires a preliminary report within one business day and a final report within 14 calendar days to be measured from detection of the outage.

As defined in 47 CFR § 4.5, the Respondent is responsible for ensuring that the provider of the CHE network complies with all federal reporting requirements for any outages or interruptions to 9-1-1 voice or SMS text delivery, and/or processing systems and services provided under a contract. The CHE network provider is required to electronically report significant network outages and information about outages that exceed specific thresholds—in terms of duration and magnitude—to the FCC's Network Outage Reporting System (NORS). The electronic report shall also include information regarding communications disruptions affecting any 9-1-1 facilities.

Root Cause Analysis Reporting

A Root Cause Analysis (RCA) Report will be provided by the vendor to ETCOG for any unplanned

outage or other service-affecting incident that results in an SLA being missed. An initial written explanation of the problem and the planned resolution will be provided by the vendor within one business day, with a final report provided within 15 business days, measured from the beginning of the service affecting issue. This report will include: a clearly articulated description of the problem, an analysis of data gathered to identify contributing factors that caused the problem, identification of the root cause of the problem, and corrective actions taken to address the root cause(s) and prevent recurrence.

Bandwidth Management

The Respondent shall provide monthly bandwidth performance and network utilization reports.

ETCOG must be able to monitor overall bandwidth usage and specific usage between sites. ETCOG must be able to view real-time or near-real-time bandwidth performance and utilization reports. Users of the monitoring tools should be able to filter on various traffic characteristics (e.g., protocol, QoS classification, media type, etc.). A web-based portal or browser-enabled viewer is preferred.

The Respondent's call-processing capacity shall be capable of at least 125% busy hour call traffic for the PSAP/ECC.

The Respondent's service shall be able to increase call-processing capability by up to 50% over contract duration with no critical hardware upgrades required.

Voice Quality and Quality of Service

Voice quality must be maintained at traditional Public Switched Telephone Network (PSTN) levels. Voice data (RTP[6]) must have priority over any other IP traffic and this priority must be respected and enforced by all network infrastructure elements, end-to-end. The service shall use an uncompressed, high-quality voice codec. The CHE must not degrade the Mean Opinion Score (MOS) of calls traversing its network by more than two-tenths (0.2) and must maintain a Mean Opinion Score (MOS) standard rating of 4.0 or higher.

Network Management and Monitoring

The Respondent must provide a NOC/SOC (including requirements for a secondary or backup NOC/SOC) to respond to network issues and meet the service levels stated within this document, and to monitor and analyze activity on networks, servers, endpoints, databases, applications, websites, and other systems to identify anomalous activity that could be indicative of a security incident or compromise.

[6] *Real-time Transport Protocol*

Proactive Monitoring

The Respondent must provide active monitoring of its Service as a whole, including; network, replication, hardware, software, call processing, etc. The Respondent must proactively generate incident tickets and alert ETCOG and affected PSAPs/ECCs in accordance with the fault priority tables above regarding Response or Notification Times related to service affecting issues.

Service Level Agreement

Respondents shall provide a description of their SLA reporting tool and shall provide a point of contact for any identified incidents or service failures. A secure online SLA reporting dashboard is preferred. SLA reporting tools are expected to include both real-time and near-real-time performance statistics calculated at no greater than 5-minute intervals. The SLA reporting tool shall summarize network performance metrics by hour, day, week, month, quarter, and year. The mechanism must deliver automated SLA results to ETCOG monthly. QoS reporting shall present traffic by type. Reports shall include, at a minimum, statistics for latency, jitter, packet loss, and bandwidth utilization, and shall be available on demand with near real-time data. A web-based portal is preferred. Other relevant data also may be reported.

Respondents shall specify how they will conduct and provide end-of-month and end-of-quarter reviews, accounting for any degradation of service to include service failures, as well as incidents and problems, and their resolution.

Service Level Requirements (SLR) remedies shall be tracked to their full amount, but the maximum credit per month shall not exceed 25% of the total amount at risk (as defined, below).

Incidents shall be tracked via tickets, and the ticket contents shall be made available to ETCOG and the affected PSAP/ECC(s) via an online portal with the ability to download or print reports. The Respondent shall have automated systems to track all SLA deliverables and provide ETCOG with monthly reports detailing the Respondent's performance.

The monthly SLA compliance report shall include the following detail and a one page summary of the detail:

1) Report period
2) Contractor's trouble ticket number
3) Name(s) of affected PSAP/ECC(s)
4) FCC ID(s) of affected PSAP/ECC(s)
5) Service type
6) Brief trouble symptom
7) Brief restoration description
8) Trouble symptom category
9) Ticket open date and time
10) Priority level
11) Problem resolution date and time

12) Total outage duration
13) Yes/no if qualified for SLR remedy
14) Yes/no if FCC reporting required; and
    a. If Yes, link to FCC report and FCC response, if any
15) Applicable SLA

The following table details ETCOG's SLRs, providing a description of each, the metric or measurement to be used to confirm compliance, the target measurement, and the affected party or parties' (ETCOG or PSAP/ECC[s]) rights and remedies, in the event that the Respondent fails to achieve the SLR.

For SLR violations, the remedy listed in the table, below, may be a portion of "the amount at risk". For the purposes of this section, "amount at risk" is defined, as follows:

- For services or solutions incurring a monthly recurring charge (MRC), "amount at risk" shall be the MRC for that service or solution for the month in which the SLR violation occurs.
- For services or solutions including a non-recurring charge (NRC) component, "amount at risk" shall be the total NRC for that service or solution for the duration of the contract divided by the number of months in the contract – in other words, one month's portion of the NRC for that service or solution.
- For services or solutions including both NRC and MRC, "amount at risk" shall be the total of the two amounts described above.

Table 5: Service Level Requirements, Metrics, and Remedies

#	Definition	Measurement Method	Objective	Rights and Remedies
1	Final master project plan (MPP) shall be delivered to ETCOG within 60 calendar days of contract execution.	Calendar Days	Delivery of MPP within 60 days	Failure to meet the objective shall result in a $5,000 credit or adjustment for each calendar day that the report is not delivered after the objective.

#	Definition	Measurement Method	Objective	Rights and Remedies
2	Contractor shall achieve all milestone dates identified in the MPP.	Calendar Days	Completion of MPP milestones on or before the date agreed by ETCOG and Offeror	Any failure to meet the objective shall result in a $5,000 credit or adjustment for each calendar day that the milestone is not delivered after the objective (for milestones with a majority of the underlying task ownership being that of the Contractor and/or its subcontractors).
3	SLA Remedy Delivery – Timely credit or adjustment of remedies due to ETCOG for missed SLR objectives.	Calendar Days	Contractor's credit or adjustment shall be issued no more than 60 calendar days after written notice from ETCOG of a service level failure.	Each occurrence of an SLR remedy (credit or adjustment) that is not issued within 60 calendar days shall result in a $5,000 credit or adjustment for each calendar day that the credit or adjustment is not issued.

#	Definition	Measurement Method	Objective	Rights and Remedies
4	Contractor shall provide a ticketing interface and monitoring dashboard 24 x 7 x 365.	The monthly availability percentage equals the Scheduled Uptime less Unavailable Time divided by Scheduled Uptime per month multiplied by 100. Scheduled Uptime is based on 24 hours x number of days in the month x 60 minutes. The monthly Availability percentage shall be based on the cumulative total of all outage durations for each calendar month.	99.9%	Failure to meet the SLR objective for one month shall result in a $2,500 credit or adjustment.
5	Contractor shall report all outages that potentially impact the delivery of 9-1-1 traffic to every affected PSAP and ETCOG within 15 minutes of the occurrence.	Any outage that potentially impacts the delivery of 911 traffic, regardless of traffic type.	Notification of PSAPs and ETCOG within 15 minutes or less.	Any failure to meet the objective shall result in a $5,000 credit or adjustment. For each additional minute that the Contractor fails to meet the SLR objective, an additional $1,000 credit or adjustment will be due.

#	Definition	Measurement Method	Objective	Rights and Remedies
6	Failure to provide updates to solution to conform to NENA i3 standards within 18 months of ratification.	Identification by the ETOC or its designee of i3 functionality that is not supported.	100% conformance to NENA i3 standards within 18 months of ratification.	20% credit or adjustment of amount at risk for the ESInet and/or call handling, as applicable, until conformance issue is resolved to ETCOG's or a PSAP's/ECC's satisfaction.
7	CHE must handle voice calls with little or no degradation of voice quality of the call from the ESInet demarcation point to the workstation, as measured and monitored by an automated MOS measurement tool at the endpoint.	Ingress demarcation point shall be defined as the handoff point to the call handling equipment hosts. Egress demarcation point shall be the call-handling workstation.	Egress MOS measurements shall be maintained at 4.0 or better.	Failure to meet the SLR objective for one month shall result in a 25% credit or adjustment of the amount at risk for the ESInet for all affected PSAPs/ECCs that month. A second consecutive month failure to meet the SLR objective shall result in a 50% credit or adjustment of the amount at risk for the ESInet for all affected PSAPs/ECCs that month. Each additional consecutive month failure to meet the SLR objective shall result in a 100% credit or adjustment of the amount at risk for the ESInet for all affected PSAPs/ECCs that month.
8	CHE will receive and handle all call type traffic with minimal service interruption.	Single outage with a duration of six minutes or more.	Preventing CHE outages of six minutes or more.	100% credit or adjustment of the amount at risk for call handling for the affected PSAPECC(s).

#	Definition	Measurement Method	Objective	Rights and Remedies
9	CHE will receive and handle all call type traffic with minimal service interruption.	Single outage of greater than two minutes and less than six minutes.	Preventing CHE outages greater than two minutes, but less than six minutes.	50% credit or adjustment of the amount at risk for call handling for the affected PSAP/ECC(s).
10	Contractor shall provide SLA reports required by this contract for each month of activity during the term of the contract by the 10th business day of the following month.	Business Days	Contractor shall deliver accurate and complete reports by the 10th of the month following the end of the applicable reporting month.	Failure to meet the objective shall result in a $5,000 credit or adjustment for each business day that the report is not delivered after the objective.
11	Contractor shall provide a cybersecurity vulnerability notification upon recognition of a cybersecurity threat or breach within one business days of issue identification.	Business Days	Within one business day of the recognition of a vulnerability or identified cybersecurity threat or breach, Contractor shall notify ETCOG and the impacted PSAP/ECC(s) of the event and measures taken to mitigate impact and avoid future risk.	Failure to meet the objective shall result in a $5,000 credit or adjustment for each business day that the report is not delivered after the objective.

#	Definition	Measurement Method	Objective	Rights and Remedies
12	Contractor shall provide a Reason for Outage (RFO) report for Priority One and Two issues within one business day.	Business Days	Contractor shall deliver initial RFO report to ETCOG and the affected PSAPs/ECCs within one business day of an unplanned outage.	Each occurrence of a failure to meet the objective shall result in a $5,000 credit or adjustment for each business day that the report is not delivered after the objective.
13	Contractor shall provide a final root cause analysis report within 15 calendar days from the beginning of the service affecting issue.	Calendar Days	Contractor shall deliver final root cause analysis to ETCOG and the affected PSAPs/ECCs within 15 calendar days from the beginning of the service affecting issue.	Each occurrence of a failure to meet the objective shall result in a $5,000 credit or adjustment for each business day that the report is not delivered after the objective.

ETCOG PSAP INFORMATION

FCC ID	County	PSAP
6402	Anderson	**Anderson County Sheriff's Office**
6472	Camp	**Camp County Sheriff's Office**
6473	Van Zandt	**Canton Police Department**
6477	Panola	**Carthage Police Department**
6483	Cherokee	**Cherokee County Sheriff's Office**
8596	Gregg	**Christus EMS (Secondary PSAP)**
6608	Gregg	**Gladewater Police Department**
6619	Gregg	**Gregg County Sheriff's Office**
	Gregg	**Host A**
	Smith	**Host B**
6675	Cherokee	**Jacksonville Police Department**
6753	Marion	**Marion County Sheriff's Office**
6777	Wood	**Mineola Police Department**
6814	Anderson	**Palestine Police Department**
6818	Panola	**Panola County Sheriff's Office**
6842	Rains	**Rains County Sheriff's Office**
6961	Upshur	**Upshur County Sheriff's Office**
6966	Van Zandt	**Van Zandt County Sheriff's Office**
6996	Gregg	**White Oak Police Department**
7009	Wood	**Wood County Sheriff's Office**
6696	Gregg	**Kilgore Police Department**

REQUIRED

CURRENT REFERENCES

Please provide three (3) references from similar firms for whom your organization provided like services specific to this RFP, other than ETCOG, who can verify performance as a vendor/service is preferred. **NOTE**: Inaccurate, obsolete, or negative responses may result in rejection of quote submissions.

1. Name: _____ Phone: _____

   Address: _____ St/Zip _____

   Contact Name_____ Email:_____

   Contract Name/Title:_____

   # of years contracted:_____

   Service Description:_____

   _____

2. Name: _____ Phone: _____

   Address: _____ St/Zip _____

   Contact Name_____ Email:_____

   Contract Name/Title:_____

   # of years contracted:_____

   Service Description:_____

   _____

3. Name: _____ Phone: _____

   Address: _____ St/Zip _____

   Contact Name_____ Email:_____

   Contract Name/Title:_____

   # of years contracted:_____

   Service Description:_____

   _____

REQUIRED SUBMISSION DOCUMENTATION

Bid proposals/submissions are to include the following:

1) References (p.121); (return with submission)
2) Completed Technical Qualifications compliance tables and narrative information (p.); (return with submission)
3) Appendix I & Conflict of Interest form - signed; (return attachment with submission)
4) Appendix II - signed; (return attachment with submission)
5) Signed 'Affirmation & Signature' (p129.) ; (**must** return with submission);
6) Attachment A: Pricing Sheet; (the pricing matrix is provided in a separate Excel file titled "Attachment A – Pricing Matrix." Instructions for completing the pricing matrix are located under the Instruction tab in the Excel file. Pricing shall be submitted wholly and separate from the technical response to this RFP and returned as an attachment with the submission.)

Attention: It is understood failure to provide the above items with a submitted RFP proposal will diminish award consideration and ETCOG has the right to mark the proposal as non-compliant and treat it as a no-bid at their sole discretion.

Note: Only RFP Proposals submitted with all the required documentation/response on this page shall be considered for award in conjunction with the Evaluation Criterion, (p.125).

ETCOG reserves the right to award the contract to the proposer whose RFP submission is deemed most advantageous.

PLEASE CHOOSE ONLY ONE OPTION FOR SUBMISSION

Option 1 - HARD COPY RFP SUBMISSION

Hardcopy submissions must be clearly identified on the outermost return envelope or packaging and must be received by the bid submission date/time of **Friday, January 22, 2027 at 11:00 A.M.** regardless of if by mail, courier/delivery services, or hand delivered, at:

East Texas Council of Governments (ETCOG)
Attn: Christine Weems, Strategic Procurement Mgr.
3800 Stone Road, Kilgore, TX 75662

Write: Company Name, RFP#PS-911CHE26R , January 22, 2027 , in bottom left-hand corner of the outermost Return Envelope/Package

NOTE: Emailed, telephone, & facsimile bid submissions are not allowed in response to this RFP.

1. Proposers are to submit one (1) hardcopy marked 'Original' along with (4) four additional copies marked 'Copy' and submit one (1) electronic copy of RFP proposal to include all related

documentation. Please do not use 3-ring binders.

2. Pages should be numbered and contain an organized, paginated table of contents corresponding to the section and pages of the proposal. At least an eleven (11pt) point font of Calibri, Ariel, or Times New Roman is acceptable and must be legible.

3. It is the Proposer's sole responsibility to prepare, submit, and deliver or arrange delivery of the RFP proposal(s) with all required exhibits and materials to the designated location on or before the published submittal deadline.

4. ETCOG will not bear liability for any costs incurred in the preparation and submission of submissions in response to this RFP.

5. RFP submission deadline *time* will be determined by the ETCOG lobby clock.

6. If submitting more than one property to be considered, each property submission should be placed in a separate envelope and clearly identified with the RFP number, submittal deadline/opening date and time, as referenced on previous page.

7. Courier or delivery services may not deliver directly to the specified location; therefore, it is strongly recommended**:**

   - Proposers allow sufficient time for delivery of a hard copy proposal prior to the published deadline date/time to the location specified.

   - Proposers understand that failure to submit a proposal by designated deadline, for whatever reason, may not be grounds for disputing the procurement solicitation process or any resulting contract award.

8. It is the Proposer's sole responsibility to ensure any addenda or additional materials pertinent to their proposal be included in or with their RFP submission. ETCOG will not be held liable for missing addenda or materials at the time of the RFP Opening and said addenda or additional materials will not be accepted past the RFP submission deadline date and time.

Option 2 - DIGITAL RFP SUBMISSION OPTION

Upload Requirements/Instructions

1. Proposers must **email** Christine Weems at christine.weems@etcog.org to **request an 'Access Link' by 11:00 A.M on Thursday, January 21, 2026,** if not sooner, to receive digital upload purposes.

2. Access code requests by phone, voicemail, or past the noted deadline date/time above will not be accepted, **no exceptions**.

3. It is the Proposer's sole responsibility to upload their RFP proposal digitally with all required exhibits and materials by referenced **'RFP Submission Due' deadline date/time (p. 1),** if not sooner.

RFP RETRIEVAL

The RFP document, related appendix, RFP bid updates, and any additional RFP information or amendments throughout the bid process will be posted as warranted on the ETCOG website and may be retrieved by clicking on the '**9-1-1 Call Handling Equipment 2026 RFP**' link at Procurements or request by emailing Christine Weems at: christine.weems@etcog.org Please note, it is the Proposer's sole responsibility to stay informed of any RFP changes/updates.

PROPOSER COMMUNICATION

There is to be no communication allowed, in any form, between ETCOG and their representatives, other than conducting daily business unrelated to this RFP , during the entirety of the RFP process. Failure to follow this directive will result in rejection of Proposer participation and/or submitted RFP proposal.

QUESTION/RESPONSES

Proposer Questions: Proposer questions concerning this RFP are due **Wednesday, November 11, 2026 at 5:00 P.M. CST** if not sooner, and must be emailed to Christine Weems, Facilitator at: christine.weems@etcog.org and no one else.

Staff Responses: Proposers **must** go online at Procurements and click on **' 9-1-1 Call Handling Equipment 2026 RFP'** to retrieve responses to all questions asked, no earlier than **Monday, November 16, 2026 at 5:00 P.M. CST).**

NOTE: Other than the above opportunity and unrelated daily business, there is to be no communication between Proposers and ETCOG staff or representatives during an active RFP process to ensure fair and open competition for all potential Proposers. To willingly do so may result in the disqualification of a Proposer for non-compliance of RFP restrictions.

RFP RETRIEVAL

The RFP document, RFP updates, and additional RFP information or amendments will be posted on the ETCOG website and may be retrieved by clicking on '**9-1-1 Call Handling Equipment 2026 RFP**' at Procurements or request by emailing to Christine Weems at: christine.weems@etcog.org

VETHUB & NONDISCRIMATORY BEST PRACTICES

VetHUB is a program that focuses on certification of service-disabled veterans to facilitate their growth and development and increase VetHUB contract and subcontracts with the State of Texas. ETCOG shall ensure veteran-owned businesses are considered as sources for acquisitions whenever possible by:

- soliciting these businesses whenever they are potential sources;
- when economically feasible, dividing total desired services into smaller components to permit

maximum participation by these businesses;

- if the requirement permits, establishing delivery schedules that will encourage VetHub to participate; and
- using the services and assistance of the VetHub list on the Texas Comptroller website, as needed.
- Vendors are encouraged to make a good faith effort to consider VetHubs when subcontracting.
- utilizing the Texas Comptroller of Public Accounts website Texas Comptroller of Public Accounts ;
- utilizing Web sites or other directory listings maintained by local Chambers of Commerce.
- advertising subcontract work in local veteran and minority publications; and/or contacting the contracting state agency for assistance in locating available VetHubs.

Please refer to Texas Government Code, Chapter 2161 for HUB and VetHUB general provision.

All vendors and their contractors and subcontractors shall comply with all applicable nondiscrimination and equal opportunity provisions of federal and state law and all regulations implementing the laws.

RFP EVALUATION AND SELECTION OF SUBMITTAL

ETCOG intends to evaluate proposers based on the criteria set forth below. ETCOG may review written submissions, request clarifications, conduct interviews, request presentations, negotiate scope and fees, and select the Respondent determined to be the most qualified and in the best interest of ETCOG.

EVALUATION CRITERIA TABLE

CRITERIA TABLE	POINTS
History-Background/Experience	**10**
System Integration and Interoperability	**10**
Technical Requirements	**30**
Implementation and Project Management	**5**
Operations and Maintenance	**10**
Cost Proposal (Pricing Matrix)	**25**
Compliance and Regulatory Adherence	**10**
TOTAL	**100**

NOTE: The number of proposals selected for consideration will be at the sole discretion of ETCOG.
A composite grade of a minimum of 70 points or more is required to be eligible for award consideration. The ratings will be based on the qualifications provided in the proposal by the closing date/time of the RFP.

RFP PROPOSAL REVIEW TERMS

1. RFP proposal submissions will be reviewed by ETCOG staff to determine if proposal meets program needs and if requested information and required documentation as identified throughout the RFP document has been returned to qualify for award consideration.

2. An evaluation team made up of staff, outside evaluators, committee members, and/or other subject matter experts as deemed necessary to achieve the best possible results will evaluate and score submitted the RFP's.

3. ETCOG reserves the right to contact any source regarding, but not limited to, vendor reputation, product/service quality, work history, and/or past performance to evaluate/award the bid submission(s) that best meet ETCOG program needs, and clients served.

4. The evaluation team's preferred proposal will be presented to governing body(s) as a recommendation for award so the governing body(s) may make a final award decision.

5. RFP submission must have original signature of the person having the authority to bind the organization to a contract or it may be rejected for non-compliance.

ETCOG GENERAL SELECTION TERMS

1. ETCOG will select only one proposer to perform the services.

2. ETCOG reserves the right to ask questions, request additional information or clarifications, hold individual interviews at any given time throughout the evaluation and negotiation process to determine the proposal which best meets the procurement needs being sought to the best benefit of ETCOG and programs served.

3. ETCOG reserves the right to allow corrections of non-material errors or omissions at ETCOG's sole discretion.

4. Submission of a RFP proposal indicates Proposer's acceptance of the evaluation and award process and is in agreement the evaluation team may make subjective judgments in evaluating the proposals to determine best value to best benefit ETCOG and programs served.

5. ETCOG reserves the right to accept or reject any bid proposal received, as well as cancel the RFP in its entirety at any time during the bid process, without notice or explanation, which may result due to unforeseen irregularities, low response, or procurement needs not being met by submitted proposals.

6. ETCOG may modify or waive any provisions set forth in this RFP for any reason and all herein mentioned without notice to anyone if deemed in the best interest of ETCOG and programs served.

7. ETCOG reserves the right to negotiate the final terms of any potential contract or service agreement resulting from this RFP to include but not limited to the RFP document, Proposer(s) submitted

proposal, and the RFP exhibits and Appendices I & II, i.e., 'ETCOG General Terms & Conditions,' and the 'Essential Clauses and Certifications' pages requiring signatures, all acting as binding documents to said contract or service agreement.

8. ETCOG reserves the right, should contract negotiations fail, to enter negotiations with the next highest ranked Proposer with a proposal considered best to meet program needs, and may continue in like manner until successful negotiations have been reached. Furthermore, although ETCOG has the right to negotiate with the next highest ranked Proposer, it is not required to do so and may re-procure or cancel the RFP at ETCOG's sole discretion.

9. Proposer shall indemnify and hold harmless ETCOG, its officers, agents, and employees from any injuries or damages received by any person during any operations connected with the contract, by use of any improper material, or by any act or omission of the contractor or his subcontractor, agents, servants, or employees.

10. Execution of any resulting contract or service agreement is required prior to processing any payments to the successful Proposer.

11. Pursuant to protocol to advise of the right to appeal, a protest must be submitted to ETCOG's Executive Director within ten (10) calendar days of the time the basis of the protest became known and said protest(s) limited to: 1) violations of federal law or regulations; 2) violations of State or local law under the jurisdiction of State or local authorities; and 3) violations of ETCOG's protest procedures for failing to review a complaint or protest. The protest must be submitted in writing and must identify the protestor, the solicitation being protested and specifically identify the basis for the protest, providing all pertinent information regarding the solicitation, contract and/or actions of ETCOG.

RFP PROPOSER COMPLIANCE

Proposer shall comply with all federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any court or administrative bodies or tribunals in any matter affecting the performance of the agreement including, if applicable, workers' compensation laws, minimum and maximum salary and wage statutes and regulations, and licensing laws and regulations. Proposers will be prepared to provide satisfactory proof of compliance if requested

RFP AWARD NOTIFICATION

It is expected an award will be made at the **March 2027 Executive Committee Meeting**. **(date subject to change)**

PUBLIC DISCLOSURE

No public disclosures or news releases pertaining to this Contract shall be made without prior written approval of ETCOG.

CONTRACT PAYMENT METHOD

Any resulting contracts are NET30 at the time the invoice is received by a.p@etcog.org in ETCOG Operations/Finance department. Payment will be made in accordance with the standard lease terms or agreement.

REQUIRED

SIGNATURE PAGE

Proposer affirms understanding and acknowledgement of all referenced bid and program requirement contained within the RFP document; Appendix I - ETCOG Terms and Conditions/Conflict of Interest Questionnaire (CIQ) form; Appendix II - Essential Clauses & Certifications; Attachments and any Exhibits (if provided) are explicit to this bidding procurement and Proposer must return any and all such pages requiring action, signatures, or checkmarks from the RFP document, Appendices, and Attachments with any submitted bid proposal. Proposer further understands and acknowledges making a false statement or proclamation of compliance is a material breach and any subsequent award of product/equipment purchase(s), offered services, and/or contract/service agreement is grounds for award cancellation.

SIGNATURE

The undersigned individual hereby certifies and warrants that he/she has been fully authorized to execute this proposal/bid submission on behalf of their firm and to legally bind the firm to all the terms, performances, and provisions as herein set forth.

Company/Provider Name	Phone Number
Signature	Date
Printed Name and Title of Authorized Representative	Email

IMPORTANT: Proposer must return this page fully executed and complete with proper signatures and signature dates for current/active RFP or the submitted proposal will be marked 'Rejected/No RFP' due to non-compliance.