



AT&T Response to Broward County RFP for Next Generation (NG911) Services

Vendor Proposal - **REDACTED COPY**

August 22, 2025



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Latoya Clark-Forbes
Purchasing Assistant Manager
Broward County
115 S. Andrews Avenue, Room 212
Fort Lauderdale, FL 33301

Dear Ms. Clark-Forbes:

On behalf of AT&T, I am pleased to submit our comprehensive response to Broward County's Request for Proposal (RFP) for the Next Generation 9-1-1 (NG9-1-1) System, including the Emergency Services Internet Protocol Network (ESInet) and Next Generation Core Services (NGCS). We understand the critical importance of this initiative to modernize emergency communications across the region, and we are excited to partner with Broward County in delivering a robust, scalable, and compliant NG9-1-1 solution.

AT&T brings decades of proven expertise in designing, deploying, and managing mission-critical communications networks that align perfectly with the County's requirements. Our NG9-1-1 solution is fully compliant with the National Emergency Number Association (NENA) i3 architecture and is engineered to meet and exceed the expectations outlined in Florida House Bill 441 (2019).

Key highlights of our proposed NG9-1-1 system include:

- **Comprehensive Multimedia Support:** Enabling seamless voice, data, text, pictures, video, telematics, and multimedia communication from any wired, wireless, or IP-enabled device, ensuring the public can access emergency services in the most convenient and effective manner.
- **Resilient and Survivable Architecture:** Leveraging distributed ESInet design with virtual PSAP call delivery and Network-to-Network Interfaces (NNI), our solution guarantees enhanced survivability and network resiliency, reducing downtime and ensuring continuous service availability even under adverse conditions.
- **Optimized Call Processing:** Our end-to-end IP connectivity dramatically improves call setup times by eliminating legacy CAMA trunks, enabling faster emergency response and increasing operational efficiency across PSAPs.
- **Ubiquitous Accessibility:** Allowing the public to connect to emergency services from anywhere, at any time, and across multiple devices, ensuring that no call for help goes unanswered regardless of location or technology used.
- **Interoperability and Compliance:** Facilitating seamless call delivery, transfer, and processing across multiple agencies, counties, and regions with predefined routing capabilities, fully supporting HB 441's mandate for intra- and inter-jurisdiction call and text transfers.
- **Enhanced Location Accuracy:** Providing improved mobile device-level caller location information, which empowers first responders with precise situational awareness, ultimately saving lives and property.

Our team will work closely with Broward County to design, document, install, secure, operate, maintain, monitor, and continuously enhance the NG9-1-1 system in alignment with evolving industry standards and best practices. AT&T's commitment to innovation, security, and customer-centric service ensures that Broward County's emergency response capabilities will be future-proofed for years to come.

Thank you for considering AT&T for this critical project. We look forward to the opportunity to discuss our proposal further and to partner with Broward County in delivering a state-of-the-art NG9-1-1 system that sets a new benchmark for public safety communications.

Sincerely,

Erik Lindborg

Area Vice President

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Executive Summary

A Commitment of Service to Broward County

AT&T is proud to present our comprehensive solution for Broward County's Next Generation 9-1-1 (NG9-1-1) needs. With a longstanding business relationship and deep understanding of Broward County's operations, network design, and call handling system architecture, AT&T is uniquely positioned to deliver a state-of-the-art Emergency Services IP Network (ESInet) and Next Generation Core Services (NGCS).

Our extensive experience in the Public Safety segment, coupled with our proven track record as the market leader in deploying NG9-1-1 services, ensures that we can address the complex functions required for a successful transition from legacy 9-1-1 systems to a modern, IP-based network. AT&T's ESInet solution not only meets but **exceeds** the requirements outlined in the RFP, providing Broward County with unmatched reliability, flexibility, and support.

With AT&T ESInet, Broward County will benefit from our nationally available, pre-built cloud-based solution, which has demonstrated over 62,000 hours of continual service at a reliability level greater than 99.999%. Our solution is designed to facilitate an efficient transition to a mission-critical IP network capable of supporting the growing demands of our mobile society.

A Proven Solution for Broward County

AT&T's ESInet™ solution is built from the ground up to comply with the National Emergency Number Association (NENA) i3 standards, ensuring seamless interoperability, scalability, and reliability. Our solution integrates with more call handling systems and voice interfaces than any other provider, offering Broward County unmatched flexibility and operational efficiency.

Key features of our proposed solution include:

- **NENA i3 Compliance:** Fully compliant with NENA, APCO, ANSI, and IETF standards, ensuring Broward County's NG9-1-1 system meets the highest industry benchmarks.
- **Geographically Diverse Infrastructure:** A fully meshed MPLS network with 99.999% service availability, supported by 12 geographically diverse cores for maximum redundancy and reliability.
- **Comprehensive Support:** Dedicated account teams, including a 9-1-1 Service Manager, will provide end-to-end support, ensuring consistent performance, rapid issue resolution, and proactive service management.
- **Customer Management Portal:** A secure, web-based portal offering PSAPs extensive control over routing policies, operational states, and alternate routing configurations.

AT&T fully understands Broward County's objectives and goals provided within the RFP. AT&T ESInet™ perfectly aligns with your vision and objectives as referenced in the following table.

Broward County Objective	How AT&T ESInet™ Meets or Exceeds the Objective
Migration to a NENA i3-Compliant NG9-1-1 System	AT&T ESInet™ is fully compliant with NENA i3 standards, ensuring seamless interoperability, scalability, and reliability. It integrates advanced NG9-1-1 features, including GIS-based call routing and IP-based transport. AT&T ESInet currently supports NENA i3 v3 requirements.
Support for Regional and Non-Regional PSAPs	AT&T ESInet™ supports both Regional and Non-Regional PSAPs, offering flexible routing configurations and integration with existing systems to ensure comprehensive coverage across Broward County. Nearly one out of every three PSAPs has contracted with AT&T ESInet; and AT&T ESInet has been successfully deployed in 18 states and the District of Columbia.
Compliance with Florida House Bill 441 (2019)	AT&T's solution is designed to meet all legislative requirements, including compliance with Florida HB 441, ensuring Broward County's NG9-1-1 system adheres to state mandates.
Enhanced System Capabilities	AT&T ESInet™ provides faster call routing, geospatial call routing leveraging GIS data, and eliminates single points of failure through its robust, redundant infrastructure. AT&T recently announced upcoming support for native 9-1-1 picture messaging and delivery of automatic automobile crash notification (AACN).
Resiliency and Redundancy	AT&T ESInet™ includes 12 geographically diverse NGCS cores and multiple Points of Interconnection (POIs), ensuring no single point of failure and maximum system reliability. AT&T's network design for Broward County is fully under AT&T control and exclusive 9-1-1 change management guaranteeing diversity to the customer premise.
Integration with Existing Systems	AT&T ESInet™ integrates seamlessly with VIPER Call Handling Equipment (CHE), Computer-Aided Dispatch (CAD), and Voice Recording Systems (VRS), ensuring smooth transition and operational efficiency. AT&T ESInet has been successfully deployed with VIPER 7 in over 400 PSAPs.
Business Continuity and Disaster Recovery	AT&T ESInet™ offers robust disaster recovery and emergency procedures, supported by FirstNet wireless backup and geographically diverse infrastructure to ensure uninterrupted service during emergencies. AT&T's Network Disaster Recovery (NDR) team has over 750 assets across the country to help quickly recover AT&T connectivity to areas affected by disaster.
GIS Data Synchronization	AT&T ESInet™ works with Broward County's existing GIS program without requiring customization or multiple versions of GIS data, ensuring accurate geospatial call routing and data synchronization. AT&T has seen 30% reduction in call transfers with improved accuracy that help reduce emergency response times between 30-60 seconds.
Wireless Connectivity as Backup	AT&T ESInet™ includes tertiary backup options such as FirstNet public safety broadband network, LTE, and satellite connectivity, ensuring continuous service even during network disruptions. AT&T has deployed FirstNet Wireless backup capabilities for over 250 PSAPs.
Comprehensive Documentation and Support	AT&T provides detailed documentation, including call flow diagrams, system specifications, and functional organizational charts, along with ongoing support, maintenance, and a dedicated 9-1-1 Service Manager for Broward County. AT&T project management has successfully deployed over 1,800 PSAPs in production.

AT&T's Solution Overview

AT&T ESInet™ NGCS

To meet Broward County's RFP requirements, AT&T proposes its flagship AT&T Next Generation Emergency Services IP Network—AT&T ESInet™. AT&T ESInet™ combines AT&T's powerful network capabilities with technology from Intrado Life & Safety, Inc. (Intrado). AT&T ESInet™ is prebuilt with 6 geo-diverse U.S. based locations, consisting of 12 NGCS cores. The solution has been in live production since 2018 with over 62K hours of operation. AT&T's ESInet solution provides the Public Safety community with an i3 architecture built from the ground up.

Our qualifications and innovation experience in 9-1-1 and public safety are unparalleled, starting over 50 years ago with the first 9-1-1 call and evidenced most recently through the implementation of our National AT&T ESInet™ call routing infrastructure, FirstNet public safety broadband network (PSBN), and rollout of 5G wireless technology.

AT&T's ESInet deployments now extend across 18 states and the nation's capital, serving more than 2,000 Public Safety Answering Points (PSAPs) that are either operational or under contract. No other provider offers comparable experience in designing and implementing mission-critical Next Generation 9-1-1 solutions like AT&T.

Call Handling Integration

AT&T ESInet enables seamless integration with Intrado VIPER call handling systems through its vendor-neutral architecture and compliance with NENA i3 standards. Certified for use with Intrado VIPER 7 by AT&T Labs, AT&T ESInet supports comprehensive interoperability between Intrado solutions and call management processes. The platform utilizes established i3 geospatial routing, improved location accuracy, and text-to-9-1-1 delivery to ensure effective and compatible operation with Intrado VIPER environments. This robust integration allows the County's PSAPs to leverage reliable, advanced NG9-1-1 capabilities from both Intrado VIPER and AT&T ESInet.

Text Control Center (TCC) Services

AT&T ESInet ensures reliable transport of Text-to-9-1-1 messages using the MSRP protocol through several key mechanisms:

- **Redundant Connections:** AT&T has pre-established, geographically diverse and fully redundant connections between the AT&T/Intrado-managed Text Control Center (TCC) and the ESInet infrastructure. This redundancy eliminates single points of failure and ensures continuous service availability.
- **Policy-Based Routing:** The ESInet leverages Emergency Services Routing Proxy (ESRP) and Policy Routing Function (PRF) to determine and route MSRP traffic. This enables precise routing based on

predefined policies, ensuring texts are delivered to the appropriate Public Safety Answering Point (PSAP).

- **i3 Compliance:** MSRP traffic is routed in compliance with NENA i3 standards, ensuring seamless interoperability and adherence to industry benchmarks.
- **End-to-End Integration:** Text messages traverse the ESInet's infrastructure via redundant paths and are handed off to Call Handling Equipment (CHE) at the VIPER nodes. This integrated approach eliminates the need for over-the-top solutions.

AT&T Virtual Private Network (AVPN)

AT&T's proposed network plan includes providing two separate Multi-Protocol Label Switching (MPLS) connections to each VIPER node. The MPLS solution being offered is AT&T Virtual Private Network (AVPN), a VPN service used in public safety applications. The proposal outlines the significance of network diversity and describes measures for ensuring its implementation and ongoing maintenance throughout the duration of the contract.

FirstNet built by AT&T

AT&T's standard offer includes tertiary (third) connections for each VIPER Node via FirstNet wireless mobile private connections. The use of wireless technology introduces over-the-air redundancy with connectivity to cellular towers. This approach ensures continued service for PSAPs in the event of an unforeseen fiber disruption in the last mile. Unlike consumer LTE, FirstNet—developed by AT&T—provides preemption, priority access, and additional spectrum to help guarantee reliable connectivity during periods of network congestion.

Originating Service Providers (OSP) Migration

AT&T ESInet's proven processes and extensive experience in migrating Originating Service Providers (OSPs) to NG9-1-1 systems offer several key benefits:

- **Seamless Transition to NG9-1-1 Standards:** AT&T's expertise ensures a smooth migration from legacy systems to NENA i3-compliant NG9-1-1 systems, minimizing disruptions and maintaining service continuity during the transition.
- **Interoperability Leadership:** With over 2,000 OSP migrations completed, including 1,500 Wireless Direct IP connections and 500 TDM migrations, AT&T has demonstrated its ability to integrate diverse OSP networks into the ESInet. This ensures compatibility and interoperability with existing and future systems. Furthermore, AT&T has direct IP connections to the three major wireless carriers – AT&T Mobility, Verizon Wireless and T-Mobile.
- **Support for Legacy Systems:** AT&T ESInet supports legacy OSP subscriber provisioning and Automatic Location Identification (ALI) database management without requiring changes to carrier systems. This allows OSPs to transition to NG9-1-1 without significant infrastructure modifications.

- **Enhanced Reliability and Redundancy:** AT&T's ESInet is built on a geographically diverse infrastructure with 99.999% service availability, ensuring that OSPs benefit from a highly reliable and resilient network.
- **Real-Time Text (RTT) and TTY Support:** AT&T ESInet supports RTT ingress from OSPs and provides seamless conversion to TTY for PSAPs that are not RTT-capable. This ensures accessibility and compliance with regulatory requirements.

Reporting

AT&T ESInet offers robust reporting capabilities through its Customer Management Portal, Executive Network Dashboard and i3 Logging Service, designed to enhance visibility, operational efficiency, and compliance with NENA i3 standards.

The **Reporting Suite** provides near real-time, PSAP-specific insights into:

- **Network Node and Connectivity Status:** Displays the availability and performance of PSAP ESInet IP connections.
- **Call Routing Activity:** Tracks call routing and processing in real time.
- **Utilization and Capacity Metrics:** Monitors PSAP capacity and usage.
- **Color-Coded Status Indicators:** Offers an intuitive, visual representation of overall system health for quick decision-making.

End-To-End Support

AT&T delivers comprehensive end-to-end support for its ESInet solution, ensuring high standards of reliability, security, and operational excellence. The platform is continuously monitored around the clock by AT&T's centralized Network Operations Center (NOC) and Security Operations Center (SOC), with dedicated tier 2 and tier 3 technical experts on hand. Its geographically diverse and redundant infrastructure, complemented by robust disaster recovery measures—including AT&T's Network Disaster Recovery (NDR) team—ensures uninterrupted service during even the most critical scenarios. AT&T utilizes established incident management and escalation protocols, as well as proactive maintenance and regular system upgrades, to achieve optimal performance. Furthermore, a dedicated 9-1-1 Service Manager and support team provide ongoing assistance, while tools such as the Customer Management Portal and Executive Network Dashboard offer real-time visibility and control, enabling PSAPs to maintain efficient and effective operations.

Why AT&T?

Unmatched Experience and Leadership

AT&T's leadership in the NG9-1-1 market is backed by decades of experience and a proven track record of successful deployments. Our ESInet™ solution is trusted by over 2,000 PSAPs nationwide, with 1,813 already in live production. We leverage FirstNet wireless backup in 12 states, ensuring uninterrupted service even during emergencies.

*When a person dials 9-1-1, every passing second can be the difference between life and death. AT&T believes that when seconds count, public safety experience counts the most, therefore **AT&T is uniquely qualified to deliver NG911 services to help modernize public safety.***

Broward County can rely on AT&T's expertise, innovation, and commitment to public safety. Our solution is not just "i3-like" or "i3-aligned"—it is fully compliant and future-ready, designed to evolve with industry standards and the growing demands of a mobile society. With AT&T, Broward County will gain access to the most advanced NG9-1-1 solution available, supported by the nation's most experienced provider.

AT&T distinguishes itself as a leader in the NG9-1-1 market through several key attributes:

- **Market Leadership and Recognition:** AT&T has been recognized as the U.S. NG9-1-1 Market Leader by Frost & Sullivan for six consecutive years, underscoring its dominance and expertise in the field.
- **Extensive Deployment and Reach:** AT&T ESInet™ serves over 83 million people across 28 states and Washington, D.C., making it the most widely deployed NG9-1-1 solution in the United States. It supports over 2,086 PSAPs, with 1,813 in live production and 1,434 fully compliant with NENA i3 standards.
- **Proven Reliability:** AT&T ESInet™ boasts 99.999% service availability, with over 62,000 hours of uninterrupted operation. Its infrastructure includes 12 geographically diverse core centers, ensuring redundancy and resilience.
- **Advanced Technology and Standards Compliance:** AT&T's NG9-1-1 solutions are fully compliant with NENA i3 standards, offering geospatial call routing, GIS integration, and seamless interoperability with existing systems.
- **Interoperability Leadership:** AT&T has completed 2,000 migrations of Originating Service Providers (OSPs) to NG9-1-1, including 1,500 SIP/IP connections. It has established interconnection agreements with 80% of ESInet providers and supports interoperability with multiple ESInets and call-handling systems.



- **Commitment to Public Safety:** With decades of experience in emergency communications, to date, AT&T has processed over 150 million 9-1-1 calls through its NG9-1-1 system and provides mission-critical services with 24x7x365 readiness.
- **Scalability and Flexibility:** AT&T's ESInet™ integrates with more call-handling systems and voice interfaces than any other provider, offering unmatched flexibility for PSAPs.

These factors collectively position AT&T as the #1 provider of Next Generation 9-1-1 solutions in the United States, delivering transformative, reliable, and future-ready emergency communication systems.

AT&T Brings Day 1 Benefits to Broward County

The capabilities provided by AT&T underscore the immediate return on investment and enhanced benefits that Broward County will experience from day one:

Broward Benefits Delivered on Day One

- **ACCELERATED IMPLEMENTATION:** AT&T ESInet's pre-built solution accelerates deployment by eliminating the lengthy cycle times typically associated with equipment buildouts required by most NG911 service providers; reduced deployment time may also help Broward County meet their schedule for PSAP relocation.
- **PROVEN RELIABILITY:** The AT&T ESInet guarantees 99.999% service availability through its robust and resilient architecture, ensuring consistent performance even during extreme events like experienced Hurricane Helene in North Carolina.
- **SEAMLESS INTEROPERABILITY:** On-net 9-1-1 AT&T ESInet call transfers with neighboring public safety agencies in Palm Beach and Miami-Dade counties, which protect a combined 4.3 million citizens bordering Broward County.
- **ADVANCED CALL ROUTING:** Native SIP/IP call ingress for 100% of wireless 9-1-1 calls from national wireless carriers already interconnected with AT&T ESInet's national SIP POIs; helping to accelerate regulatory compliance with the FCC NG911 OSP Migration order.
- **INNOVATIVE FEATURES:** Optimized AT&T ESInet integration and operations with VIPER, allowing Broward County to leverage the latest AT&T innovations, including native 9-1-1 picture messaging.
- **UNINTERRUPTED SERVICE:** Call processing continuity of operation using FirstNet Wireless backup, providing automatic failover and seamless call delivery during unexpected wireline outages.
- **EMERGENCY BACKUP:** Carbyne APEX Continuity ensures continuity of operations in extreme cases of PSAP abandonment or outage avoidance.

Personalized Support

Broward County will continue to benefit from consistent, reliable, and coordinated support delivered by locally based AT&T Account Teams. Furthermore, AT&T Public Safety Teams possess significant expertise across a comprehensive range of communication products and services tailored to public safety needs. This depth of experience enables us to expertly design and support solutions, including our proposal for Next Generation 9-1-1 services offered through AT&T ESInet.

Table 1: Broward County’s AT&T Account Team

Name	Title	Phone Number	Email
Mario Ruiz	Client Solutions Executive	954-806-2467	maruiz@att.com
Stephanie Sharpe	Sales System Engineer	850-316-2540	ss5198@att.com
Erik Lindborg	Area Vice President	407-455-1644	el8335@att.com
Jennifer Downs	Application Sales Executive	601-826-8116	jd236u@att.com
Shawn Harris	Systems Engineer	918-978-3435	sh1484@att.com
Dustin Alexander	Regional Sales Director	214-991-0049	dustin.alexander@att.com

AT&T acknowledges the significance of this project. We recognize the need to consistently provide effective solutions for Public Safety customers and are committed to ongoing improvement. We anticipate continued collaboration with Broward County as we implement this high-visibility, high-priority project. Thank you for considering our proposal.

“The statewide ESInet was a literal lifesaver during and after Hurricane Helene,” said L.V. Pokey Harris, Executive Director of the N.C. 911 Board.¹

¹ [North Carolina Department of Information Technology](#), October 18, 2024.

Ability of Professional Personnel

- A. Ability of Professional Personnel: Describe the qualifications and relevant experience of the Project Manager and all key staff, including subconsultants, intended to be assigned to this Project. Include resumes for the Project Manager and all key staff described. Refer to General Compliance sections for requirements:
- i. Professional Services Requirements: PS001.a, PS001.b, PS001.c, PS002.b, PS006.b, PS007.b, and PS008.b
 - ii. Organizational Chart: PS009

Professional Services Requirements

PS001.a Project Management:

PS001.a The Project Manager (PM) and Senior Technical Lead should remain with the project until all PSAPs are transitioned to the NG911 ESInet and Geospatial Routing. The expectation is that there is continuity and a transition period with any change that is made. The expectation is that there will be a single point of contact with the vendor post implementation.

AT&T Response:

AT&T is dedicated to ensuring seamless project management and technical leadership throughout the transition to NG911 ESInet and Geospatial Routing, as well as during post-implementation operations. In the event of personnel changes, AT&T will work closely with Broward County to ensure a smooth transition, minimizing any potential disruptions. Following implementation, AT&T will assign a dedicated Service Manager as the County's primary point of contact, ensuring consistent support and coordination. Additionally, Broward County will continue to benefit from the expertise of AT&T account team members who have supported the County for years, providing continuity and familiarity in service delivery.

PS001.b Project Manager

The PM should have project-related decision-making authority and be the primary point of contact between the County and the NG911 Service Provider. The County will review and approve the PM and, if the PM needs to be replaced, the County will review and approve the replacement. The PM should have at minimum, the following qualifications:

- Demonstrate the knowledge, skills, and experience as a Program and/or PM.
- A minimum of five (5) years of experience managing large NG911 programs and/or projects.
- A minimum of three (3) years employed by the NG911 Service Provider.
- A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's.

- A certification or credential on Project Management.

AT&T Response:

AT&T's response aligns with Broward County's requirements for a Project Manager (PM) to oversee the transition to NG911 ESInet and Geospatial Routing. The AT&T PM will serve as the primary point of contact, ensuring effective communication, coordination, and decision-making throughout the project lifecycle. The proposed PM will meet the County's requirements.

PS001.c Project Manager Resume

The NG911 Service Provider should provide the proposed PM's resume.

AT&T Response:

Please see **AT&T Attachment B – AT&T Project Manager Resume**

PS002.b Project Plan

The plan should describe the schedule, processes, communications, risk and mitigation factors, and detailed integration of functional elements including features that may be staged for implementation such as geospatial routing. The plan should include the following:

1. Implementation Schedule
2. Continuation of Operations (COOP) Plan, including, at a minimum:
 - a) Lists of critical systems
 - b) Restoration procedures
 - c) Exercise or testing procedures
3. Post-deployment Operational and System Security Plans
4. Detailed description of the activities, personnel, schedule, standards, and methodology
5. Acceptance Test Plan, including, at a minimum:
 - a) Test scripts and method
 - b) Strategy and procedure
 - c) Expected results for each element

6. Project Plan Change Management process
7. Communication Plan, including, at a minimum:
 - a) Adequate measures to communicate with vendors to resolve issues
 - b) Communicate resolution end-to-end
8. Incident Response Plan
9. Incident Communication Plan
10. Escalation Procedures
11. Risk Register and Mitigation Plans
12. Lifecycle Management Plan
 - a) System Security Plan
 - b) Plan of Action and Milestones
13. Product Roadmap

The NG911 Service Provider should provide an example of project plan and the expected project schedule.

AT&T Response:

Implementation Schedule

- See AT&T Attachment F - Implementation Schedule

Continuation of Operations (COOP) Plan, including, at a minimum:

- See AT&T Attachment G – Continuity of Operations Plan (COOP)

Post-deployment Operational and System Security Plans

- See AT&T Attachment S – AT&T Business Continuity & Emergency Management
- See AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide

Detailed description of the activities, personnel, schedule, standards, and methodology

- For the Broward County implementation plan, the following documents and information will be included as part of the overall plan:
 - AT&T Attachment A - Vendor Reference Verification Forms
 - AT&T Attachment B - AT&T Project Manager Resume
 - AT&T Attachment C - Technical Lead Resume

- AT&T Attachment D - AT&T Service Manager Resume
- AT&T Attachment F - Implementation Schedule MS Project
- AT&T Attachment F - Implementation Schedule
- AT&T Attachment G - Continuity of Operations Plan (COOP)
- AT&T Attachment H - ORT-Acceptance Test Plan
- AT&T Attachment I - Example Monthly Status Report
- AT&T Attachment J - Example MOP
- AT&T Attachment K - VIPER 7 i3 Deployments
- AT&T Attachment L - ESInet Cutover Plan
- AT&T Attachment M - AT&T Training Plan
- AT&T Attachment N - Example Backup Management Guidelines
- AT&T Attachment O - NENA NG-SEC ATT ESInet Audit Checklist
- AT&T Attachment P - OSP Interface Specifications
- AT&T Attachment Q - Viper 7 PSAPs With Text
- AT&T Attachment R - OSP Tracking Report Template
- AT&T Attachment S - AT&T Business Continuity & Emergency Management
- AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide
- AT&T Attachment U - AT&T ESInet Incident Communication Plan

Acceptance Test Plan, including, at a minimum:

- See AT&T Attachment H– ORT-Acceptance Test Plan

Project Plan Change Management process

The AT&T Change Management plan includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact.

- Planning
 - AT&T will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs.
 - The standard AT&T ESInet maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday-Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.-6 a.m. Central.
 - MOPs (Methods of Procedures) are written, peer reviewed, and Risk Assessed prior to scheduling any event.
- Review
 - AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction

and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted.

- All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling:
 - A Risk Assessed MOP that includes a step-by-step guide of the changes being made
 - Clear definition of scope
 - Clearly stated impacts, if any
 - Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration
 - All event resources are clearly listed (includes escalation lists)
- Approval
 - This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service.
 - Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and make decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required.
- Notification
 - AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center.
- Execution
 - The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms.
- Post Execution
 - The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored.
- See AT&T Attachment J – Example MOP

Communication Plan

To ensure effective collaboration and timely resolution of issues with vendors, our communication plan encompasses the following key measures:

- Adequate Measures to Communicate with Vendors to Resolve Issues
 - Designated Points of Contact (POCs): We assign dedicated POCs on both sides (project team and vendor) to streamline communication and ensure accountability.
 - Multi-Channel Communication: We utilize a combination of email, phone calls, and secure collaboration platforms to facilitate prompt and clear communication.
 - Issue Tracking System: A centralized issue tracking tool will be implemented to log, monitor, and prioritize vendor-related issues. This system allows all stakeholders to view issue status in real time.
 - Regular Status Meetings: Scheduled weekly or bi-weekly meetings will be held to discuss ongoing issues, progress updates, and upcoming milestones.
 - Escalation Protocols: Clear escalation paths are defined to promptly address unresolved or critical issues, ensuring that they are escalated to higher management when necessary.
- Communicate Resolution End-to-End
 - Issue Lifecycle Transparency: From identification through resolution, each issue will be documented in the tracking system with timestamps, actions taken, and responsible parties.
 - Resolution Confirmation: Upon resolving an issue, confirmation will be communicated to all relevant stakeholders, including a summary of the resolution steps and any preventive measures.
 - Post-Resolution Review: For significant issues, a review session will be conducted with vendors to analyze root causes and improve future processes.
 - Final Reporting: Periodic reports summarizing all issues and resolutions will be shared with Broward project management to maintain visibility and accountability.
 - This comprehensive communication plan ensures that vendor issues are efficiently managed, with clear visibility and accountability throughout the process, promoting a successful project outcome.
- Incident Response Plan
 - In the event of an unplanned outage, or intermittent outage of a system, network component, or application that has the potential to cause an adverse impact to production services, AT&T immediately engages the Incident Command System, which is based on the FEMA Incident Command Structure. The incident team, led by a qualified Incident Commander and supported by technical and operations resources, evaluates the information received, determines the problem statement, categorizes the problem severity level, and manages/works the incident until the incident objectives are met.

Incident Communication Plan

- See AT&T Attachment U - AT&T ESInet Incident Communication Plan

Escalation Procedures

AT&T ESInet support includes documented escalation procedures should customers feel the need to raise incident visibility with management personnel (see below).

Escalation Intervals	Level	Responsibility
First Escalation - SEV 1 – 1 Hour - SEV 2 – 4 Hours - SEV 3 – 6 Hours	NOC Manager	- Review Customer request and keep customer updated - Escalate as needed to the appropriate partner center
Second Escalation Customer Discretion	Area Manager or Delegate	- Review status of ticket - Monitor ticket progress - Notify Director when appropriate
Third Escalation Customer Discretion	Director	- Status Customer - Escalate as needed to partner centers - Monitor ticket progress/documentation - Notify VP when appropriate
Fourth Escalation	Vice President	- Ensure adequate resources are available and engaged for prompt resolution - Update customer as appropriate - Escalate as needed to appropriate levels

Risk Register and Mitigation Plans

To proactively manage potential risks throughout the project lifecycle, we maintain a comprehensive Risk Register coupled with a robust Mitigation Plan. This approach ensures early identification, assessment, and resolution of risks to minimize impact on project objectives.

- Risk Register
 - Risk Identification: Potential risks are identified through collaboration with stakeholders, historical data analysis, and expert judgment. Risks may include technical, operational, financial, compliance, and external factors.
 - Risk Description: Each risk is clearly described, specifying its nature, cause, and potential consequences.
 - Risk Assessment: Risks are evaluated based on their likelihood of occurrence and potential impact on the project. This assessment helps prioritize risks for focused management.
 - Risk Owner: Assigning ownership ensures accountability for monitoring and managing each risk.
 - Risk Status: The register tracks the current status of each risk (e.g., open, monitored, mitigated, closed).

- Mitigation Plan
 - Preventive Actions: For each identified risk, specific actions are planned to reduce the likelihood of occurrence. This may include additional testing, design reviews, or process improvements.
 - Contingency Plans: Strategies are developed to minimize impact if a risk materializes, such as backup resources, alternative workflows, or escalation procedures.
 - Monitoring and Reporting: Risks are continuously monitored through regular reviews and updates to the Risk Register. Key risks and mitigation status are reported to stakeholders during project meetings.
 - Escalation Protocol: Critical risks are escalated promptly to higher management for decision-making and resource allocation.
 - Continuous Improvement: Lessons learned from risk occurrences are documented and integrated into future risk management practices.

This Risk Register and Mitigation Plan framework enables proactive risk management, fostering project resilience and increasing the likelihood of successful delivery.

Lifecycle Management Plan

- AT&T employs a solution lifecycle implementation methodology to ensure that all project areas of change are properly defined, designed, integrated, and deployed. The solution lifecycle implementation methodology has been developed and refined based on experience and the lessons learned migrating hundreds of systems to Next Generation 9-1-1. The methodology provides a blueprint for managing system migration and includes a project plan, templates, examples, diagrams, forms, and project communications. These project tools are tailored during the Solution Definition phase to address the specific attributes of each Next Generation system implementation and then refined during the subsequent project phases.
- The AT&T Solution Delivery Lifecycle (SDLC) approach to plan, configure, network engineer, implement, test, document, train, and support AT&T services follows the AT&T time-proven Solution Delivery methodology. The lifecycle begins with Solution Definition and Architecture activities. During these initial phases, the joint AT&T and customer team members verify system application and implementation requirements, refine the solution architecture, and finalize the plan for solution deployment. Following Definition and Architecture phases, the team orders, installs, configures, tests, and trains users on customer-facing solution components as part of solution integration and deployment effort. Following successful deployment, the maintenance phase begins.

The figure below provides a high-level illustration of a typical implementation. The specific timeline will be defined with Broward County and is backed by the AT&T SLA for on time delivery.



Figure 1 High Level View of a Typical Implementation

- The project supports Broward County and the PSAPs in transition to AT&T services and in the migration to i3. The project team will also collaborate with the customer on the following designs and plans:
 - ESInet design and implementation including call overflow and management
 - Text and Enhanced Data traffic analysis and demand
 - GIS routing data implementation and deployment plans
- The primary goal of the lifecycle methodology is that the project aligns with overall customer expectations and is tailored to fit the needs of the County.

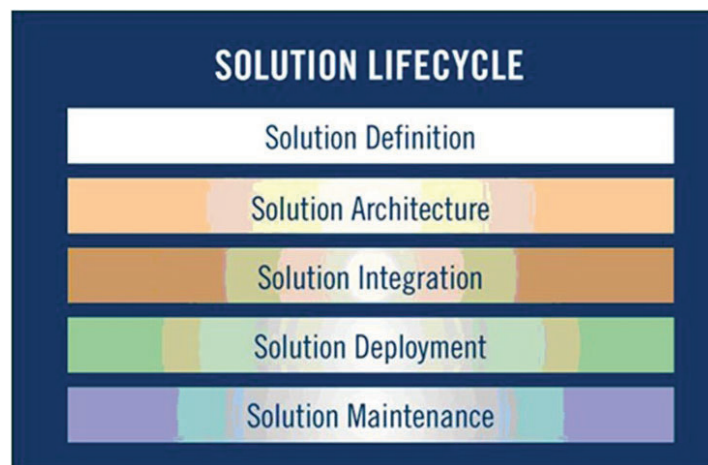


Figure 2 Solution Lifecycle Methodology

The Project Plan phases are described below.

- Solution Definition
 - The first phase in the solution lifecycle is the Solution Definition phase, which begins with the kickoff and alignment process and is critical to the overall success of the 9-1-1 initiative. During this process, key members of the joint project team unite to identify roles, responsibilities, critical success factors, project challenges, elaborate on specific strategies and project options, confirm

project scope, and finalize plans to expedite solution delivery plans and resources. The proposed solution is reviewed to align each primary stakeholder with a common vision and strategy for unified team design and planning.

- The AT&T team conducts current systems, processes, and site studies to understand the current system and user environment more clearly, allowing the team to plan the most effective migration path to the new system.
- Solution Architecture
 - During the Solution Architecture phase, the detailed solution design is finalized based on confirmed requirements. During this phase, the team analyzes the current systems, operations, and operational procedures, identifies the human factors needs, considers implementation options, and with the Customer, commits the detailed solution design and implementation schedule.
 - Stakeholder participation in identifying processes and standard operating impact is critical in this process to support the successful integration of the new system. It is vital that current procedures, connectivity, and routing policies are examined so that the appropriate practices are carried forward to the new system environment. Examples of critical areas to consider include load balancing philosophies and default routing rules.
 - Initial planning for connectivity from the telephone service providers to the Points of Interconnection (POI) also begins in the architecture phase. Key solution architecture planning activities include:
 - Detailed solution design and schematics (onsite, site-to-site, site-to-AT&T, firewalls, routers, etc.)
 - ESI-net and IP specifications
 - Originating service provider connectivity specifications
 - Physical requirements (e.g., equipment room design, floor loading)
 - Call transfer requirements
 - Training plan and schedule
 - Refined project plan and timeline

Solution Integration

- During the Solution Integration phase, the components of the solution, including processes, applications, servers, network components, and data flow, are engineered and ready for deployment. All network, regional, and customer premise components are delivered, and the equipment rooms and other facilities are readied.
- Coordination with wireline, wireless, and VoIP telephone service providers is an essential part of this stage to plan for the 9-1-1 services management transition. Originating service providers receive all necessary information and detail to obtain connectivity to the AT&T systems and the service provider's connectivity to the POIs is engineered and ordered.
- Collaborating closely with stakeholder groups, the project team designs customized provisioning plans (including incoming trunk route plans, bridge lists, and dialing plans). Additionally, the documentation

and training developers customize the user and process documents and various training courseware, if needed, to meet the needs of Broward County.

Solution Deployment

- During the Solution Deployment phase, all network components and equipment connectivity are validated, and acceptance tests are performed, metrics tracking and reporting is initiated, and training is provided. After completed non-live call testing, the system begins supporting live 9-1-1 traffic.
- In preparation for deployment and in partnership with Broward, the AT&T Project Manager finalizes the cutover plan, including procedures for notification concerning schedule specifics.
- Prior to the commencement of cutover, the project team members will hold a cutover meeting with Broward County and the telephone service providers. The purpose of this meeting is to discuss the progress of activities and the cutover readiness.
- PSAP training is provided in accordance with the detailed training rollout plans. The system will then undergo a system acceptance test and quality walkthrough. Once complete, and in agreement with the Broward County, a live-traffic cutover will then commence. Once live traffic has moved to the system, the maintenance period begins.

Solution Maintenance

- The Solution Maintenance phase begins once live traffic is transferred onto any part of the system. During this phase, AT&T provides ongoing tiered support services to monitor service level performance, manage help desk requests, escalate support procedures, and support Broward County to reach the highest level of operational excellence. The solution support team is in place to receive, analyze, and rectify problems and information requests throughout the term of the contract.
- AT&T takes great pride in our well-honed processes and procedures, and, as a result, we are a well-suited, trusted partner. Our hardened process for delivering products to market leverages a proven project approach based on our extensive industry experience in successfully completing projects similar in scope to the project outlined in this RFP. Our skilled project team will work closely with you to ensure your project goals are not only met but exceeded.

See AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide

See AT&T Attachment F - Implementation Schedule

Product Roadmap

AT&T ESInet™ Roadmap Vision – Next Generation 9-1-1. Smarter. Faster. More Connected.

- Empowering Public Safety with Innovation
 - AT&T ESInet™ is leading the transformation of emergency communications with a roadmap focused on delivering smarter, faster, and more reliable 9-1-1 services. Upcoming enhancements will allow citizens to send real-time photos and videos directly to 9-1-1 call centers, giving first responders instant visual context to emergencies. Select 2026 Toyota vehicles will automatically

transmit crash data—including airbag status and precise location—directly to AT&T-connected Public Safety Answering Points (PSAPs), helping emergency teams respond with greater speed and precision.

- Built for the Future of Emergency Response
 - Behind the scenes, AT&T is integrating cloud-native call handling emergency backup, predictive AI, and advanced multimedia routing to streamline operations and reduce response times. These innovations ensure PSAPs are equipped to handle modern communication formats, mitigate threats like telephony denial-of-service (TDOS) attacks, and stay ahead of evolving public safety needs. With AT&T ESInet™, communities gain a future-ready emergency network that enhances safety, saves lives, and builds trust when it matters most.

PS006.b Progress Reports

Monthly or weekly progress reports should contain details relating to the following tasks:

- Activities to include:
 - Accomplishments since the previous reporting period
 - PSAP data gathering
 - Staging and lab testing
 - Installation, set up, and configuration
 - Device and circuit installation progress at each site
 - Connectivity information for CHE provider
 - ALI/Location Database (LDB) transition
 - GIS data readiness
 - NGCS provisioning status
- Updated schedule and comparison to baseline
- Issue tracking with classification of issues (i.e., critical, major, and minor)
- Pre-cutover testing
- Cutover schedule plans

The NG911 Service Provider should provide an example of a monthly status report.

AT&T Response:

Project management involves planning, organizing, and managing of resources to achieve specific goals and objectives. Progress status reports are a key part of project management and provide a way to track and communicate the progress of a project to stakeholders. Progress Reports and status information are provided at regular intervals coordinated with customers.

We will facilitate weekly project calls followed by a written progress report, that will be distributed within 24 hours of the call, and that captures the minutes and action item updates from the prior biweekly project call.

Our progress status reports are designed to:

- Monitor the project's progress: Progress reports allow project managers to monitor the progress of a project and identify any areas that need improvement.
- Keep stakeholders informed: Progress reports keep stakeholders informed about the project's status, including its goals, timeline, budget, and any issues that may arise.
- Facilitate decision-making: Progress reports provide the information needed to make informed decisions about the project, such as changes to the project plan or budget.
- Foster accountability: Progress reports hold team members accountable for their progress and ensure that everyone is working towards the project's goals.

A typical progress status report includes the following information:

- Project overview: A summary of the project's goals, timeline, budget, and overall progress.
- Status updates: An update on the current status of the project, including completed tasks, upcoming tasks, and any delays or obstacles.
- Progress against goals: A comparison of the project's actual progress against its planned progress, including any deviations from the plan.
- Budget and resource updates: An update on the project's budget, including any changes or adjustments, and an overview of the project's resources and their usage.
- Next steps: A description of the next steps in the project and any upcoming deadlines.

Weekly progress reports will contain details relating to the tasks above (1-10), as well as other details as applicable.

See AT&T Attachment I – Example Monthly Status Report

PS007.b Technical Lead

The Technical Lead should have at a minimum, the following qualifications:

- Knowledge of the latest technology and business models related to NG911
- Extensive experience and knowledge of industry standards and best practices regarding NG911
- A minimum of three (3) years of experience designing and consulting on large NG911 projects
- A minimum of three (3) years employed by the NG911 Service Provider
- A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's

The NG911 Service provider should provide the proposed Technical Lead's resume.

AT&T Response:

Shawn Harris is an accomplished sales engineering leader with over 25 years of experience in telecommunications, including 17 years specializing in 911 public safety solutions for AT&T. Proven ability to lead sales strategies, mentor cross-functional teams, and deliver innovative technical solutions that drive multi-million-dollar deals across ten states. Skilled in bridging complex technical solutions with business goals to influence key decision-makers and accelerate revenue growth. Recognized for designing resilient emergency communication systems, guiding stakeholders through large-scale implementations, and delivering measurable impact in highly regulated, mission-critical environments. Shawn has been the lead architect on a number of large, highly visible projects including, but not limited to State of Arkansas' NGCS/ESInet deployment for over 80 PSAPs, Gulf Coast Regional ECD, TX's NGCS/ESInet and hosted VIPER 7 implementation covering 25 PSAPs, the City of Dallas' NGCS/ESInet and Vesta system deployment and a number of other large scale, highly complex implementations.

The technical lead's resume can be found in AT&T Attachment C – Technical Lead Resume

PS008.b Client Services Representative (CSR)

The CSR should be involved in the implementation and should have at a minimum, the following qualifications:

- Knowledge of the NG911 Service Provider's technology and processes related to NG911
- A minimum of three (3) years employed by the NG911 Service Provider
- Experience managing with a minimum of two (2) years and two (2) NG911 projects of a similar size to the County's

The NG911 Service Provider should provide the proposed CSR's resume.

AT&T Response:

The AT&T 911 Service Manager (SM) will act as the ongoing AT&T liaison to Broward County and its represented PSAPs in support of the AT&T ESInet™ when it is fully operational. The AT&T 911 SM will collaborate with county and PSAP representatives to act as the customer advocate with AT&T organizations, both internal teams and external vendor partners, on behalf of Broward County. The AT&T SM has a minimum of 15 years of AT&T employment and over 5 years of experience working with AT&T 911 Services and Systems.

The CSR's resume can be found in AT&T Attachment D – AT&T Service Manager Resume

AT&T Key Staff Organizational Chart

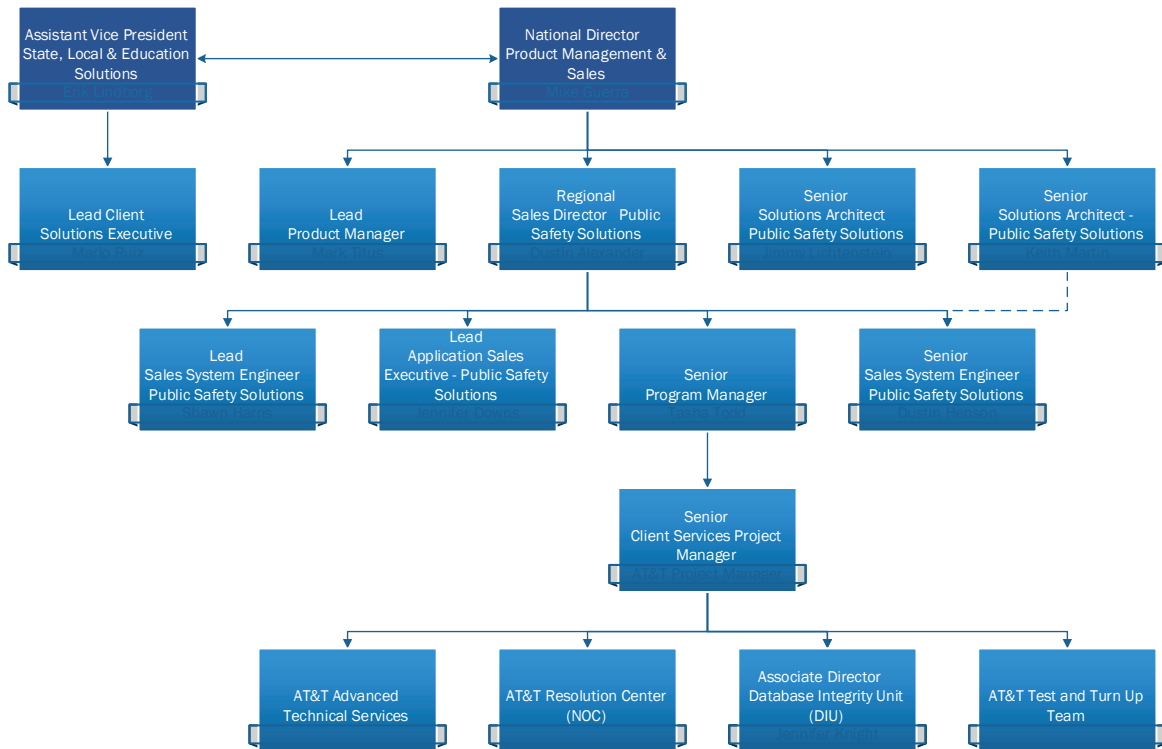


Figure 3 AT&T Key Staff Organizational Chart

General Vendor Information

B. General Vendor Information: Describe Vendor's operation providing these types of solutions. Refer to General Compliance sections for requirements:

- i. Vendor General Requirements: VN001 and VN003 – VN005

VN001 NG911 Service Provider General Information:

The NG911 Service Provider should provide the length of time that the NG911 Service Provider has been in operation including the following:

- Total number of current employees of the company.
- Rate of employee turnover (percent of employees who resigned in the last full calendar year compared to the number of employees at the beginning of the year).

AT&T Response:

AT&T employs 140,990 employees. AT&T has been in business since 1885 and also has a dedicated NG911 team that has been in operation since 2008. During the last full calendar year, AT&T has had zero employees resign in the dedicated AT&T Public Safety Solutions/NG911 organization. AT&T's subcontractor, Intrado Life & Safety, Inc., has been in operation since 1979. Intrado employs 978 employees and employee turnover rate is 13.7%.

VN003 Top 50 Metropolitan Statistical Areas (MSAs)

Provide a List of the Top 50 Metropolitan Statistical Areas (MSAs) that are NG911 Clients:

The NG911 Service Provider should provide a list of all the top 50 MSAs for which it provides NG911 services. For each MSA, the NG911 Service Provider shall list the following:

- Agencies/PSAPs
- Types of Service
- General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version
- Is it part of a statewide or regional system

AT&T Response:

AT&T currently provides NGCS/ESInet services to 17 of the top 50 Metropolitan Statistical Areas (MSAs). In addition, AT&T also provides legacy 911 call routing to 11 additional MSAs. Due to Federal Customer Proprietary Network Information (CPNI) regulations, AT&T is not able to provide the additional data being requested: 911 calls processed, number of PSAPs, CHE system and version, and VRS and version.

Rank	Metropolitan statistical area	State	System Type
4	Dallas–Fort Worth–Arlington	TX	Regional
6	Miami–Fort Lauderdale–West Palm Beach	FL	Regional
7	Washington–Arlington–Alexandria	DC	Regional
8	Atlanta–Sandy Springs–Roswell	GA	Regional
20	Orlando–Kissimmee–Sanford	FL	Regional
21	Charlotte–Concord–Gastonia	NC	Statewide
22	Baltimore–Columbia–Towson	MD	Regional
24	San Antonio–New Braunfels	TX	Regional
25	Austin–Round Rock–San Marcos	TX	Regional
33	Indianapolis–Carmel–Greenwood	IN	Regional

Rank	Metropolitan statistical area	State	System Type
35	Nashville–Davidson–Murfreesboro–Franklin	TN	Statewide
37	Virginia Beach–Chesapeake–Norfolk	VA	Statewide
40	Milwaukee–Waukesha	WI	Regional
41	Raleigh–Cary	NC	Statewide
44	Richmond	VA	Statewide
45	Memphis	TN	Statewide
50	Hartford–West Hartford–East Hartford	CT	Statewide

AT&T ESInet has been recognized for its market leadership in the Next Generation 911 (NG911) sector by Frost & Sullivan for six consecutive years. With a market share of approximately 30% and direct contracts covering over 80 million people, AT&T continues to lead the NG911 market in the United States.

VN004 Be Active in NG911 Standards Development:

The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as the Association of Public-Safety Communications Officials (APCO) International, NENA, the Alliance for Telecommunications Industry Solutions (ATIS), etc. List all committees, work groups, and projects that the NG911 Service Provider participates in and note if any are chaired or lead by NG911 Service Provider staff.

AT&T Response:

AT&T is committed to the advancement and adoption of open standards in the public safety communications ecosystem. All applications, equipment, services, and systems that perform NG9-1-1-related functions within the AT&T ESInet environment are built on open, non-proprietary standards to ensure interoperability, scalability, and long-term sustainability.

AT&T actively participates in key standards development organizations (SDOs), including:

- **NENA (National Emergency Number Association)** – Participation in the i3 architecture working group, cybersecurity task forces, and interoperability testing initiatives.
- **APCO International** – Engagement in standards development for public safety communications protocols and operational best practices.
- **ATIS (Alliance for Telecommunications Industry Solutions)** – Involvement in NG911 interface specifications and network reliability standards.

AT&T contributes to these organizations through committee membership, working group participation, and leadership roles. Specific examples include chairing subcommittees focused on NG911 call routing and contributing to the development of the NENA i3 standard.

This active engagement ensures that the AT&T NG911 solution remains aligned with evolving industry standards and regulatory expectations, while also contributing to the broader advancement of public safety communications nationwide.

We continue to play a key role in developing emerging technologies and defining new standards in support of public safety as evidenced in our partnerships with NENA, NENA Industry Collaboration Events (ICE), Next Generation Partner Program (NGPP), APCO, ATIS and FCC CSCIC working groups.

Currently, AT&T has members on the following NENA committees and work groups.

Committees	Work Groups	
Agency Systems	ESInet-PSBN Interconnection	RTT
Data Management	ASC NG9-1-1 Call Processing Metrics	i3 Architecture
PSAP Logistics	EIDO-JSON	EIDD-IDX Concerns
911 Core Services	Monitoring and Managing NG9-1-1	Security for NG9-1-1
Systems Security & Resiliency	NG9-1-1 PSAP Systems	Communication Modalities
ICE Steering	Provisioning & Maintenance of GIS Data to ECRF-LVF	Emergency Notification for Persons with Disabilities
Accessibility	NG9-1-1 Impacts on the PSAP	IOT/APPS
	RFP	

VN005 NG911 Service Provider Description:

The NG911 Service Provider should include a brief description of its company background, including history, experience, products, capabilities, and vision for the future, as well as any distinguishing characteristics that delineate its solution from other companies' solutions. The NG911 Service Provider's description should include at a minimum:

- Background and experience
- Company vision
- Company financial stability statement
- Distinguishing System characteristics
- Pending litigation

AT&T Response:

Background and experience

AT&T Enterprises, LLC is a Delaware limited liability company formed on May 2, 2024. It is a wholly owned subsidiary of AT&T Inc., a corporation that is traded on the New York Stock Exchange and has been in business for more than 143 years. At any given time, AT&T and its affiliates employ nearly 140,990 employees. You can find additional corporate information at the following link: <https://about.att.com/pages/corporate-profile>.

AT&T is uniquely qualified to perform the work described in this Request for Proposal. AT&T, a \$207B company and a recognized leader in National Public Safety solutions. A major part of the AT&T Corporation is our Commercial, Consumer, Enterprise and Government Leadership.

AT&T has a robust Public Safety Solutions practice that nationally serves Public Safety Agencies with Legacy and Next Generation 911 call routing (ESInet), Call Handling, Logging Recorder, Location Services, Computer Aided Dispatch (CAD), GIS, Records Management, Jail Management, AVL, Security, Cloud solutions, IP Networks, Wireless solutions, Internet of Things (IoT), Unified Communications and many more applications and services. AT&T is driving the convergence and integration of communication technologies and applying them to the Public Safety sector to more quickly and effectively manage emergency response.

AT&T was one of the first carriers to implement the original 911 service, Enhanced 911 and now Next Generation 911. In 2015, AT&T made a bold national product announcement that detailed our vision for a national i3 compliant Next Generation Core Services and ESInet solution. This solution is built by AT&T to support twice the busy hour 9-1-1 call volume for the entire United States.

AT&T is the industry leader in terms of ESInet systems contracted and delivered. At the time of this writing, AT&T has more than 2,086 PSAPs connected and/or contracted to ESInet solutions. These systems and contracts cover more than 83 million U.S. residents in aggregate. No other provider has the same depth of experience in architecting and delivering mission critical Next Generation 9-1-1 solutions.

AT&T provides both Legacy E9-1-1 and NG9-1-1 services nationwide, including ANI/ALI network services, Legacy CAMA 9-1-1 Call Handling, NG9-1-1 ESInet-based 9-1-1 Call Handling, Logging Recorder solutions and CAD/RMS/JMS solutions. As a premier channel partner for the leading NG9-1-1 Call Handling suppliers, we maintain 9-1-1 Call Handling services for over 1,900 PSAPs today.

For Broward County, our solution leverages the vast experience of AT&T in the following areas:

- A NG9-1-1 provider in 25+ states
- An OSP provider of Wireline, VoIP and wireless service
- AT&T owned/operated network and facilities
- The provider of FirstNet for all 50 states with over 7 million subscribers across approximately 27,500 agencies
- AT&T is the leading NGCS provider in the US with 30% market share
- AT&T supports some of the largest PSAPs in the US

Company Vision

AT&T's mission statement is "Connecting people to greater possibility – with expertise, simplicity, and inspiration".

It reflects our corporate values, which are:

- Live true

- Think big
- Pursue excellence
- Be there
- Stand for equality
- Make a difference

Company financial stability statement

With more than 146+ years of experience, AT&T draws on its expertise to champion innovation and develop comprehensive, reliable solutions. As the U.S. market leader in Next Generation 911, AT&T has developed a next generation offering of advanced call routing features, functions, and highly secure public safety network.

Our D&B rating, which is 5A2. Our rating has been 5A2 every year from 2004 to the present.

From 2021 to 2024, AT&T's annual operating revenue was

- 2024: \$122.33 billion
- 2023: \$122.42 billion
- 2022: \$120.74 billion
- 2021: \$134.03 billion

The most recent Annual Report for AT&T can be found in the Investor Relations section of our website at: <https://investors.att.com>.

Distinguishing Solution Characteristics

AT&T is a recognized leader in National Public Safety with major investments in 911 Call Handling CPE, FirstNet and our nationwide build out of AT&T ESInet. AT&T has a robust Public Safety Solutions practice that nationally serves public safety agencies with Legacy and Next Generation 911 call routing (ESInet), Call Handling, Location Services, Computer Aided Dispatch (CAD), GIS, AVL, Security, Cloud solutions, IP Networks, Wireless solutions, Internet of Things (IoT), Unified Communications and many more applications and services. AT&T is driving the convergence and integration of communication technologies and applying this experience to the Public Safety sector to more quickly and effectively manage emergency response. FirstNet and our AT&T ESInet platform are examples of our commitment to Public Safety.

AT&T is an active member of the Public Safety Community and the products and services we provide and maintain conform to NENA i3 standards. We participate at the highest level on industry boards and development forums ensuring our offers are in step with the industry we are associated with. Our experience delivering Call Handling applications highlights our ability to deploy the talent, investment and technology necessary to manage the complex infrastructures our public safety clients require. AT&T has a proven track record of innovation, leadership and commitment to public safety. We continue to play a key role in developing emerging technologies and defining new standards in support of public safety as evidenced in our

partnerships with NENA, NENA Industry Collaboration Events (ICE), Next Generation Partner Program (NGPP), APCO, ATIS and FCC CSRIC working groups.

Pending Litigation

AT&T is a multibillion-dollar company worldwide and is recognized as an industry leader in telecommunications with service levels and customer service second to none. To our knowledge, no current litigation, arbitration, investigation, dispute or any other proceeding would prevent AT&T from providing the products and services in compliance with our response to this RFP.

Our Securities and Exchange Commission (SEC) 10-K and 10-Q filings address pending material litigation and are available on our investor relations website at the following link: <https://investors.att.com/financial-reports/sec-filings>.

AT&T is prevented by litigation strategy, privilege and privacy concerns from discussing pending litigation, especially in the context of an RFP response open for public viewing.

Project Approach: General System Requirements and Overall Approach

Describe Prime Vendor's approach to the project, per the Scope of Work.

Refer to the General Compliance sections listed below for requirements:

- i. System Requirements: SR-GN001, SR-GN002b, SR-GN003 - SR-GN005, SR-GN007.b, SR- GN008b, SR-GN009, SR-GN010.b, SR-GN011, SR-GN012, SR-GN013.b, SR-GN017.b, SR- GN018, SR-GN021, SR-GN024, SR-GN025, ~~SN001.b, SN003.b~~, SN006, SN007, SN015, SN016, **VN007** ~~SN019~~
- ii. NG911 Processing: SR-GI001.b
- iii. Call Routing: SR-CR002.b
- iv. NG911 Call Delivery (Call Processing): SR-CP002.b
- v. Network Redundancy and Resiliency: SR-NR005
- vi. Implementation Timeline: TIME001.
- vii. Hardware and Equipment: SR-EH001 and SR-EH002
- viii. Initial Deployment: SD004.b
- ix. Testing: TS005
- x. Go-Live: GL001.b
- xi. Training: TRN007, TRN008.b, TRN009 - TRN012

General System Requirements

SR-GN001 Overall Project Approach:

The NG911 Service provider should describe your approach and include in your proposal, as per the Scope of Work, the project design, architecture, hardware, installation, data integration, system implementation plan, network equipment, training, maintenance and support.

- i. Include an introductory overview describing the proposed system.
- ii. Address integration with the system, product life cycle(s), capability for expansion and ability to adapt to industry changes.
- iii. How the primary vendor will use subcontractors, third party vendor(s), third party software integration (if applicable) throughout the project.
- iv. Identify potential issues or challenges related to the project and describe how your firm's project approach will resolve these issues.

AT&T Response:

1. AT&T is responding with our flagship 12 core Next Generation ESInet solution that will facilitate a transition from legacy AT&T 9-1-1 Networks to networks capable of supporting the growing demands of a mobile society. The AT&T solution is distributed nationally to ensure diversity and capability to

meet Broward's requirements. The AT&T ESInet is a pre-built solution that allows AT&T to integrate Broward's VIPER deployment. AT&T has migrated the three major wireless carriers (T-Mobile, AT&T Wireless and Verizon) to direct connections to the ESInet and as part of this project will manage all other carrier migrations. AT&T will complete all testing and integration with Broward's VIPER deployment ensuring a seamless transition.

2. AT&T's ESInet solution provides the County with an i3 architecture built from the ground up. Our commitment to NENA i3 is based on years of contributions to NENA standards committees and understanding the evolving needs and requirements of the Public Safety community. Our solution is not just "i3 like," or "i3 aligned." As elements of the i3 standard continue to be ratified, updated and enhanced, AT&T will continue its commitment to i3. AT&T's ESInet services will provide the County with everything it needs to deliver to your citizens the critical foundational components of an industry standard i3 solution delivered over the world's most advanced IP network. AT&T has integrated the AT&T ESInet solution with hundreds of Intrado VIPER customers and has unmatched experience with call handling integrations. The AT&T solution has been built to support 200% of the Nationwide 9-1-1 call volume and is built with the ability to expand to meet any needs of Broward County.

AT&T employs a solution lifecycle implementation methodology to ensure that all project areas of change are properly defined, designed, integrated, and deployed. The solution lifecycle implementation methodology has been developed and refined based on experience and the lessons learned migrating hundreds of systems to Next Generation 9-1-1. The methodology provides a blueprint for managing system migration and includes a project plan, templates, examples, diagrams, forms, and project communications. These project tools are tailored during the Solution Definition phase to address the specific attributes of each Next Generation system implementation and then refined during the subsequent project phases.

The AT&T Solution Delivery Lifecycle (SDLC) approach to plan, configure, network engineer, implement, test, document, train, and support AT&T services follows the AT&T time-proven Solution Delivery methodology. The lifecycle begins with Solution Definition and Architecture activities. During these initial phases, the joint AT&T and customer team members verify system application and implementation requirements, refine the solution architecture, and finalize the plan for solution deployment. Following Definition and Architecture phases, the team orders, installs, configures, tests, and trains users on customer-facing solution components as part of solution integration and deployment effort. Following successful deployment, the maintenance phase begins.

The figure below provides a high-level illustration of a typical implementation. The specific timeline will be defined with Broward County and is backed by the AT&T SLA for on time delivery.



Figure 4 High Level View of a Typical Implementation

The project supports Broward County and the PSAPs in transition to AT&T services and in the migration to i3. The project team will also collaborate with the customer on the following designs and plans:

- ESInet design and implementation including call overflow and management
- Text and Enhanced Data traffic analysis and demand
- GIS routing data implementation and deployment plans

The primary goal of the lifecycle methodology is that the project aligns with overall customer expectations and is tailored to fit the needs of the County.

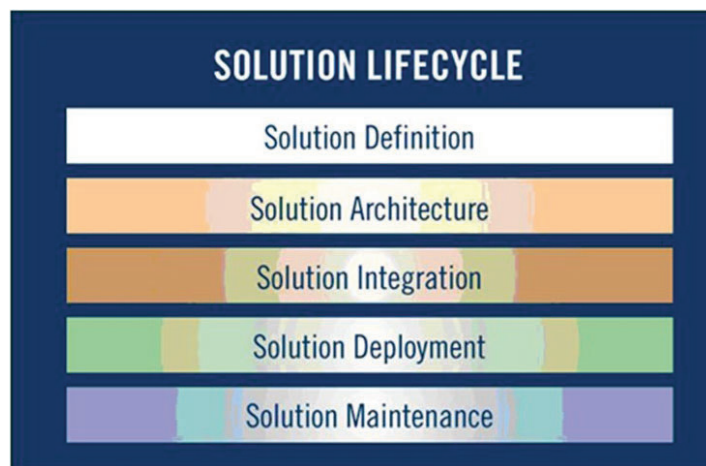


Figure 5 Solution Lifecycle Methodology

The Project Plan phases are described below.

Solution Definition

The first phase in the solution lifecycle is the Solution Definition phase, which begins with the kickoff and alignment process and is critical to the overall success of the 9-1-1 initiative. During this process, key members of the joint project team unite to identify roles, responsibilities, critical success factors, project challenges, elaborate on specific strategies and project options, confirm project scope, and finalize plans to expedite solution delivery plans and resources. The proposed solution is reviewed to align each primary stakeholder with a common vision and strategy for unified team design and planning.

The AT&T team conducts current systems, processes, and site studies to understand the current system and user environment more clearly, allowing the team to plan the most effective migration path to the new system.

Solution Architecture

During the Solution Architecture phase, the detailed solution design is finalized based on confirmed requirements. During this phase, the team analyzes the current systems, operations, and operational procedures, identifies the human factors needs, considers implementation options, and with the Customer, commits the detailed solution design and implementation schedule.

Stakeholder participation in identifying processes and standard operating impact is critical in this process to support the successful integration of the new system. It is vital that current procedures, connectivity, and routing policies are examined so that the appropriate practices are carried forward to the new system environment. Examples of critical areas to consider include load balancing philosophies and default routing rules.

Initial planning for connectivity from the telephone service providers to the Points of Interconnection (POI) also begins in the architecture phase. Key solution architecture planning activities include:

- Detailed solution design and schematics (onsite, site-to-site, site-to-AT&T, firewalls, routers, etc.)

ESInet and IP specifications

- Originating service provider connectivity specifications
- Physical requirements (e.g., equipment room design, floor loading)
- Call transfer requirements

Training plan and schedule

- Refined project plan and timeline

Solution Integration

During the Solution Integration phase, the components of the solution, including processes, applications, servers, network components, and data flow, are engineered and ready for deployment. All network, regional, and customer premise components are delivered, and the equipment rooms and other facilities are readied.

Coordination with wireline, wireless, and VoIP telephone service providers is an essential part of this stage to plan for the 9-1-1 services management transition. Originating service providers receive all necessary information and detail to obtain connectivity to the AT&T systems and the service provider's connectivity to the POIs is engineered and ordered.

Collaborating closely with stakeholder groups, the project team designs customized provisioning plans (including incoming trunk route plans, bridge lists, and dialing plans). Additionally, the documentation and training developers customize the user and process documents and various training courseware, if needed, to meet the needs of Broward County.

Solution Deployment

During the Solution Deployment phase, all network components and equipment connectivity are validated, and acceptance tests are performed, metrics tracking and reporting is initiated, and training is provided. After completed non-live call testing, the system begins supporting live 9-1-1 traffic.

In preparation for deployment and in partnership with Broward, the AT&T Project Manager finalizes the cutover plan, including procedures for notification concerning schedule specifics.

Prior to the commencement of cutover, the project team members will hold a cutover meeting with Broward County and the telephone service providers. The purpose of this meeting is to discuss the progress of activities and the cutover readiness.

PSAP training is provided in accordance with the detailed training rollout plans. The system will then undergo a system acceptance test and quality walkthrough. Once complete, and in agreement with the Broward County, a live-traffic cutover will then commence. Once live traffic has moved to the system, the maintenance period begins.

Solution Maintenance

The Solution Maintenance phase begins once live traffic is transferred onto any part of the system. During this phase, AT&T provides ongoing tiered support services to monitor service level performance, manage help desk requests, escalate support procedures, and support Broward County to reach the highest level of operational excellence. The solution support team is in place to receive, analyze, and rectify problems and information requests throughout the term of the contract.

AT&T takes great pride in our well-honed processes and procedures, and, as a result, we are a well-suited, trusted partner. Our hardened process for delivering products to market leverages a proven project approach based on our extensive industry experience in successfully completing projects similar in scope to the project outlined in this RFP. Our skilled project team will work closely with you to ensure your project goals are not only met but exceeded.

Personnel

Our Sr. Project Managers, implementation technicians, and trainers typically have 15-20 years of experience with in-depth industry knowledge of implementation best practices, products, services,

network requirements and management skills, all incorporated to ensure the best possible customer experience. Our entire focus is on installing, managing, and supporting projects; many of our people have backgrounds in the emergency response field.

When working with customer resources, we lay out clear, definable tasks with correlating due dates. Key tasks that will require an engagement of Broward County's resources include:

- Assign resources and prepare procedures for installation, administration, testing, operation, and support
- Provide a project manager to liaise with AT&T personnel for all aspects of this installation activity
- Provide AT&T with configuration details on the current data and telephony network configuration, topology, and any other information requested by an AT&T professional services engineer
- Ensure that all site preparation, compatibility requirements, circuits, and other specified service prerequisites are met
- Configure all Customer premise equipment components and contact the appropriate vendor(s) to obtain technical assistance for third-party products not supplied or supported by AT&T
- At the Customer's approval, provide access to the Product via the appropriate remote access method, as required to improve installation time.

The scheduling and control methodology will be waterfall, with parallel waterfall activities taking place concurrently. Activities will all be tracked and communicated via Microsoft Project, and updates will be sent on a defined schedule to all stakeholders, including OSPs, PSAPs, and possible other networks. We will provide updates in formats that stakeholders can use, whether it is an MPP or a PDF file. Microsoft Project is an industry standard used for project management. With each PSAP having a set of dependencies that leads to the ability to take part in test and cut activities, waterfall-based tracking for each PSAP is most appropriate.

We use a structured approach to migrate the customer into the new system. This is reflected in a cutover plan that serves as a checklist or guide to our cutover team to ensure that the system is ready to go live. The focus of the system migration strategy is on the activities, tasks, and timing of the days prior to going live on the new system.

All deployment steps are performed with well-defined and coordinated cutover plans and rollback contingency plans. ESInet capabilities are validated prior to moving live traffic to ESInet facilities. Equipment and network transport are validated prior and during ESInet capability deployment. Elements and transport are further validated on a continuous, ongoing basis. Proven methods that we have successfully used in previous ESInet deployments will be utilized.

3. AT&T has partnered with the Intrado Safety Services to build the AT&T ESInet and NGCS solution. Our purpose-built i3 solution has been at the forefront of aiding the public safety community's transition to i3 standards and will continue to adapt in response to evolving customer requirements and industry trends.

4. Over the course of the past 10 years, AT&T has managed deployments to over 1,900 PSAPs. Common issues and causes for delays include CPE interoperability, circuit delays due to special construction needs, GIS readiness delays, and delays related to interconnection with neighboring ESInets and ILEC SRs. Having experienced all these issues and more, we are well prepared to anticipate where and when these issues will arise and take mitigation steps to resolve them before they can become a delay to the project. We offer solutions to assist with GIS readiness; we have relationships with all carriers and will partner with the County to resolve any issues related to special construction needed to meet diversity requirements. We have interconnect agreements and working interconnect solutions with all neighboring ESInet providers and ILECs. We have successfully deployed AT&T ESInet with all versions of the Intrado VIPER system and conducted regular interoperability testing of all new VIPER releases in the AT&T CPE Labs prior to field deployments. If the County chooses to use different call handling vendors at any point during the lifecycle of our relationship, we have successfully deployed AT&T ESInet with all 10+ different vendors and offer an interop program for CHE vendors to pre-test against our lab prior to field deployments.

SR-GN002.b Roadmap NENA i3 Version 3

The County is planning to implement a NENA i3 Version 2 system at a minimum. The NG911 Service Provider should list any i3 Version 2 components, functions, and/or applications of this standard that are not implemented in the proposed NG911 System; provide an explanation why; and include a roadmap timeframe to implement each component, function, and/or application. The NG911 Service Provider should provide a roadmap and timeframe to migrate to a NENA i3 Version 3 system in the future.

AT&T Response:

AT&T ESInet release plan is focused on delivery of NENA i3 v3 feature functionality; we have incorporated implementation of i3 v3 features over the past 12 months, with our final i3 v3 release planned for December 2025. AT&T has identified the following list of i3 v3 features that are not fully implemented due to external dependencies:

i3 v3 Function	NENA i3 v3 Requirement	Notes
Non-Human Initiated Calls	3.1.11 Non-interactive calls	No OSP is sending truly non-human initiated calls
SIP Presence for Location	4.2.2.4 LIS Dereference Interface The ESRP MUST implement both SIP Presence Event Package and HELD dereferencing interfaces	Requires OSP to support
Support for incoming identity validation	4.21.1 STI Verification for Emergency 9-1-1 Calls	CHE currently doesn't have a way to treat calls differently regardless of what is passed from ESInet to CHE
LNG supports P-Preferred-Identity + ESN/IMEI for non-initialized mobile	6.2.2.3 Internal Interface to the PIF Component	Requires OSPs to support sending all 15 digits in IMEI to send to the LNG

SR-GN003 Standards-based Compliance:

All aspects of the proposed system design, deployment, operation, and security provided by the NG911 Service Provider should be in full compliance with industry standards, requirements, and recommendations. SDOs and other entities include, at a minimum:

- Alliance for Telecommunications Industry Solutions (ATIS)
- Association of Public-Safety Communications Officials (APCO) International
- Department of Justice (DOJ)
- International Organization of Standards (ISO)
- Internet Engineering Task Force (IETF)
- National Emergency Number Association (NENA)
- National Institute of Standards and Technology (NIST)
- Open Systems Interconnection (OSI)
- Telecommunications Industry Association (TIA)
- The Monitoring Association (TMA)
- Underwriters Laboratories (UL)

AT&T Response:

The proposed NG911 solution is fully compliant with all required standards and specifications outlined in SR-GN003. The system design, deployment, operation, and security are aligned with the latest versions of standards from the following organizations:

- **Alliance for Telecommunications Industry Solutions (ATIS):** Compliance with ATIS-0500015 and ATIS-1000677 for NG911 architecture and call routing 1.
- **Association of Public-Safety Communications Officials (APCO) International:** Adheres to APCO/NENA standards for PSAP operations and human-machine interface requirements 2.
- **Department of Justice (DOJ):** Ensures accessibility and civil rights compliance in emergency communications, including TTY/TDD support 1.
- **International Organization of Standards (ISO):** Implements ISO/IEC 27001 for information security management and ISO 22301 for business continuity 3.
- **Internet Engineering Task Force (IETF):** Uses IETF RFCs for SIP signaling, TLS encryption, and IP routing protocols including BGP and DSCP 1.
- **National Emergency Number Association (NENA):** Fully supports NENA i3 Version 3 architecture, including NG-SEC security specifications, ECRF/LIS integration, and Forest Guide credentialing 4 2.
- **National Institute of Standards and Technology (NIST):** Aligns with NIST 800-53 and 800-171 for cybersecurity controls, encryption, and audit logging 3.

- **Open Systems Interconnection (OSI):** System architecture maps to the OSI model for layered network design and interoperability 1.
- **Telecommunications Industry Association (TIA):** Complies with TIA-942 for data center infrastructure and TIA-1179 for healthcare facility cabling standards 1.
- **The Monitoring Association (TMA):** Supports alarm monitoring and integration with third-party systems per TMA-AVS-01 1.
- **Underwriters Laboratories (UL):** Data centers and equipment meet UL 60950 and UL 62368 safety standards 1.

The system is designed to evolve with industry standards. AT&T commits to upgrading its solution within 18 months of ratification of any new applicable standards, without loss of existing functionality.

SR-GN004 Multiple NGCS Data Centers:

The NG911 Service Provider should deploy NGCS at multiple data centers but no less than three geo-diverse sites in such a way that a single major incident cannot impact more than one site. One data center should be in Florida. The NG911 Service Provider shall provide the list of NGCS data center locations.

AT&T Response:

The AT&T ESInet™ architecture takes advantage of geographically diverse, hardened and secure AT&T data centers strategically located across the United States.

AT&T's twelve (12) NGCS cores are pre-built across the US and located in geographically diverse data centers in [REDACTED]

The pre-built, AT&T ESInet national solution allows Broward Co. to accelerate ESInet implementation and does not require build out of any new NGCS equipment or facilities. This accelerated deployment model will help Broward County meet their upcoming scheduled move of the North Regional PSAP.

The design of AT&T ESInet deliberately excludes geographic areas with a history of natural disasters to enhance network resilience and service continuity. This approach guarantees that no single major incident will impact more than one site and ensures the ability to deliver calls to Broward County in the event of a hurricane in Florida or other natural/manmade disaster. In addition, AT&T has data center options within the state of Florida that can be considered if necessary.

SR-GN005 Data Center Requirements:

All data centers proposed by the NG911 Service Provider, including POIs and aggregation sites, should have a level of protection and capabilities to make the site resilient. Data centers should meet the following:

- GN004.1 All power sources are redundant and diverse (i.e., at least two separate circuits) with an Uninterruptible Power Supply (UPS) system and generator backup for a minimum of 72 hours.
- GN004.2 Voice and data circuits delivered via diverse entrances into the facilities.
- GN004.3 Voice and data circuits delivered from diverse providers to each NGCS host location.
- GN004.4 Voice and data circuits delivered from diverse providers to each call-handling host location
- GN004.5 Secured rack space or data center
- GN004.6 Minimum Tier 3 rated
- GN004.7 Hardened facilities that can withstand Enhanced Fujita Scale (EF) 5-category winds up to 318 miles per hour
- GN004.8 Must provision circuits in Telecommunications Service Priority (TPS)
- GN004.9 Capacity to handle 50% growth without requiring the replacement of any hardware or software components

AT&T Response:

AT&T understands the requirements and complies.

SR-GN007.b Change Control Process

The change control process should be integrated into the County's change control process for all changes to:

- New NG911 features or functions
- Security changes (Software, applications and configurations)
- Changes to OSP ingress hardware and software
- Call delivery to the PSAPs
- Any change that will impact the PSAP

The NG911 Service Provider should at a minimum:

- Submit all change requests using the County's Change Request Template
- Submit all change requests to the County E911 Office for approval
- Participate in the change review process, which includes meetings to present all change requests
- Provide any additional information or changes to the plan to meet the County's requirements
- Obtain approval from the County before making changes
- Immediately upon completion of the change, notify the County of the results

The NG911 Service Provider should describe the change control process used, and the interface between the change control process and the County to include timeframes and notifications.

AT&T Response:

AT&T broadly classifies Change Management into 2 categories

1. Global Change Management Process for AT&T ESInet™ (“Change Management”)
 - How AT&T operates, administers and maintains our national call routing service
 - Example - Changes to network, hardware and software components affecting all users of the service
2. Local Change Management via Move, Add, Change and Disconnect (“MACD”)
 - How customers operate, administer and maintain their own PSAP specific information
 - Example - Provisioning data (Speed dial lists, Route changes, contact information etc.)

Global Change Management Process for AT&T ESInet™ (“Change Management”)

Change Management is the process that governs the planning, coordinating, monitoring, reviewing, approving, auditing and communicating of change in the interest of maintaining service at target performance and availability levels for the AT&T ESInet™. AT&T utilizes industry standard processes, including adherence to Information Technology Infrastructure Library (ITIL) framework as well best-in-class tools for Change Management, including the use of BMC Remedy Change Management Module. Our tool suite and built-in ITIL best practices enables us to understand and minimize risk while making Global changes, as well as allowing the environment to be stable, reliable, and predictable. This aligns us with ITIL and FCAPs (Fault, Configuration, Accounting, Performance, and Security) processes by allowing changes to be evaluated for their benefits and risks and considering all impacts.

The Change Management process ensures that all organizations impacting 9-1-1 will:

- Implement changes as scheduled and approved
- Perform deconfliction to reduce the number of concurrent changes that can be scheduled without impairing service
- Communicate planned change activity in a timely manner to allow accurate impact assessment and approvals
- Proactively eliminate or reduce incidents and outages caused by change
- Protect the production AT&T ESInet™ service
- Provide high availability for applications, network, services and infrastructure

The Change Management process cares for platform wide changes in the AT&T ESInet™ Core Routing platform. AT&T tracks scheduled changes to all components of the AT&T ESInet, which include Aggregation Sites, Core Call Routing Complexes, AT&T ESInet™ PSAP network edge equipment as well as the interconnections to each.

Most maintenance activities on the AT&T ESInet™ solution are completed with no scheduled downtime for the customer. AT&T follows the notification policies in the Change Event Definitions and Notifications Matrix below:

Change Event Definitions and Notifications Matrix

Event Type	Definition	Notification
Normal	- Pre-planned maintenance events or upgrades - Normal changes are categorized according to risk and impact	AT&T shall notify customers in advance when there are potential impacts identified to the service
Emergency	- Typically, unplanned events - Issues that have a potential for an immediate threat to the production environment or 9-1-1 service.	AT&T shall notify customers as soon as the need for emergency maintenance is identified and every effort is made to provide as much advanced notice as possible for any issues anticipated to result in a service disruption

Change Management Tools

AT&T utilizes both the Incident / Problem Management module and the Change Management module of Remedy in conjunction with our best-practices to enable us to understand and minimize risk while making changes, as well as allowing the environment to be stable, reliable, and predictable.

Change Management Steps

The AT&T Change Management process includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact:

- **Planning**
 - AT&T Labs will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs. The standard AT&T ESInet™ maintenance window is 12am-6am per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12AM-6AM CT.
 - MOPs (Methods of Procedures) are written, peer reviewed and Risk Assessed prior to scheduling any event.
- **Review**
 - AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction

and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted.

- All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling:
 - A Risk Assessed MOP that includes a step-by-step guide of the changes being made
 - Clear definition of scope
 - Clearly stated impacts, if any
 - Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration
 - All event resources are clearly listed (includes escalation lists)

- **Approval**

- This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service.
- Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and makes decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required.

- **Notification**

- AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified.
- For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center.

- **Execution**

- The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are in place to ensure the co-ordination of the event via internal conference bridges and chat rooms.

- **Post Execution**

- The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored.

AT&T ESInet™ Hardware/Software Maintenance Plan

The AT&T ESInet™ is designed and implemented as a fully managed service that eliminates the customer's need to constantly maintain, upgrade, and administer a complex hardware and software solution and it maximizes the customer's ability to focus on public safety.

Key components within the AT&T ESInet™ are periodically renewed to enable PSAPs to operate on the most modern communications technology during the life of the contract. AT&T maintains and monitors all equipment and software within the solution, and it is AT&T's goal to replace End of Support (EOS) equipment prior to the EOS vendor published date.

AT&T will replace any faulty equipment at no additional cost to the jurisdiction that is not a direct result of negligence of on-site PSAP personnel.

Local Change Management Process ("MACD")

MACD is an acronym used for PSAP Move, Add, Change, & Disconnect activities and is used to describe the processes and actions that take place on the existing live service.

MACDs are typically customer-initiated changes that allow and enable customers to operate, administer and maintain PSAP specific provisioned data such as speed dial lists, route changes and contact information.

Depending on complexity, MACD activities can be implemented either in a coordinated or non-coordinated manner.

- Coordinated MACDs include changes to call routing which may impact 911 call delivery. For coordinated MACDs there will be ongoing communication between AT&T and the customer regarding implementation, including timelines. Depending on the change requested, customers may be asked to participate in a conference bridge for immediate testing, which allows for unsuccessful changes to be promptly rolled back.
- Non-coordinated MACDs are limited to those that do not impact 911 call delivery. For non-coordinated MACDs, AT&T provides a completion notification to the customer once implemented.

MACD activities are not conducted under the control of the AT&T ESInet™ Change Management process, which is more geared towards global platform maintenance. As MACD activities are directly coordinated between AT&T and the customer, there are no MACD tickets created. MACD changes are noted in the AT&T customer database of record once completed and confirmed successful.

AT&T's change management processes have been proven across the 1,800+ PSAPs across the country currently using AT&T ESInet for NG911 call delivery.

SR-GN008.b MOP Example

The step-by-step plan should include the time, duration, responsible party and resources for each step, and contingency plans for any potential failures. The NG911 Service Provider should provide an example of a MOP.

AT&T Response:

The AT&T Change Management process includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact.

Planning

AT&T will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs.

The standard AT&T ESInet maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.-6 a.m. Central.

MOPs (Methods of Procedures) are written, peer reviewed, and Risk Assessed prior to scheduling any event.

Review

AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted.

All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling:

- A Risk Assessed MOP that includes a step-by-step guide of the changes being made
- Clear definition of scope
- Clearly stated impacts, if any
- Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration
- All event resources are clearly listed (includes escalation lists)

Approval

This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service.

Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and make decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required.

Notification

AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center.

Execution

The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms.

Post Execution

The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored.

See AT&T Attachment J – Example MOP

SR-GN009 Lab Environment:

The NG911 Service Provider should provide a lab environment to simulate the County' environments during the period of performance for testing before live production changes. The NG911 Service Provider shall describe the lab environment, including:

- Physical or virtual
- Locations
- Available to County staff

AT&T Response:

AT&T performs thorough Operational Readiness and cutover testing prior to PSAP migration to AT&T ESInet. AT&T can provide test cases to NGCS for review. AT&T's ESInet has a dedicated lab located in San Ramon, CA

that is used for testing upgrades, third party interfaces, and applications prior to releasing the enhancements to the live ESInet environment. Once tested without errors, these enhancements are implemented in production. This lab environment utilizes the same hardware/software as in the production environment to ensure testing done in the lab environment will validate the components used in production. This non-production environment is also used for training of personnel and administrators of the system.

Additionally, AT&T would be happy to coordinate periodic visits to the AT&T Lab where the County' environment is simulated.

AT&T Labs will be responsible for testing and exercising the AT&T ESInet and interfaces. This includes not only software upgrade and release testing on an on-going basis, but also forward-looking initiatives e.g., new standards development. Test engineers will collaborate with all relevant parties in the creation, review, and execution of test cases as part of the implementation process.

- **Application Testing.** Each application is individually tested to ensure its stability and lack of critical defects.
- **Integration Testing.** After each application is tested individually, integration testing is performed. This helps ensure that each version of our application works well together.
- **Hardware/Software Validation.** Products are constantly validated against new hardware and software, including operating systems, service packs and updates.
- **Load Testing.** Load testing is performed to ensure that the system stays stable and consistent even under peak demand. Specialized software allows us to create any number of simultaneous calls. Performance is benchmarked both with statistics as well as having users navigate the application interface and answer calls while under load. This assures that not only are the statistical values acceptable, but perhaps more importantly, the user experiences no negative behavior.

AT&T Labs:

- Develops test plan in conjunction with equipment and software vendors
- Maintains identical lab ESInet architecture to production environment
- Schedules and conducts all testing for the introduction of new hardware and/or software releases
- Coordinates with vendor to address any problems related with new product or software releases
- Oversees the First Office Application of all newly introduced hardware or software releases
- Monitors in conjunction with ATS organization after FOA
- Provides Approval for Use and certifies new hardware or software release upon successful completion of FOA soak period

SR-GN010.b Testing Process

All testing results should be included with the information on the system changes for the County's approval before implementation in the production systems. The County reserves the right to observe testing and add additional tests. The NG911 Service Provider should describe the testing process.

AT&T Response:

All testing and results will be communicated to the County for approval before production implementation.

For any changes made to Broward County PSAPs' specific configurations within the AT&T ESInet, a project will be initiated to manage the changes in a coordinated manner. A project team will be assembled to work with the County and PSAP as well as any associated vendors involved in the change. Just as in the initial implementation project, data will be collected via standard forms, provisioning changes will be reviewed and then implemented in a non-live version of the PSAP profile. The Operational Readiness Test (ORT) Plan that was used during initial PSAP turnup onto the platform will be reviewed by the project team assigned to manage the change to determine the test cases relevant to the change. ORT testing will be scheduled, and all new configurations will be validated via non-live profiles. A change event will then be scheduled with all parties and an event plan with a MOP approved by all parties will be used to direct the teams making the changes to the live environment. Post-live validation cases will also be included in the MOP to re-verify all functionality that was previously in place continues to work as expected.

For AT&T ESInet platform changes, the steps below are followed.

Change Management Steps

The AT&T Change Management process includes the following steps to ensure successful planning, governance, and execution of implementing changes to help eliminate / minimize service impact.

Planning

AT&T Labs will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs.

The standard AT&T ESInet™ maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.-6 a.m. Central.

Methods of Procedures (MOPs) are written, peer reviewed, and risk assessed prior to scheduling any event.

Review

AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted.

All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling:

- A risk-assessed MOP that includes a step-by-step guide of the changes being made
- Clear definition of scope
- Clearly stated impacts, if any
- Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration
- All event resources are clearly listed (includes escalation lists)

Approval

This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service.

Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and makes decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required.

Notification

AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center.

Execution

The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms.

Post Execution

The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored.

SR-GN011 Interconnection of the NG911 Service Provider Lab to the County Test Environment:

The NG911 Service Provider should interconnect to the County test environment. The County is developing a test environment that will include test systems for CHE and other systems. Interconnection to the County's environment allows the County to also test changes across these other systems prior to applying a change to the production systems.

AT&T Response:

AT&T can work with the County to establish connectivity from your Lab/Test system to the AT&T ESInet. This is not an uncommon request from several of our other large customers using AT&T ESInet today.

AT&T and its call handling vendors have set up test PSAPs connected to AT&T ESInet for some larger customers. These test PSAPs are used for AT&T and Customer Operational Readiness Testing, exercising, and training purposes. AT&T can work with Broward and their call handling vendor, Intrado, to build a test environment if so desired. As AT&T ESInet is already fully functional it should be noted that AT&T thoroughly tested the AT&T ESInet platform prior to production release. This included functional/system, failover, load, performance and stability testing of all components in the twelve core data centers (ECMCs) and Aggregation Sites. Integration testing was performed with Intrado VIPER, Motorola Vesta, Carbyne APEX and Solacom Guardian call handling systems and supported voice (CAMA, RFAI and i3) and text-to-911 interfaces. The AT&T ESInet platform and call handling testing is ongoing as new software and hardware are released, and circuits are added to the system.

SR-GN012 Change Notifications:

The NG911 Service Provider should notify the County at least seven calendar days prior to all routine installations, changes, updates, upgrades, and maintenance.

AT&T Response:

AT&T understands the requirement and complies.

SR-GN013.b Documentation

The documents should include call flow diagrams, contingency routing connectivity, proposed NNIs to neighboring counties for interoperability, failover, and backup components including call taking positions in the cloud. The NG911 Service Provider should provide copies of or access to all documentation. The NG911 Service Provider should describe the process and locations of the documentation.

AT&T Response:

AT&T will provide relevant documentation for the ESInet and NGCS as listed below. AT&T will provide and maintain as-built diagrams of the system and services. In the as-built diagrams, diversity will be clearly identified from the ingress BCFs to the PSAPs. Documentation will be maintained for all ingress and egress connections to the ESInet. Every ingress and egress connection will have at least one paired diverse connection to or from the ESInet.

AT&T will work with the County to adjust documentation and “as-built” diagrams to meet the County’s requirements. All documentation and as-built diagrams are viewed as living documents and kept current, updated, and distributed as changes are made.

Documentation will also include the following:

- Detailed project plan
- Escalation procedure
- Circuit identification
- Single points of failure
- Network path diversity drawings into each PSAP
- Network path diversity drawings into each non-PSAP site or structure housing any element or device that is part of the overall system
- PSAP backroom as-built drawings
- PSAP demarcation point drawings
- All user interface training and reference materials

Network As-Built Documentation

AT&T will maintain the master as-built technical documentation for the program which includes the architecture of the provided system and will deliver it to the County within 30 days of system acceptance.

SR-GN017b. Spares

The NG911 Service Provider should describe the process to determine which parts are needed and how they are stored and replaced as needed.

AT&T Response:

AT&T ESInet is provided as a service and all AT&T supplied hardware will be replaced in the event of a component failure. AT&T manages spare equipment deployed at the customer site in a support depot located in Colorado and employs an advance vendor replacement strategy. Should a device at the County's location go out of service, an AT&T technician will be dispatched with a preconfigured spare to replace the faulty equipment. Careful coordination will be carried out with the County to ensure no call impact will be experienced in the replacement process. If the County requires on-site spares, AT&T will work to determine specifics to come to a mutually acceptable solution.

SR-GN018 Product Roadmap:

The NG911 Service Provider should provide a product roadmap of any NG911 features that are currently not available. The roadmap should include plans and timeframes at the time of proposal submission to roll out of new features and functions such as:

- Multimedia (e.g., video, images) applications delivered as part of the proposed NG911 System
- Artificial Intelligence (AI) systems
- Internet of Things (IoT)
- User-editable PRF
 - Routing rules for each element of the Session Initiation Protocol (SIP) header and the ability to route voice and data based on any element. This should include routing a single session to multiple destinations. This includes a PRF that will permit bridging language translators and the PSAP with the call delivery, or possibilities of delivering voice and video to two endpoints.
- Integration with the Nationwide Public Safety Broadband Network (NPSBN) being implemented by the First Responder Network Authority (FirstNet)
- Emergency call taking positions in the cloud as another tier of contingency if a PSAP's positions become unavailable or a PSAP is uninhabitable

AT&T Response:

AT&T's NG911 solution is designed for continuous innovation and alignment with evolving public safety needs. The following roadmap outlines planned feature rollouts and timelines for capabilities currently in development or enhancement:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Integration with FirstNet (NPSBN)

- **Status:** [Currently Generally Available](#) with over 250 PSAP deployments across the country.
- **Roadmap:** Future plans for integrating with [REDACTED]

Cloud-Based Call Handling Emergency Backup

- **Status:** [Currently Generally Available](#). APEX Continuity is a collaborative solution between Carbyne and AT&T designed to enhance emergency response communications. It integrates Carbyne’s advanced real-time communication and incident management platform with AT&T’s robust, reliable network infrastructure. This synergy ensures continuous, secure, and scalable connectivity for first responders and emergency centers, improving situational awareness, response times, and coordination during critical incidents. The partnership leverages Carbyne’s innovative technology with AT&T’s nationwide network to provide resilience and uninterrupted service even under high-demand or adverse conditions.
- **Roadmap:** [REDACTED]

This roadmap is aligned with the County’s strategic goals and ensures that the NG911 system remains future ready. All features will be delivered in compliance with NENA i3 Version 3 standards and validated through pilot deployments and stakeholder feedback loops.

SR-GN021 Abandoned Call Backs:

In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during a NG911 Service Provider outage, the NG911 Service Provider should provide real-time reporting or a portal that provides on-demand real-time access to retrieve a list of callers, each individual address or location, time and date of call, and the 10-digit number from which the caller contacted the PSAP for call back.

AT&T Response:

In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during an NG911 Service Provider outage, the NG911 Service Provider will provide a secure, on-demand portal with real-time access to a list of affected callers. This includes the 10-digit number from which the caller contacted the PSAP, the time and date of the call, and the originating address or location. This capability ensures PSAPs can initiate timely callbacks and maintain situational awareness during service disruptions. The portal is compliant with NENA i3 standards and supports all media types, including voice, text, and VoIP.

SR-GN024 Proprietary Components:

The NG911 Service Provider should indicate which components of the proposed NG911 System are proprietary. Please list the proprietary components.

AT&T Response:

No equipment within the proposed solution is proprietary. The only proprietary elements are the application software running on industry standard, commercially available equipment. These applications use protocols supported by NENA and all applicable current NGCS industry standards listed previously in this response.

SR-GN025 Alarm Notification

The NG911 Service Provider should provide an alarm notification template for all functional elements and components to be configured based on critical and major alarm conditions with notifications to the County. Alarm notification should be provided to the County for alternate routing, rerouting, failover, and overflow routing.

AT&T Response:

AT&T understands the requirement and complies.

SN006 System and Organization Controls (SOC) Compliance:

The NG911 Service Provider should provide the latest SOC 2 compliance report upon contract being awarded and annually within thirty (30) calendar days of completion.

AT&T Response:

AT&T understands the requirement and complies.

SN007 Cybersecurity Insurance:

- The NG911 Service Provider should provide proof of cybersecurity insurance and name the County as additional insured.

AT&T Response:

AT&T has uploaded the Certificate of Insurance to the Broward County Purchasing portal for this RFP.

SN015 Cybersecurity Framework (CSF):

The NG911 Service Provider should implement NGCS cybersecurity and system security based on the County's CSF, including at a minimum:

- NG911 security compliance by requirement of NG-SEC
- Incident response requirements and notification
- Portal and system access – unique username, password (12 characters) with MFA, 90-day expiration of password
- SIP encryption
- Digital certificates
- NIST CSF 2.0 compliance
- TDoS detection and mitigation
- Distributed Denial of Service (DDoS) detection and mitigation
- Third-party audits allowed with initial audit during preliminary acceptance
- Implement authentication/passwords policy that defines authentication and password requirements.
 - Minimum 12 characters
 - Mixed case
 - One unique character
 - Remember last three passwords
 - Quarterly review of Access Control Lists (ACLs)
- Implement MFA for certain mission-critical accounts, at a minimum

AT&T Response:

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

[REDACTED]



SN016 Cybersecurity Plans and Implementation:

The NG911 Service Provider should provide proof of the following plans, policies, processes, and implementations upon contract award:

- CSF
- Incident Response Plan
- Incident Response Action Plan
- Cybersecurity considerations document
- Roadmap to NENA NG-SEC
- Unique username and passwords for all system access
- Zero trust architecture
- Risk Management Plan/Strategy
- Cybersecurity controls (e.g., TDoS, DDoS, ransomware attacks)
- SIEM integration
- NG-SEC compliance and controls
- Backup procedures
- Restoration procedure
- After-Action Review (AAR) process
- Cybersecurity maintenance and administration policy to ensure confidentiality, integrity, and availability for on-premise and hosted NG911 System components, which includes:
 - Patch Management
 - Antivirus
 - Time Synchronization
 - Security Event Logging
 - Backups
 - Remote Access

Continuous security monitoring, detection, and response policy-defining cyber security monitoring and how often that information will be reviewed

AT&T Response:

AT&T understands the requirement and will comply upon contract execution.

VN007 Alternate Options and Systems:

The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all requirements stated in the form of a “should” requirement only.

AT&T Response:

APEX Continuity

APEX Continuity is a collaborative solution between Carbyne and AT&T designed to enhance emergency response communications. It integrates Carbyne’s advanced real-time communication and incident management platform with AT&T’s robust, reliable network infrastructure. This synergy ensures continuous, secure, and scalable connectivity for first responders and emergency centers, improving situational awareness, response times, and coordination during critical incidents. The partnership leverages Carbyne’s innovative technology with AT&T’s nationwide network to provide resilience and uninterrupted service even under high-demand or adverse conditions.

FirstNet Wireless Backup

FirstNet Wireless Backup is a specialized solution designed to ensure uninterrupted emergency communication services for Public Safety Answering Points (PSAPs) and other public safety entities. It is part of AT&T’s commitment to providing resilient, reliable, and secure connectivity for mission-critical operations.

Key features of FirstNet Wireless Backup include:

1. **Seamless Integration:** FirstNet integrates seamlessly with AT&T ESInet™, providing reliable backup for call routing and data transmission in case of primary network failure.
2. **Priority and Preemption:** FirstNet prioritizes public safety communications over commercial traffic, ensuring reliable connectivity even during network congestion or emergencies.
3. **Dedicated Core Network:** Built exclusively for public safety, FirstNet offers enhanced security, reliability, and performance tailored to the needs of first responders.
4. **Resiliency and Redundancy:** It provides an additional layer of redundancy for NG911 systems, ensuring continuous operation during primary network outages or disruptions.

5. **Geographically Diverse Infrastructure:** Supported by diverse sites and deployable assets, such as portable cell sites, FirstNet maintains connectivity in disaster-affected areas.
6. **24x7 Monitoring and Support:** The network is monitored around the clock to ensure optimal performance and rapid issue resolution.

NG911 Processing: SR-GI001.b

SR-GI001.b The County understands the importance of GIS data to the successful operation of an end-state NG911 System. The County has heavily invested in building and maintaining a robust GIS program serving multiple departments and government agencies. While the County will work with the NG911 Service Provider to ensure the County's GIS meets the needs of the NG911 migration, the County should not be required to customize the GIS data or maintain multiple versions of GIS data or workflows to meet the needs of the NG911 Service Provider.

AT&T Response:

AT&T understands the requirement and complies.

Call Routing: SR-CR002.b

SR-CR002.b The NG911 Service Provider should develop and provide specifications that will enable other ESInets to interwork with the County's NG911 System at least sixty (60) days in advance of the first PSAP implementation. The NG911 Service Provider should describe how this will be accomplished in the future.

AT&T Response:

AT&T has developed and will provide interface and interconnection specifications that will allow other ESInets to operate with the County's NG911 system. AT&T will execute a commercial agreement, such as a memorandum of agreement, with IP Network provider(s). The agreement will identify the POI with the County's ESInet. The agreement includes lines of responsibility for network management and monitoring function between the authorized networks.

AT&T establishes NNI commercial agreements with each ESInet provider with which it exchanges traffic.

After receipt of the Letter of Authorization from the PSAP, AT&T sends an introductory package to the ESInet providers identified by Broward County. The package includes the LOA, notification, Interconnection agreement, NNI specifications and timelines. The Parties work cooperatively to establish the connections necessary to exchange IP traffic between the parties (6-9 months).

The Interconnection agreements include but are not limited to the following:

- Roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic.
- Terms and Conditions.

- Establishing facilities and Exchange traffic.
- Basic SIP and i3 SIP interfaces
- Network Architecture
- Point of Interconnection (IP locations)
- Bandwidth (Concurrent Call Sessions) traffic volume
- IP network level
- Application level
- Call transfers
- Split rate centers
- Call transfers
- Database
- Troubleshooting
- Fault Management and escalation procedures

The Interconnection agreements include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, terms and conditions, split rate centers, Point of Ingress and NNI specifications. All terms, conditions, and procedures follow applicable State guidelines and rules as well as applicable telephone industry practices, NENA standards and all applicable US telecommunication law.

A typical ESInet to ESInet implementation follows the following process:

- Contract execution with the County
- Overall project implementation plan mutually agreed to with the PSAP (County)
- Letter of Authorization from the Customer to act of their behalf to migrate to AT&T ESInet
- AT&T sends notification (new NG 911 provider) and request to move traffic to AT&T ESInet
- Interconnection Agreements mutually agreed to executed by the Parties
- MPLS circuits orders for interconnection
- Test/Turn up on MPLS circuits
- Operational Readiness (ORT) testing with PSAP
- PSAP goes live on AT&T ESInet™

This process will allow us to interconnect with additional ESInets in neighboring regions and states and FirstNet's NPSBN, as well as any other entities designated by the County.

NG911 Call Delivery (Call Processing): SR-CP002.b

SR-CP002.b To support the VIPER 7 Functions, the NG911 Service Provider should provide examples where the NG911 Service Provider has provided the required documentation and agencies where the NG911 System has been interconnected to a VIPER 7 CHE.

AT&T Response:

Today, AT&T ESInet is deployed using i3 call delivery to over 400 Intrado VIPER call handling PSAPs. AT&T has provided three reference customers within this response that are currently deployed using VIPER 7 connected to AT&T ESInet:

- Brevard County, FL
- Capital Area Emergency Communications District
- State of North Carolina

See AT&T Attachment K – VIPER 7 i3 Deployments

Network Redundancy and Resiliency: SR-NR005

SR-NR005 Wireless Connectivity:

The NG911 Service Provider should provide an NG911 System to use satellite, public safety broadband networks, or other long-term evolution (LTE) or wireless connectivity as a tertiary backup for connectivity. The NG911 Service Provider should provide a list of all available methods that have been deployed in other agencies with similar proposed NG911 systems.

AT&T Response:

FirstNet Built with AT&T

AT&T has included a tertiary (third) connection using FirstNet wireless mobile private connection to each stand-alone PSAP as part of our base offer. Wireless technology provides over the air diversity to the cellular tower. This solution will provide seamless continuity of service to these PSAPs in the event of an unexpected fiber cut in the last mile. FirstNet built by AT&T, unlike consumer LTE connections, includes preemption and priority as well as additional spectrum to ensure connectivity during times of congestion.



FirstNet Wireless Backup has been successfully deployed at over 250 PSAPs across the country.

Implementation Timeline: TIME001.

TIME001 Implementation Timeline:

The NG911 Service Provider should provide a detailed timeline of all activities and the duration of each associated with the proposed implementation for the County with a breakdown of activities for Regional and Non-Regional PSAPs. The NG911 Service Provider should achieve Go-Live for the Regional environment within twelve (12) months of the Project Kickoff meeting and Non-Regional Go-Live within fifteen (15) months of the Project Kickoff meeting.

AT&T Response:

The timeline provided in the Project Plan included for PS002.b meets this request.

Hardware and Equipment: SR-EH001 and SR-EH002

SR-EH001 Onsite Equipment List:

The NG911 Service Provider is expected to install some equipment in County facilities. The equipment may include network termination devices, network demarcation extensions, fiber or copper cabling, routers, network switches, or activation devices such as abandonment switches. The NG911 Service Provider should provide a list of all devices, quantities, makes, models, power requirements, heat loads, locations, and cabling types that will be installed in any County facility.

AT&T Response:

AT&T ESInet is delivered as a service and requires minimal network equipment onsite. The following network equipment will be installed at each VIPER Node where the AT&T ESInet AVPN circuits terminate.

- PSAP Router A – Cisco 8300 Series
- PSAP Router B – Cisco 8300 Series
- Switched Power Distribution Unit (PDU) - CyberPower

The County will be responsible for providing power, ground, and environmental controls for the Network Edge Equipment to be installed in the equipment room, as follows:

- Two (2) dedicated 110 volt/20 AMP power feeds are required with A & B feed (separate power source) and receptacle plug type NEMA L5 20R twist lock

SR-EH002 Onsite Equipment Space Needed:

For each device, the NG911 Service Provider should describe how it will be mounted in the facility and how much wall or rack space will be required for the device, including any required standoff distances.

AT&T Response:

In most cases, the AT&T ESInet Network Edge Equipment will be housed in one (1) standard 19-inch data cabinet. The County will be asked to provide 24 inches by 87 inches of floor space, where possible, for the

Network Edge Equipment cabinet to be located, within 20 feet of the main telecommunications demarcation point.

A Network Edge Equipment cabinet measures 24 inches by 39 inches. However, 24 inches of space in front and behind the rack is required, and 36 inches between the end of the racks and the wall is recommended for proper airflow, installation, and maintenance. If the County wants to place the Network Edge Equipment into a pre-existing rack, AT&T will require 7 for contiguous Rack Units of rack space in a single rack.

The PSAP will ensure that each Customer PSAP equipment room meets the following requirements:

- The floor must be capable of supporting 104 pounds per square foot
- Dry, clean, and well ventilated
- Well lit, easily accessible, and free from excess vibrations
- The rack should be located in an area that does not receive consistent building traffic

The County will be responsible for providing power, ground, and environmental controls for the Network Edge Equipment to be installed in the equipment room, as follows:

- Two (2) dedicated 110 volt/20 AMP power feeds are required with A & B feed (separate power source) and receptacle plug type NEMA L5 20R twist lock
- Any metallic component that is part of the Customer infrastructure (such as equipment, racks, ladder racks, enclosures, cable trays, etc.) must be bonded to the grounding system
- The facility will have adequate HVAC controls, monitoring, and redundancy in order to maintain:
 - Cooling for maximum heat output under full load is 4,000 BTU/hour
 - Data Center HVAC systems must maintain a constant dry bulb temperature between 68 and 77 degrees Fahrenheit
 - Relative humidity between 40% and 55%
 - Surge/Lightning Protection

Initial Deployment: SD004.b

SD004.b The NG911 Service Provider should provide a functional Call Flow and System Diagram to represent their proposed solution. The Diagram should depict the requirements outlined in this Scope of Work.

AT&T Response:

The AT&T ESInet solution designed for Broward County is depicted in the following network diagrams.



Figure 6 Broward County Regional PSAPs Design



Figure 7 Broward County Non-Regional PSAPs Design

Testing: TS005

TS005 Test Numbers:

The NG911 Service Provider should provide test numbers that simulate different call types—at a minimum, wireline, wireless, and VoIP.

AT&T Response:

AT&T understands the requirement and complies.

Go-Live: GL001.b

GL001.b The plan should be a step-by-step event plan with every activity along with the expected duration of each activity.

- Go-Live will occur after the successful completion of Preliminary Acceptance Testing
- The NG911 Service Provider will cutover each PSAP within the same environment as defined by County.
- The County will determine the order in which each PSAP will cutover and the timeframe between cutover.
- The NG911 Service Provider should provide the list of other 3rd party Technical Resources required for the cutover.
- The NG911 Service provider should provide Go/No Go checkpoint throughout the cutover process.

A copy of an example cutover plan should be provided in the proposal.

At the completion of cutover, trouble ticketing, reporting, and notification procedures should be provided by the NG911 Service Provider to the County.

AT&T Response:

See AT&T Attachment L – ESInet Cutover Plan

Training: TRN007, TRN008.b, TRN009 - TRN012

TRN007 Recording of Training Sessions:

The NG911 Service Provider should record all training sessions required above for playback later.

AT&T Response:

AT&T understands the requirement and complies.

TRN008.b Training Curriculum Example

The NG911 Service Provider should provide an example of all training curriculums in their proposal.

AT&T Response:

See AT&T Attachment M - ESInet Training Plan

TRN009 Training Materials:

Each training session attendee should be provided with learning materials (e.g., student handbook, user guides, etc.). The NG911 Service Provider should provide an example student handbook.

AT&T Response:

AT&T will provide student handbooks upon executed contract due to the proprietary information contained within.

TRN010 Training Materials Provided Electronically:

All training materials should be provided electronically in native format (e.g., PowerPoint, Word, etc.) to the County and shall be updated throughout the terms of the contract.

AT&T Response:

AT&T understands the requirement and complies.

TRN011 Web-based Training:

Web-based training should be provided during the contract period for use by the County for refresher and initial training as needed.

AT&T Response:

AT&T understands the requirement and complies.

TRN012 Training Mode:

The NG911 Service Provider should provide a training mode to deliver calls to positions. This should include the following:

- Ability to direct training calls to a specific PSAP
- A minimum of two (2) test call numbers for each environment and call type (e.g., wireline, wireless, VoIP)
- Ability to direct to specific position (optional)

- Ability to configure test systems in the user portal (optional)

The NG911 Service Provider should provide a list of all available test modes and functions available.

AT&T Response:

AT&T will provide A minimum of two (2) test call numbers for each environment and call type:

- Wireline
- Wireless
- VoIP

Project Approach: NG911 Solution

Functionality Checklist

- A. Functionality Checklist: Refer to the Functionality Checklist and submit as instructed. Points will be allocated based on Vendor's Functionality Checklist response.
- i. Security/Notification: SN003.b, SN009, SN010.b, SN011 – SN013, SN017, SN020
 - ii. NG911 Processing: SR-GI013
 - iii. Data Processing: DAT001.b and DAT003.b
 - iv. Call Routing: SR-CR003.b, SR-CR004, SR-CR006.b, SR-CR008, Sr-CR009, SR-CR010.b, and SR-CR011
 - v. Network Redundancy and Resiliency: SR-NR007, and SR-NR008.b
 - vi. NG911 Call Delivery (Call Egress/Call Delivery to All PSAPs): SR-DL001, SR-DL004, SR-DL005.b, SR-DL006, SR-DL007, SR-DL014.b, and SR-DL015
 - vii. NG911 Call Delivery (Call Processing): SR-CP003 – SR-CP005
 - viii. Interfaces: SR-IT003
 - ix. Reports: RPT001, RPT002.b, RPT003 – RPT005

Security/Notification: SN003.b, SN009, SN010.b, SN011 – SN013, SN017, SN020

SN003.b Notification of Testing

The County should be notified in advance of all testing and reserves the right to observe testing at its discretion.

AT&T Response:

AT&T understands the requirement and complies.

SN009 STIR/SHAKEN:

The NG911 Service Provider should implement STIR/SHAKEN and pass information including attestation to the CHE. The NG911 Service Provider shall describe how this has been accomplished in other locations with VIPER 7.

AT&T Response:

AT&T fully complies with the requirement to implement STIR/SHAKEN and pass attestation information to the CHE. This functionality is supported in environments using VIPER 7 and has been successfully deployed in multiple jurisdictions.

The STIR/SHAKEN protocols are implemented within the NGCS core services and operate bidirectionally:

- Inbound Calls: The NGCS validates the caller's identity using a trust chain and appends a signed SIP header that is passed to the VIPER CHE. This ensures that the CHE receives verified caller identity and attestation information.
- Outbound Calls: The PSAP's identity is similarly validated and signed before the call leaves the system.

SN010.b Transactional Logging

The NG911 Service Provider should provide transactional logging information for each functional element (i.e., Emergency Services Routing Proxy [ESRP], Legacy Network Gateway [LNG], BCF, PRF, Location Validation Function [LVF], Legacy Selective Router Gateway [LSRG], Spatial Interface [SI], and Emergency Call Routing Function [ECRF]). The transactional database logs for 911 calls should include calling number, SIP header information, routing destination, call or record process success/failures, transfers, ALI database transactions, and alternate routing, which includes call counts. The log retention period should be a minimum of thirty (30) calendar days.

AT&T Response:

AT&T understands the requirement and complies.

SN011 System Logging Repositories:

The NG911 Service Provider should provide transactional logging repositories at two different data centers for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The log retention period should be a minimum of thirty (30) calendar days.

AT&T Response:

AT&T understands the requirement and complies.

SN012 System Log Retrieval:

The NG911 Service Provider should provide a user-friendly portal to retrieve transactional logs in near real-time for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The NG911 Service Provider should provide a process to retrieve the logs.

AT&T Response:

AT&T's Customer Management Portal (CMP) provides authorized users access to functional element transactional logs through CDRs that are searchable by date/timestamp, ANI/pANI, Call Type, Route Choice, ECRF to ESN Fallback as well as media type (voice, text, RTT, TTY). AT&T's CMP includes both an online user

guide as well as instructor-led training to assist the PSAPs in how to search for CDRs. Additionally, through the call trace tool, individual functional element logs can be viewed.



Figure 8 Customer Management Portal – PSAP CDR View



Figure 9 Customer Management Portal – PSAP CDR View

SN013 Security Information and Event Manager (SIEM):

The NG911 Service Provider should integrate with the County's SIEM Splunk Tool (when deployed) for onsite logging events. The log retention period should be a minimum of 30 calendar days.

The NG911 Service Provider should provide the County access to the logs of other systems and devices in the NG911 System for tracking the calls and issues. The log retention period should be a minimum of thirty (30) calendar days.

AT&T Response:

AT&T has multiple options for access to AT&T transactional logs. AT&T looks forward to understanding and partnering with Broward to best provide notification of all applicable logs.

SN017 User Notifications and Communications:

The NG911 Service Provider should have a system that performs outward notifications and updates of customer tickets through phone, email, and text. The NG911 Service Provider shall notify the County via the contact methods provided of all NG911 Service Provider infrastructure failures and/or outages within 15 minutes of discovery. For all outages, the NG911 Service Provider must also contact the 911 Coordinator via phone.

AT&T Response:

AT&T understands the requirement and complies.

SN020 TDOS and DDOS Prevention:

The NG911 Service Provider should implement hardware, software, and training to identify, respond, and prevent TDOS and DDOS attacks as a part of the proposed NG911 System. The NG911 Service Provider shall describe the process to identify respond and prevent TDOS and DDOS attack.

AT&T Response:

AT&T leverages a comprehensive security posture to identify, respond to, and prevent TDOS (Telephony Denial of Service) and DDOS (Distributed Denial of Service) attacks. Our advanced defense-in-depth approach incorporates enterprise-grade hardware and software solutions, including intrusion detection/prevention, real-time traffic analysis, and automated mitigation technologies. AT&T's security personnel are extensively trained in both proactive and reactive measures, supported by documented processes for continuous monitoring, rapid incident response, and regular system audits. We will provide detailed documentation describing our detection, response, and prevention methodologies as part of the proposal package.



NG911 Processing: SR-GI013

SR-GI013SI Provisioning:

The NG911 Service Provider should pull GIS data from the County GIS data repository rather than require the County to push (upload) GIS data to the SI. The data pull can be automated by the NG911 Service Provider or scheduled by the County.

The NG911 Service provider shall describe the process used and how the County's preference can be integrated into the proposed NG911 System.

AT&T Response:

The proposed NG911 solution supports pull-based GIS data provisioning from the County's GIS data repository. This approach eliminates the need for the County to manually push updates. The NG911 Service Provider offers two integration options:

- Automated Pull: A scheduled, secure data retrieval process that syncs with the County's update cadence.
- County-Scheduled Pull: The County can define specific intervals or triggers for data synchronization.

This flexibility ensures the County's preferences are fully supported. The system is compatible with Esri geodatabases and includes validation tools to ensure data integrity before ingestion.

AT&T will work with Broward to establish the desired data flow of GIS data to the AT&T managed SI. Although the industry standard is to push the data from the GIS authority, there are multiple options that can be offered for AT&T to pull data from an accessible database. AT&T looks forward to receiving detailed requirements and capabilities from the county to jointly develop a solution that best fits Broward's needs.

Data Processing: DAT001.b and DAT003.b

DAT001.b GIS Upload Process

The NG911 Service Provider should describe the GIS upload process to include the access, steps, and ease of use.

AT&T Response:

AT&T provides the NENA Spatial Interface (SI) as a function of the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). The SI is a fully hosted, managed service that encompasses all necessary processes to receive GIS data from a single source. Data can be submitted in a GIS database managed by a vendor or by the authority itself. The SI provides data validation, error reporting, and provisioning to the Emergency Services Network (ESInet) functional elements including Emergency Call Routing Function (ECRF) and Location Validation Function (LVF).

The SI provides:

- NG9-1-1 GIS data compliancy checks
- Ongoing GIS data accuracy validation (QA/QC)
- GIS data error reporting
- Provisioning to i3 systems (ECRF/LVF)

The SI undergoes data quality and data integrity checks that ensures that the data complies with all applicable requirements of STA-010.3f and the NG9-1-1 GIS Data Model. Any updates to the GIS data within the ECRF, whether to correct errors within the current data set or enhance it for any other reason, will be uploaded through the Spatial Interface.

GIS provisioning is performed through the Spatial Interface, which has the additional ability to perform GIS validations, including validations to ensure routing integrity. The QA/QC processes provided during validation steps in the SI will prevent any unwanted data being provisioned in the ECRF that may introduce ambiguity in the data that would prevent the ECRF from being able to make a definitive response to certain requests. A change control system is established to monitor and manage data discrepancies and to track data change requirements. Validated GIS updates are normalized and applied to the ECRF production instances in a manner that preserves availability and coordinates with other ESInet scheduled updates and activities.

Since there is not yet an established standard for the Spatial Interface to provision ECRFs with GIS data, internal or external, the mechanism for provisioning must be negotiated between AT&T, as the Spatial Interface provider, and non-AT&T ECRF providers.

Provisioning of the LVF is identical to the ECRF provisioning. It is simply another provisioning target of the Spatial Interface. As such, it will always contain the same GIS data as the ECRF.

The GIS upload process is designed to be user-friendly, secure, and transparent. Key features include:

- **Web-based Portal:** Authenticated users can upload GIS files via a secure browser interface.
- **Step-by-Step Workflow:** The portal guides users through file selection, schema validation, and submission.

Automated Validation: Uploaded data is checked against predefined schemas and standards (e.g., NENA i3), with error reports provided for any discrepancies.

Audit Trail

All uploads are logged with timestamps and user credentials for traceability.

The 9-1-1 Enterprise Geospatial Database Management System (9-1-1 EGDMS) is a web application that serves as the front-end user interface for the NENA Spatial Interface (SI). We have included AT&T Appendix I - AT&T 9-1-1 EGDMS User Guide as a reference to section 3.6 GIS.

In addition, we can provide NG9-1-1 GIS Onboarding services, which delivers services, training, and support needed to successfully deploy NG9-1-1 GIS data within the EGDMS prior to NG9-1-1 go-live. AT&T will provide the EGDMS system access, account creation, remote training, and assistance with the initial GIS data upload and field mapping configuration. Two levels of NG9-1-1 GIS Onboarding are available to end customers.

AT&T's NG9-1-1 GIS onboarding delivers the essential services, training, and support needed to successfully deploy NG9-1-1 GIS data and EGDMS within a NG9-1-1 environment.

AT&T will provide web-based training and setup of the EGDMS system and assist with the initial GIS data load, clarifying the role of EGDMS as the NENA Spatial Interface, and defining its features and functionality. NG9-1-1 GIS onboarding services establish communication between the GIS Authority, the i3 GIS coach, and the NG9-1-1 service provider throughout the GIS onboarding phase and EGDMS implementation.

NG9-1-1 GIS onboarding includes EGDMS setup and the following services:

- Assignment of an i3 GIS Coach
- NG9-1-1 GIS onboarding kickoff meeting
- EGDMS overview, user training, and field mapping training (web-based)
- EGDMS report interpretation and error correction consultation training (web-based)
- ALI-to-GIS report review and error correction consultation training (web-based)

- GIS data testing and remediation
- General NG9-1-1 GIS Q&A support
- EGDMS and NG9-1-1 GIS go-live support



Figure 10 EGDMS Overview

DAT003.b Management of PRF Routing

The NG911 Service Provider should describe the process to manage PRF routing plans.

AT&T Response:

The NG911 Service Provider offers a dedicated portal for managing PRF (Policy Routing Function) routing plans. This includes:

- Role-Based Access: County-authorized users can view, edit, and approve routing plans.
- Version Control: Changes are tracked with rollback capabilities.
- Visualization Tools: Dashboards help visualize routing logic and coverage areas.

The AT&T ESInet™ i3 policy routing will provide Broward with extensive flexibility to define and update standard and alternate routing policies. PSAPs can modify routing policies, set priorities, and modify their operational state.

Routing policies can be defined as recurring or one-time. The rules-based routing proxy includes the following elements:

- A repository of PSAP-defined routing policies.

- Customer Management Portal – A feature-rich web tool that allows PSAPs to view their routing policies and operational status (normal, abandoned, back-up). All routing policy changes are automatically verified for syntactical and logical prior to activation in production. Secure user access is provided via the Customer portal.

The following types of routing policies are supported:

- Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as ‘Abandoned’. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online.
- Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. When PSAP CPE is unreachable or responds with an error/busy, the ESRP engages the primary PSAP’s overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout.
- Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online.
- Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned.

AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples.

Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies.

- Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP’s jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically.
- Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs.
- Load-balanced – The system can be configured to distribute calls between PSAPs.

All policies loaded by the customer are held in a test state (non-active) until the customer confirms that all test calls using the policies perform as expected.

The diagram below illustrates the location of the ESRP/PRF functional components and the interfaces with other i3 solution elements.



Figure 11 ESRP/PRF Functional Components

Real World Example - 9-1-1's Response to Hurricane Helene in North Carolina

AT&T's largest experience of alternate routing to destinations across multiple PSAPs was during the 2024 Hurricane Helene disaster in North Carolina. During this catastrophic event, AT&T was able to successfully alternate route calls throughout the County for PSAPs impacted by the hurricane. This included routing calls from PSAPs in the western portion of the County to PSAPs on the eastern portion that were not impacted. The flexibility of the route lists allowed the County to update these specifically for this event and in a timely fashion in order to allow for PSAPs to failover to PSAPs they do not normally utilize.

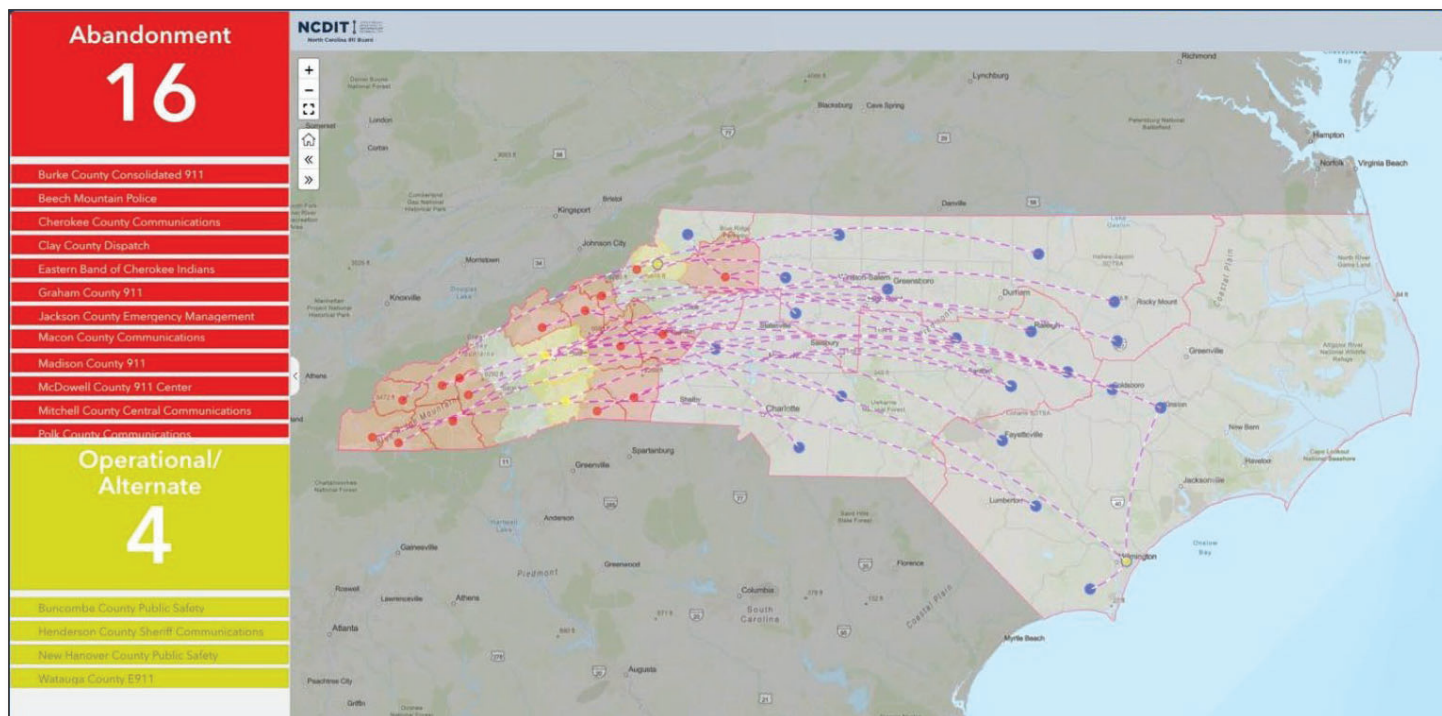


Figure 12 North Carolina Abandonment Routing During Hurricane Helene

	9-1-1 Calls	Rerouted Calls	Total by Date	2023 Calls	Increase from 2023
9/27/24	16,571	3,829	20,400	2,974	586%
9/28/24	6,028	1,418	7,446	3,004	148%
9/29/24	4,576	984	5,560	4,086	36%
9/30/24	3,666	927	4,526	3,771	20%
4 Days	30,841	7,158	37,999	13,835	175%
3 Days	27,175	6,231	33,406	10,064	232%
2 Days	22,599	5,247	27,846	5,978	366%
1 Day	16,571	3,829	20,400	2,974	586%

Figure 13 North Carolina Call Routing Data During Hurricane Helene

Call Routing: SR-CR003.b, SR-CR004, SR-CR006.b, SR-CR008, Sr-CR009, SR-CR010.b, and SR-CR011

SR-CR003.b Call Routing

The NG911 Service Provider should work with the County to design all the rules, policies, and algorithms that will be available to route calls similar to the routing groups currently in place. Describe how this process will be accomplished.

AT&T Response:

The proposed system supports routing calls using:

- Call labels/tags compatible with VIPER CHE for function-specific routing.
- Distribution rules that replicate current routing group logic.
- Additional circuits where needed to maintain redundancy and load balancing 2.

Routing is managed via the PRF and ESRP (Emergency Services Routing Proxy), ensuring seamless delivery to the correct PSAP or ring group

i3 routing allows for all existing legacy alternate/default routing logic to remain the same while adding additional capability (PRF) for unique or custom situations. AT&T follows i3 standards for routing URIs, history-info, and PSAP special queues which allows for enhanced capability when deciding when, what type and the priority of calls being answered by the PSAP. Prior to PSAP configuration, the AT&T project manager will walk through these capabilities and define the preferences of Broward. Prior to go live, during the ORT (operational readiness testing) each scenario will be fully tested and approved by the PSAP before enabled in the live PSAP environment.

SR-CR004 Distribution of Calls to PSAPs:

The NG911 Service Provider should route calls similar to the routing groups currently in place, including call labels/tags required by the CHE for various call functions and distribution rules currently in place.

The NG911 Service Provider should describe the method that is proposed to route calls similar to the routing groups currently in place, such as additional circuits, call labels/tags, or setting distribution rules.

AT&T Response:

The proposed system supports routing calls using:

- Call labels/tags compatible with VIPER CHE for function-specific routing.
- Distribution rules that replicate current routing group logic.
- Additional circuits where needed to maintain redundancy and load balancing.

Routing is managed via the PRF and ESRP (Emergency Services Routing Proxy), ensuring seamless delivery to the correct PSAP or ring group.

i3 routing allows for all existing legacy alternate/default routing logic to remain the same while adding additional capability (PRF) for unique or custom situations. AT&T follows i3 standards for routing URIs, history-info, and PSAP special queues which allows enhanced capability when deciding when, what type and the priority of calls being answered by the PSAP. Prior to PSAP configuration, the AT&T project manager will walk through these capabilities and define the preferences of Broward. Prior to go-live, during the ORT (operational readiness testing) each scenario will be fully tested and approved by the PSAP before enabled in the live PSAP environment.

SR-CR006.b Call Distribution

All calls should be routed based on data received. The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in the Regional and Non-Regional environments. Please provide examples of how this was done for other implementation.

AT&T Response:

Routing decisions are dynamically made using:

- Location data from LIS and ECRF queries.
- Service URNs and policy rules from the PRF.
- This process has been completed and deployed in over a thousand Multimode/Hosted/Cloud PSAP CPE environments deployed in the AT&T Infrastructure. Notable examples include, Miami-Dade (FL), Palm Beach (FL), Fairfax County (VA), Washington DC, and Charlotte-Mecklenburg PD (NC). These five PSAPs alone cover over 6M in population.

Although the majority of PSAPs choose to distribute calls using a load balanced methodology – a primary/secondary distribution can be applied if desired. The AT&T infrastructure will also adjust distribution of calls based on network stability and performance. The AT&T solution is built on the basic principle of "no single point of failure." AT&T utilizes a fully redundant, multi-path, multi-protocol network linking all AT&T NG9-11/AT&T 9-1-1 Network elements and PSAPs. Within each redundant node, there are redundant network elements. Failover within the system occurs automatically with no manual intervention. AT&T network connectivity handoffs enter each facility (minimum of two) via diverse facility transport paths and diverse points of interconnection.

The proposed ESInet is a Quality of Service (QoS)-managed private IP network which can prioritize any type of IP traffic, voice, data, and multi-media. The solution uses QoS and VLANs between data centers and PSAPs to prioritize and protect the data/traffic. Quality of Service in the AT&T ESInet network is performed through packet marking with Differentiated Services Code Point (DSCP) on ingress to the ESInet switch ports. In some cases, the voice equipment manages its own marking, and the router/switch honors these QoS settings. In others, the router/switch will override the DSCP marking with a more appropriate setting.

The audio stream Real Time Protocol (RTP) is marked with “Expedited Forwarding,” the highest class of service available, so that it is treated like real-time media (e.g., voice). This is typically mapped to a priority queue. Signaling packets (SIP or Media Gateway Control Protocol (MGCP) are placed in another queue, which will typically have a small but firmly reserved portion of bandwidth.

SR-CR008 Regional PSAP Routing:

The CHE has been implemented to provide advanced routing capabilities. These capabilities are expected to remain. Regional PSAP routing should include:

- Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today
- Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP
- Ability for the VIPER CHE to distribute calls to all PSAPs regardless of the proper PSAP
- Ability of the VIPER CHE to identify the proper PSAP and distribute to the proper PSAP when needed (CAD failure operations)

The NG911 Service Provider should describe the system that is proposed and how these capabilities will be accomplished.

AT&T Response:

The AT&T ESInet solution prefers to treat a load balanced CPE system just as what is required and described by Broward. There are a few reasons for this.

- To properly distribute the call load over equal equipment endpoints
- To properly distribute the load over various network paths
- To continually verify all paths for viability.

AT&T will work with Broward to implement a solution that best accomplishes Broward’s requirements, while incorporating critical configurations and lessons learned while successfully deploying the solution over the last eight years.

The AT&T ESInet NGCS core elements have been developed with Broward’s exact requirements in mind. The AT&T core elements allow for equal distribution, not only between VIPER endpoints, but also within the core system itself.



SR-CR009 Non-Regional PSAP Routing:

Non-Regional PSAP routing should include:

- Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today
- Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP
- Ability for the VIPER CHE to distribute calls to the proper PSAP

The NG911 Service Provider should describe the system that is proposed and how these requirements will be accomplished.

AT&T Response:

The AT&T ESInet solution prefers to treat a load balanced CPE system just as what is required and described by Broward. There are a few reasons for this

- To properly distribute the call load over equal equipment endpoints
- To properly distribute the load over various network paths
- To continually verify all paths for viability.

AT&T will work with Broward to implement a solution that best accomplishes Broward's requirements, while incorporating critical configurations and lessons learned while successfully deploying the solution over the last eight years.

The AT&T ESInet NGCS core elements have been developed with Broward's exact requirements in mind. The AT&T core elements allow for equal distribution, not only between VIPER endpoints, but also within the core system itself.

SR-CR010.b Host Routing

The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in each environment for the following predetermined emergency scenarios at a minimum:

- Loss of primary route to a host load balancer
- Loss of primary and secondary route to a host load balancer
- Loss of all routes to a single host in a single environment
- Loss of all routes to two hosts in a single environment
- Abandonment of a PSAP
- Abandonment of a single PSAP with transfer to another environment
- Abandonment of two PSAPs with transfer to another environment
- Loss of single environment
- Use of out-of-county PSAPs as backup PSAPs

The NG911 Service Provider should describe how each scenario above can be processed by the proposed system with limited or no human intervention.

AT&T Response:

The system includes automated failover and rerouting for scenarios such as:

- Loss of primary/secondary routes.
- Host or environment failure.
- PSAP abandonment and transfer to alternate environments.
- Use of out-of-county PSAPs as backups.

These are handled via preconfigured PRF policies and ESRP logic with minimal human intervention. During the ORT testing, each of these scenarios are fully tested, validated, and signed off from the PSAP.

AT&T will provide an extensive test plan showing the hundreds of scenarios tested/validated during the pre-live PSAP testing.

Below are additional descriptions of alternate/default routing that is available to Broward County

- Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as ‘Abandoned’. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online.
- Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the

primary PSAP's overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout.

- **Diversion Routing** – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online.
- **Special Event Routing** – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned.

AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples.

Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies.

- **Geographically** – The system can be configured to send alternate and abandonment calls to different PSAPs based on the geographic location of the calling party within the primary PSAP's jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically.
- **Hierarchically** – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs.
- **Load-balanced** – The system can be configured to distribute calls between PSAPs.

Abandonment routing is the one configuration that is not an “automated” routing policy. Since all calls will route alternately if the PSAP is unavailable, abandonment routing is a configuration designed to allow for unique routing in the specific scenario that the PSAP “wants” to enable it. It can take the same path as typical alternate routing, or it can have separate routing rules defining what needs to be done in that specific “abandonment” scenario. Activation of the abandonment route can occur in one of 3 ways.

1. A Call to the AT&T Res Center

- In this scenario, a verified Broward representative would contact the AT&T Res Center at which point the configuration would be activated.

2. Customer Management Portal configuration access

- AT&T can allow for verified PSAP personnel to activate the abandonment via the Customer Management Portal.

3. A PSAP Abandonment Device (PAD) located at the VIPER Host CPE

- The PAD acts more like a traditional make-busy switch. It is a physical device with a physical switch. When utilized, abandonment routing will immediately take effect.

AT&T ESInet policy routing function performance was proven during Hurricane Helene in the State of North Carolina last September. At the height of the storm, 19 PSAPs in the western part of the state had 911 calls rerouting to 23 partner PSAPs, ensuring callers could reach a trained telecommunicator.

SR-CR011 Geofencing:

Geofencing and routing calls to specific call takers/positions/queues/ring groups are needed as part of the County's requirements. The NG911 Service Provider should ensure selected positions, PSAPs, or resources can be dynamically removed from receiving non-incident/event 911 calls. The NG911 Service Provider should describe the process, signaling, or tagging that would be used in the proposed NG911 System to accomplish this requirement.

AT&T Response:

The i3 solution for geofencing describes a unique PSAP URI which will be utilized when indicating a specific group or groups for the CPE call takers. The AT&T ESInet allows for various GIS scenarios that can be configured to use a PSAP URI to indicate this type of specific group on the PSAP call taking side. The most common groups that utilize GIS/Geofencing are

- Call Type
- Call Times
- Special Event Routing (Parade, Rock Concert, Seasonal Festival, Car Racing)

Each of these scenarios have been deployed within the AT&T ESInet. AT&T looks forward to utilizing its superior GIS routing capabilities to better serve Broward's citizens. Below is more detail on what capabilities the AT&T ESInet system has for GIS/Geofencing alternate routing scenarios.

- Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as 'Abandoned'. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online.
- Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the primary PSAP's overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout.
- Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online.
- Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned.

AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples.

Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies.

- Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP’s jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically.
- Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs.
- Load-balanced – The system can be configured to distribute calls between PSAPs.

The AT&T ECRF can be loaded with any number of polygon layers for multiple purposes. Polygon sets can be created, validated and provisioned for anticipated overload, backup routing, abandonment, special event and other routing scenarios as desired. Each would be provisioned with a unique URN. Using optional advanced PRF functions, when the ECRF returns a PSAP URI for routing, the PRF will evaluate it for special policy routing rules. The PSAP policy can direct the ESRP to query the ECRF again with the URN prescribed within the policy (e.g. geospatially distributed abandonment polygons which spread the abandonment load to multiple PSAPs depending on call location). Using the caller’s location and the prescribed URN, the ESRP will query the ECRF, which will return the URI associated with the new URN and the location provided in the query.

Network Redundancy and Resiliency: SR-NR007, and SR-NR008.b

SR-NR007 All Circuits Used:

To ensure all connectivity is always available, all primary circuits should be used in normal operation to process traffic. Secondary and tertiary circuits should be active daily. The active secondary and tertiary circuits will demonstrate that the circuits are available and can support live traffic. The NG911 Service Provider should describe the method that will be used to accomplish this requirement and describe any types or specific circuits that may not be used in normal operation and why.

AT&T Response:

The proposed NG911 solution ensures that all primary, secondary, and tertiary circuits are active and exercised daily to support live traffic. This approach validates circuit availability and performance in real-time.

- Primary Circuits: Used continuously for standard traffic flow.
- Secondary/Tertiary Circuits: Although de-prioritized, these circuits carry traffic daily to demonstrate operational readiness and load balancing.

Any exceptions—such as circuits reserved for disaster recovery or legacy interconnects—are documented and justified based on operational design and PSAP-specific needs.

SR-NR008.b Monitoring Methods and Procedures

The NG911 Service Provider should describe the monitoring methods and the process to provide notifications to the County when circuits are unavailable.

AT&T Response:

The AT&T ESInet fully managed service includes a 9-1-1 Resolution Center and network monitoring facility dedicated solely to monitoring and managing 9-1-1 processes and system elements. The AT&T 9-1-1 Resolution Center is staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESInet associated services and connectivity. Multiple network management components monitor network elements, IP paths, packet rates, packet loss, retransmission, and other IP network metrics 24x7x365. These components generate alarms to system operators if the reliable delivery of calls or data is threatened. Active application monitoring and alerting complement traditional network management. The AT&T ESInet application elements also report network failures as detected by their application messaging activity, some of which is specific to managing the availability and integrity of the solution.

All network elements are monitored at the AT&T ESInet NOC, including LNGs, ESRPs, ECRFs, BCFs, and PSAP site equipment.

The NOC monitors and tracks net flow statistics and performs packet level capture and forensics at the AT&T ESInet core sites. There are currently two varieties of monitoring systems in use at the NOC. One provides a “single pane of glass” for network and system status. This provides SNMP trap and syslog receiver capabilities. These systems also provide ICMP and SNMP trending and threshold alarming. The second type of system provides packet capture, display, and troubleshooting capabilities.

When a potential or actual customer-affecting issue is defined and determined to be an incident, the Incident Administration team is engaged by the AT&T ESInet NOC. The team uses established processes that are ISO 9001:2015-compliant for immediate escalation, notification, resolution, and reporting.

- AT&T will provide 24x7x365 logging and monitoring of the network supporting the County. For security purposes, AT&T does not allow outside vendor/customer access to monitoring equipment. AT&T will provide real-time reporting capabilities as well as access to the AT&T ESInet NOC for real-time updates on network and equipment health. AT&T provides 24x7x365 monitoring and Denial of Service mitigation tools.
- AT&T monitors the core network for traffic anomalies and shared resource consumption thresholds to protect the core network and preserve the performance of other customers.
- AT&T monitors and audits all aspects of the network for threats from a variety of sources. NetFlow statistics and packet level capture and forensics are continuously performed. In addition, network hosts and security infrastructure provide logging through a centralized Security Information and Event

Management (SIEM) solution, providing real-time analysis, event correlation, and alerts across the AT&T ESInet environment. This capability assists in troubleshooting and anomaly resolution as well as providing assurance of reliable performance. Information Security personnel have devised profiles of common events from given systems so that they can tune detection to focus on unusual activity, avoid false positives, more rapidly identify anomalies, and prevent overwhelming analysts with insignificant alerts.

- Remote monitoring of network and computer performance is conducted to provide statistical data on the number of alarms received and reported based on severity. The AT&T ESInet NOC uses monitoring tools to capture the elements of a complex end-to-end service environment, such as network elements, computer systems, databases, and the applications themselves. NOC staff can monitor the complex dependencies among these managed elements and alert the appropriate group for interpretation. This provides a method to immediately notify designated personnel of any system failures.
- The following are key highlights for the notification system:
 - The five state levels are as indicated: Critical, Major, Minor, Warning, and Normal
 - We provide notification by email and SMS
 - Notification levels are defined by the supporting entity
- In the event of an outage, AT&T applies immediate and sustained effort, 7x24, until a final resolution is in place. We use all reasonable efforts to provide a temporary workaround within an agreed upon time frame of the issue being detected. If a temporary workaround solution is provided, we provide an action plan to be mutually agreed upon for the final resolution. We continue resolution activity until full service is restored. The primary objective of an incident is to mitigate impact. The Incident Commander and Incident Administrator are able to call upon whatever resources are required to identify and restore functionality.

NG911 Call Delivery

(Call Egress/Call Delivery to All PSAPs): SR-DL001, SR-DL004, SR-DL005.b, SR-DL006, SR-DL007, SR-DL014.b, and SR-DL015

SR-DL001 Call Egress/Call-Delivery Circuits:

The NG911 Service Provider should provide the call egress/call-delivery circuits and associated infrastructure to meet the following requirements:

- Diverse entrance facilities for core sites
- Diverse entrance facilities to all call-handling host locations that the County deploys, whether local, remote data center, or cloud-based
- No single point of failure
- Use open standards

- IPv4 and IPv6 dual protocol stacks
- Border Gateway Protocol (BGP) utilizing bidirectional forwarding detection
- Multicast routing and switching
- Quality of service (QoS) marking using Differentiated Service Code Point (DSCP) to ensure the highest voice quality for all 911 calls
- Have a network traffic convergence of less than 54 milliseconds (ms)
- Maintain an MOS of 4.0 or better at the handoff to the CHE

AT&T Response:

Core sites include redundant network transport and redundant network interfacing elements to ensure optimal operation and availability. Network interfacing elements include switches, routers, SBCs, firewalls, and other security devices. AT&T has designed the host connections with diverse access paths utilizing existing dual entrances at all Broward County locations.

As the industry's adoption has evolved and new threats emerged, it is recommended to deploy two diverse circuits to each Host site. Diversity can only be achieved by fully engineering the entire physical and logical paths to the customer sites. Multi-vendor network solutions may not guarantee actual diversity. Particularly if the vendors are leasing common conduit at any point in the delivery path. While there may be two separate carriers providing circuits to the end point, if there is a cable cut at any point where the two carriers are sharing a common leased conduit, all ESInet service to the host would be severed.

AT&T's proposal includes two AVPN connections per Host that have been engineered with Access Path Diversity and will take advantage of the County's existing dual entrances to the facilities. The dual AVPN circuits per Host will terminate on two separate managed and monitored routers. In addition, AT&T has looked further into the network and designed these network services to utilize diverse Serving Wire Centers, Layer 2 and Layer 3 POPs, thus providing the greatest level of resiliency offered.



Figure 14 Diversity Scenario for North Regional Host



Figure 15 Diversity Scenario for Central Regional Host



Figure 16 Diversity Scenario for South Regional Host



Figure 17 Diversity Scenario for Coral Springs PD



Figure 18 Diversity Scenario for Plantation PD



Figure 19 Diversity Scenario for Broward EOC

SR-DL004 Abandonment Switches:

The NG911 Service Provider should provision one or more abandonment switches at each PSAP, which, when activated, will automatically reroute calls to the pre-defined alternate endpoint for that PSAP based on the required routing configurations used today. Strict administrative policies and procedures will be put in place by the County. The NG911 Service Provider should describe how abandonment switches will be used in the proposed NG911 System.

AT&T Response:

Abandonment is a routing policy that is pre-determined with the PSAP. Since all calls will route alternately if the PSAP is unavailable, abandonment routing is a configuration designed to allow for unique routing in the specific scenario that the PSAP “wants” to enable it. It can take the same path as typical alternate routing, or it can have separate routing rules defining what needs to be done in that specific “abandonment” scenario. Activation of the abandonment route can occur in one of three ways.

1. **Customer Management Portal Configuration Access:** AT&T can allow for verified PSAP personnel to activate the abandonment via the Customer Management Portal.
2. **A PSAP Abandonment Device (PAD):** located at the VIPER CPE and/or remote PSAP location. The PAD acts more like a traditional make-busy switch. It is a physical device with a physical switch. When utilized, abandonment routing will immediately take effect.
3. **A Call to the AT&T Res Center:** In this scenario, a verified Broward representative would contact the AT&T Res Center at which point the configuration would be activated.

AT&T ESInet policy/abandonment routing function performance was proven during Hurricane Helene in the State of North Carolina last September. At the height of the storm, 19 PSAPs in the western part of the state had 911 calls rerouting to 23 partner PSAPs, ensuring callers could reach a trained telecommunicator.

SR-DL005.b Policy Based Rules Tool

The NG911 Service Provider should describe the functions of the policy based rules tool and types of rules that can be provisioned by the PSAP, County, and NG911 Service Provider.

AT&T Response:

The AT&T NG911 system includes a policy-based rules engine that allows the County, PSAPs, and AT&T to define routing and handling logic. Rules can be provisioned for:

- Time-of-day routing
- Call type prioritization

- Jurisdictional boundaries
- Alternate routing during outages

These rules are managed via a secure web interface with role-based access controls.

AT&T ESInet i3 policy routing will provide Broward County with extensive flexibility to define and update standard and alternate routing policies. PSAPs can modify routing policies, set priorities, and modify their operational state. Routing policies can be defined as recurring or one-time. The rules-based routing proxy includes the following elements.

- A repository of PSAP-defined routing policies.
- Customer Management Portal – A feature-rich web tool that allows PSAPs to view their routing policies and operational status (normal, abandoned, back-up). All routing policy changes are automatically verified for syntactical and logical prior to activation in production. Secure user access is provided via the Customer portal.

The following types of routing policies are supported:

- Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as ‘Abandoned’. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online.
- Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the primary PSAP’s overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout.
- Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online.
- Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned.

AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples.

- Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies.
- Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP’s jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically.

- Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs.
- Load-balanced – The system can be configured to distribute calls between PSAPs.

All policies loaded by the customer are held in a test state (non-active) until the customer confirms that all test calls using the policies perform as expected.

SR-DL006 Emergency Incident Data Object (EIDO):

The NGCS and ESInet should support the exchange of EIDO over the ESInet between PSAPs and across NNIs to neighboring jurisdictions. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement.

AT&T Response:

AT&T's NGCS and ESInet support EIDO exchange across NNIs, enabling seamless data sharing between PSAPs and neighboring jurisdictions. The County and CHE vendors must ensure:

- EIDO schema compliance
- Secure API integration
- Coordination of endpoint configurations

AT&T provides onboarding support and validation tools to assist with implementation.

SR-DL007 EIDO Access:

The NGCS and ESInet should support access from other jurisdictions to the EIDO message servers deployed in the County's Regional and Non-Regional environments to exchange data. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement.

AT&T Response:

EIDO message servers deployed in both Regional and Non-Regional environments are accessible to authorized external jurisdictions. Access is controlled via OAuth2/SAML-based SSO, and data exchange is encrypted using TLS 1.3. The County and CHE vendors must configure firewall rules and endpoint permissions to enable secure access.

SR-DL014.b Trouble Ticket Notification

As part of the call delivery monitoring, the following situations should result in a trouble ticket being generated automatically for dispatch and resolution, and a notification to the County:

- Call delivery between Functional Elements causes an error processing should generate an alarm.
- When all calls are not able to be delivered to the PSAP, the NG911 Service Provider generates an alarm and notifies the appropriate parties at the County as well as the field personnel to confirm that alternate routing is activated.
- When there is a failure to deliver the 911 call, the alternate call routing plans are automatically used to route the calls. In the event the NG911 alternate routes are not available, the calls are routed to an alternate public switched telephone network (PSTN) path using a 10-digit number associated with the destination PSAP. If the primary path is unavailable, the calls should be routed to the backup 10-digit number. The logging of such routing should be available to the County.

The NG911 Service Provider should provide examples of how these will be managed and performed in the proposed solution.

AT&T Response:

AT&T provides 24X7 monitoring of the functional elements within the NGCS, the network within the NGCS, and the equipment located on site at the PSAP CPE host. There are multiple levels of alarming resulting from normal call processing. Some are “acceptable” errors, such as a busy system or an SRDB fallback routing decision. In any case that a call could not be delivered to a primary PSAP due to an equipment or network failure, trouble tickets are created, and an incident team is established to immediately investigate and resolve the issue.

If primary PSAP endpoints are unavailable, the AT&T system has multiple alternate routes established to seamlessly re-route a call. These routes are established with the PSAP prior to go live, and can be modified, real time, by the AT&T Res Center, and (with proper permission) the PSAP through the AT&T Customer Management Portal (CMP). Standard alternate routes can include alternate 911 PSAP delivery (a neighboring PSAP or Operations center) via the AT&T ESInet, or a PSTN route designated by the PSAP.

An example of a typical configuration would include a primary PSAP route associated to an alternate PSAP. If that alternate PSAP is down/busy, configurations allow for the call to be further routed to a dialable PSTN. PSAPs typically use a phone bank/PBX non-associated directly to the PSAP CPE in case of a total CPE failure.

Other examples include additional routes to a specified GIS area for alternate or abandonment re-routing, rerouting due to time of day or special events, and re-routing to the same physical PSAP with an alternate URI for prioritization.

SR-DL015 Call Queuing:

The NG911 Service Provider should provide call queuing at the network level. If the network is unable to deliver the calls to the PSAP due to increased volume, the calls should be queued and tracked at the network level. The NG911 System should be able to process two hundred (200) calls simultaneously for each environment (Regional and Non-Regional).

AT&T Response:

AT&T will provision all Broward environments to accept (at a minimum) 200 simultaneous calls. There are multiple options and a combination of configurations between the AT&T core elements and the VIPER 7 for an individual PSAP to accept, queue or reject calls coming into the VIPER 7 T-ESRP/CPE. These configurations include (but are not limited to)

- Ring No Answer timer
- Call capacity Management on VIPER per SIP trunk
- Use of Alternate Primary PSAP SIP URIs for prioritization
- Alternate and/or Default routing PSAP route lists.
- PSAP Use of VIPER IVR/Call Queues

AT&T looks forward to working with Broward County to determine the configurations on both systems that will work best to enhance the caller/call taker experience and desired call flow outcome.

NG911 Call Delivery (Call Processing): SR-CP003 – SR-CP005

SR-CP003 Call Processing by Type:

The NG911 Service Provider should be able to process and deliver wireline, wireless, VoIP, text (RTT, Short Message Service [SMS], Rich Communication Services [RCS], Message Session Relay Protocol [MSRP], Instant Messaging [IM]), and Multimedia Service (MMS) calls/requests for emergency response seamlessly. The system should support the use of Telecommunications Device for Deaf (TDD) and TTY.

AT&T Response:

AT&T understands the requirement and complies.

SR-CP004 Caller Location Information:

The NG911 Service Provider should provide the location information for each 911 call at the handheld device-level for call routing and call processing.

AT&T Response:

AT&T understands the requirement and complies.

SR-CP005 NGCS Media Recording:

The NG911 Service Provider should provide call and media recording in the NGCS. The PSAP and other County staff should have access to the recordings.

AT&T Response:

AT&T understands the requirement and complies.

Interfaces: SR-IT003

SR-IT003 Multimedia Sessions:

The NG911 Service Provider should interface the wireless providers to be capable of delivering multimedia such as video and pictures as a part of the proposed NG911 System. Deployment of this function to the PSAP will be determined on an individual PSAP basis.

AT&T Response:

AT&T understands the requirement and complies.

Reports: RPT001, RPT002.b, RPT003 – RPT005

RPT001 Single Reporting Platform:

The NG911 Service Provider should provide a single reporting platform that can be configured based on each user's role, unique USERID, and access permissions. The portal should support at least sixty (60) users.

AT&T Response:

AT&T understands the requirement and complies.

RPT002.b Report Examples

The reporting platform for the PSAPs should include, at a minimum the following reports:

- Date and time stamp
- Call delivery time (hh:mm:ss)
- Call answer time (hh:mm:ss)
- Call disconnect time (hh:mm:ss)
- Call duration (hh:mm:ss)

- Average call duration (hh:mm:ss)
- Average call answer time (hh:mm:ss)
- Seizure time (hh:mm:ss)
- Call volumes by call type
- Alternate-routed calls
- Text-to-911 instances
- Abandoned calls
- Call volume by hour
- Call volume by day of the week
- Individual call information
- Summary of call volumes
- Call transfers/bridges
- Call conferences
- Agent availability
- Call volumes by OSP
- Repeat callers
- Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)

The NG911 Service Provider should provide a list of all available reports and provide at least three report examples.

AT&T Response:

AT&T's standard reporting suite provides the following reports through a web-based interface, the Customer Management Portal (CMP).

- **Event Count Reports per Hour.** Provides metrics for total calls by hour for a day, week or month.
- **Event Count by Routing Reason and Destination.** Provides metrics for total calls in which the Customer PSAP participated as the Primary versus Alternate route per route type(ESN and GIS), broken out by hour for day, week, or month.
- **Event Count by Type.** Provides metrics for total calls by call type (wireless, wireline, VoIP) broken out by hour for day, week, or month.
- **Event Count by Incoming Trunk Group.** Provides metrics for total calls by trunk group with an hourly breakout.

- Bridge Call Summary. Provides metrics for calls bridged in or out by bridge type (fixed, selective, manual). Call details are available for each bridged call.
- Routing Database Processing. Provides a breakout of initial calls where the Customer PSAP was Primary by selectively routed versus default routed with a No Record Found (NRF) breakout.
- Event Setup Time. Provides statistics on the time to route and deliver calls where the Customer PSAP is Primary, including the minimum, maximum, median and average times
- Event Count Reports per Hour. Provides metrics for total calls in which Customer's PSAP participated by hour for a day, week or month

The AT&T tool gives users the ability to drill down and capture additional contextual information that can be used to more efficiently manage ongoing 911 operations.

Users can also download raw data from the standard reports web portal to create customized reports and data and trend analysis. AT&T gives 911 officials the ability to convert static data into actionable information anywhere and at any time.

In addition to the standard reporting suite, AT&T provides access to CDR data for every PSAP. This is available through the CMP and allows the PSAP to pull specific, detailed information for every call. The PSAP can export this information into a data file and manipulate/create their own reports as they see fit.

The CMP also allows for detailed call trace information on a per call basis. This includes, but is not limited to, callback number, individual NGCS element time stamps. GPS fix type, address, and X/Y information with Radius Value processing. Below are three examples of standard call reports and screenshots of the CDR Export tool as well as the Call Trace tool.



Figure 20 Event Counts by Hour Report



Figure 21 Events County by Call Type Report



Figure 22 Event Setup Time Report



Figure 23 CDR Export Tool



Figure 24 Call Trace Tool Screenshot

RPT003 Reporting Platform County Staff Functions:

RPT003.a Dashboard

The NG911 Service Provider should provide a dashboard and portal for access by County staff and others as approved by the County to run the below SLA reports. All reports should be able to run for specific dates and times.

AT&T Response:

AT&T understands the requirement and complies.

RPT003.b Report Examples

The reporting platform for County staff should include at a minimum:

- Call processing time between elements (hh:mm:ss)
- Payload processing time (hh:mm:ss)
- Calls per circuit
- Call distribution to PSAP circuits
- Circuit utilization from OSP
- Circuit utilization to PSAP
- All NGCS element usage volumes (all elements used in the NG911 Service Provider's NG911 System)
- End-to-end call-flow analysis
- Event by incoming IP address
- NOC-to-NOC reporting, trouble reporting, and tracking
- Root cause analyses
- Service availability for each component including ESInet segments
- Monitoring, alarming, and logging
- MOS

The NG911 Service Provider should provide a list of all available reports and provide at least three report examples.

AT&T Response:

AT&T's standard reporting suite provides the following reports through a web-based interface.

- Event Count Reports per Hour. Provides metrics for total calls by hour for a day, week or month.

- Event Count by Routing Reason and Destination. Provides metrics for total calls in which the Customer PSAP participated as the Primary versus Alternate route per route type, broken out by hour for day, week, or month.
- Event Count by Type. Provides metrics for total calls by call type (wireless, wireline, VoIP) broken out by hour for day, week, or month.
- Event Count by Incoming Trunk Group. Provides metrics for total calls by trunk group with an hourly breakout.
- Bridge Call Summary. Provides metrics for calls bridged in or out by bridge type (fixed, selective, manual). Call details are available for each bridged call.
- Routing Database Processing. Provides a breakout of initial calls where the Customer PSAP was Primary by selectively routed versus default routed with a No Record Found (NRF) breakout.
- Event Setup Time. Provides statistics on the time to route and deliver calls where the Customer PSAP is Primary, including the minimum, maximum, median and average times.
- Event Count Reports per Hour. Provides metrics for total calls in which Customer's PSAP participated by hour for a day, week or month.

The AT&T tool gives users the ability to drill down and capture additional contextual information that can be used to more efficiently manage ongoing 9-1-1 operations.

Users can create customized reports and perform real-time data and trend analysis, including graphing, based on daily data updates. AT&T gives 911 officials the ability to convert static data into actionable information anywhere and at any time.

In addition to the standard reporting suite, AT&T provides access to CDR data for every PSAP. This is available through the Customer Management Portal (CMP) and allows the PSAP to pull specific, detailed information for every call. The PSAP can export this information into a data file and manipulate/create their own reports as they see fit.

The CMP also allows for detailed call trace information on a per call basis. This includes, but is not limited to, Callback number, s007A, individual NGCS element time stamps, GPS fix type, address and X/Y information with Radius Value, processing. In **RTP – Reports, #2 RPT002.b**, above, are three examples of standard call reports, and screenshots of the CDR Export Tool as well as the Call Trace tool.

The AT&T ESInet Executive Dashboard displays Circuit-specific PSAP-related network statistics including, but not limited to MOS, Circuit Utilization, Round Trip Time, and Packet Loss. Below are examples of that Dashboard and available statistics.



Figure 25 Service Availability



Figure 26 MOS Score



Figure 27 List Call Detail Records



Figure 28 Call Trace

RPT004 Access to logs via Reporting Platform:

The NG911 Service Provider should provide access to the system logs using the existing platform or another similar platform. This should include:

- Transactional database log associated with each SIP header and URI, and additional information provided to access by the County
- Retrieval of log information should include calling number, SIP header information, call destination, successful, failures, transfers, ALI database transactions, and alternate routed calls (e.g., default, PSTN gateway, special processing, or overflow), which includes call counts
- Log retrieval should be available by groups of calls (e.g., 911 versus non-emergency) and date range of calls.

AT&T Response:

AT&T will ensure access to system logs through the existing platform or a similar platform, meeting the following requirements:

- Transactional Database Logs: Logs will include detailed information associated with each SIP header and URI, along with additional data accessible by the County.
- Comprehensive Call Data Retrieval: Logs will capture critical call information, including calling number, SIP header details, call destination, call outcomes (successful, failures, transfers), ALI database transactions, and alternate routed calls (e.g., default, PSTN gateway, special processing, or overflow). Call counts will also be included.
- Filtering and Grouping: Log retrieval will allow filtering by groups of calls (e.g., 911 versus non-emergency) and by specific date ranges.

This logging capability ensures that Broward County has the tools necessary to monitor, analyze, and manage its NG911 system effectively.

RPT005 Real Time System Monitoring:

The NG911 Service Provider should provide access to real time system monitoring to the County using the existing platform or another similar platform. The platform should provide real time web-based monitoring of County traffic into the System at the functional element level and facilities (network connections). The status should be updated every 15 seconds, which includes, active, slow response, and failures.

AT&T Response:

Real-time monitoring is available via a web-based dashboard. Please see the screenshot of System Monitoring from the Executive Network Dashboard.



Figure 29 System Monitoring - Executive Network Dashboard

Demonstration Script:

- B. Demonstration Script: Points will be allocated based on the results of the Technical Review Team Vendor's Demonstration Report for Vendor Demonstrations. Refer to the Instructions to Vendors for additional information.

AT&T Response:

AT&T has read the Demonstration Script and will be fully prepared to provide the County with a demo that covers all aspects of the script when requested.

Project Approach: Maintenance and Support Services, Service Level Experiences

Describe Vendor's approach to providing Maintenance and Support Services as per the General Compliance sections below:

Maintenance and Support Services

A. Maintenance and Support Services:

- i. SR-MR002, SR-MR004, SR-MR005, and SR-MR009
- ii. SN001.b and SN019

SR-MR002 Implementation and Change MOP:

The NG911 Service Provider should provide a MOP with a backout plan for review by the County a minimum of seven (7) calendar days prior to all system changes, patches, or planned maintenance activities. The NG911 Service Provider shall provide an example MOP.

AT&T Response:

See AT&T Attachment J - Example MOP

SR-MR004 County Maintenance Period:

All installations, changes, updates, and maintenance should occur during the County's maintenance periods (local time):

- Monday 2300 through Tuesday 0600
- Tuesday 2300 through Wednesday 0600
- Wednesday 2300 through Thursday 0600
- Thursday 2300 through Friday 0000

AT&T Response:

AT&T understands the requirement and complies.

SR-MR005 Period of Performance:

This procurement should be for a period of performance of ten (10) years. The period of performance will begin at the final acceptance of the final environment cutover.

AT&T Response:

AT&T acknowledges Broward County's requirement for a ten (10) year period of performance beginning at the final acceptance of the final environment cutover. AT&T is committed to supporting the County throughout this period with a robust and future-ready NG911 solution. Our ESInet™ platform is designed to evolve with industry standards and technological advancements, ensuring long-term reliability, scalability, and compliance.

During the ten-year period, AT&T will provide comprehensive support, including 24x7x365 monitoring through our Network Operations Center (NOC) and Security Operations Center (SOC), proactive maintenance, and system upgrades to address emerging needs. Additionally, Broward County will benefit from a dedicated Service Manager and account team to ensure consistent communication, rapid issue resolution, and alignment with the County's operational goals. AT&T's commitment to excellence ensures that Broward County will receive unparalleled service and support throughout the contract term.

SR-MR009 Monthly Reports from the Trouble Ticketing System:

At the completion of final acceptance, trouble ticketing, reporting, and notification procedures shall be provided to the County and the PSAPs. The NG911 Service Provider should provide direct access to the ticketing system to monitor activities. A monthly report shall be provided within the first five days of the following month that includes dates, times, descriptions of issues, ticket severity, remote response times, onsite dispatch times, onsite arrival times, and resolution times.

AT&T Response:

The AT&T Express Ticketing Portal for creating and checking status on open trouble tickets also provides historical trouble ticket information for 60 days after the ticket is closed.

Historical trouble ticket information is retained for six months duration after the ticket is closed, at which point the data is transferred to the archive.

Trouble Ticket report management will be provided monthly by the assigned AT&T Service Manager.

Service Level Expectations

Describe Vendor's approach and willingness to meet the Service Level Expectations as per the General Compliance sections below:

B. Service Level Expectations

- i. SR-SLA003.b, SR-SLA004, SR-SLA005.b, SR-SLA007, and SR-SLA008

SR-SLA003.b Severity Levels

The NG911 Service Provider should resolve all issues as listed in Scope of Work document in Tables 1 and 2 for the appropriate severity level.

AT&T Response:

AT&T's is committed to resolving all issues outlined in the Scope of Work document according to the specified severity levels. Leveraging a structured incident management process aligned with industry best practices, including ITIL standards, AT&T ensures timely and effective resolution of issues.

For each severity level, AT&T has established clear response and resolution timeframes, monitored and enforced through its 24x7x365 Network Operations Center (NOC) and Security Operations Center (SOC). Critical issues are prioritized to minimize disruption to Broward County's NG911 operations, with dedicated technical resources and escalation protocols in place to address them promptly.

Additionally, AT&T's incident management process includes root cause analysis and corrective actions to prevent recurrence, ensuring long-term system reliability and performance. Regular updates will be provided to Broward County during the resolution process to maintain transparency and confidence in service delivery.

SR-SLA004 Supply Chain:

Due to events with the pandemic, the County seeks confirmation that any committed plan and/or schedule communicated within the NG911 Service Provider's response should be maintained regardless of supply chain impacts. The NG911 Service Provider shall describe processes put in place to limit the impact of supply chain issues.

AT&T Response:

Yes, this question highlights the importance of selecting a provider that has the financial strength, resource depth and expertise in navigating large scale events like the COVID-19 pandemic. Beginning in March 2020, when the pandemic lockdown began, through December 2021, AT&T successfully implemented 694 PSAPs across the nation to the AT&T ESInet platform, with 19 PSAPs deployed in Florida. No other NGCS provider in the nation accomplished that milestone during the pandemic.

AT&T has a well-documented Pandemic Plan with an established Global Crisis Council that includes the Executive Leadership Team, Crisis Management Team, Crisis Management Program Office, Office Response Teams, and Business Segment Leaders. This team is tasked with IT Service Continuity to ensure essential business operations and supporting technologies are restored in compliance with regulatory and contractual requirements.

In addition, the AT&T Corporate Business Continuity Planning (C-BCP) team manages Supplier Business Continuity and Business Continuity Management (BCM) Risk Management. C-BCP partners with the Business Units to identify, assess, and mitigate Supplier BCM risks and partners with Global Supply Chain (GSC) to

ensure Supplier agreements contain language requiring a Business Continuity Plan for the products and/or services provided to the Business Units.

SR-SLA005.b RFO/RCA

The NG911 Service Provider should provide final RCA within three business days of service restoration. The NG911 Service Provider should provide an example RFO/RCA report.

AT&T Response:

AT&T's RFO/RCA reports are confidential and highly restricted in terms of dissemination of information contained within them. AT&T can provide a sample upon vendor selection and under non-disclosure.

SR-SLA007 SLAs:

The NG911 Service Provider should adhere to the County SLAs as defined in Table 1: Severity Levels; Table 2: Severity Levels Response and Repair Timeframes; and Table 3: Service Performance of the Scope of work document in pages: 8, 9, and 10.

AT&T Response:

AT&T understands the requirement and complies.

SR-SLA008 Service Credits:

The NG911 Service Provider should provide service credit to the County when the actual response time exceeds the SLA-defined response or repair times in accordance with Table 2 defined in Scope of Work document on page 10.

AT&T Response:

AT&T understands the requirement and complies.

Past Performance: Evidence, Knowledge, and Experience

Vendor's Experience and Reference Projects

- A. Describe Prime Vendor's experience on projects of similar nature, scope and duration, along with a detailed description of satisfactory completion, both on time and within budget, for the past three years. Provide a minimum of five (5) projects with references.

Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to Vendor Reference Verification Form and submit as instructed or within three business days after County's request. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor's past performance.

Including, but not limited to, the information outlined in the General Compliance section VN006

AT&T Response:

Please see AT&T Attachment A - Vendor Reference Verification Forms. Additional references can be provided at the request of the County.

Solution Performance

- B. Provide actual performance results for the metric below on solutions in production. Refer to the General Compliance for requirements:
- Solution Performance: VN007~~8~~ and VN008~~9~~

VN007 Alternate Options and Systems:

The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all requirements stated in the form of a "should" requirement only.

AT&T Response:

APEX Continuity

APEX Continuity is a collaborative solution between Carbyne and AT&T designed to enhance emergency response communications. It integrates Carbyne's advanced real-time communication and incident

management platform with AT&T's robust, reliable network infrastructure. This synergy ensures continuous, secure, and scalable connectivity for first responders and emergency centers, improving situational awareness, response times, and coordination during critical incidents. The partnership leverages Carbyne's innovative technology with AT&T's nationwide network to provide resilience and uninterrupted service even under high-demand or adverse conditions.

FirstNet Wireless Backup

FirstNet Wireless Backup is a specialized solution designed to ensure uninterrupted emergency communication services for Public Safety Answering Points (PSAPs) and other public safety entities. It is part of AT&T's commitment to providing resilient, reliable, and secure connectivity for mission-critical operations.

Key features of FirstNet Wireless Backup include:

1. **Seamless Integration:** FirstNet integrates seamlessly with AT&T ESInet™, providing reliable backup for call routing and data transmission in case of primary network failure.
2. **Priority and Preemption:** FirstNet prioritizes public safety communications over commercial traffic, ensuring reliable connectivity even during network congestion or emergencies.
3. **Dedicated Core Network:** Built exclusively for public safety, FirstNet offers enhanced security, reliability, and performance tailored to the needs of first responders.
4. **Resiliency and Redundancy:** It provides an additional layer of redundancy for NG911 systems, ensuring continuous operation during primary network outages or disruptions.
5. **Geographically Diverse Infrastructure:** Supported by diverse sites and deployable assets, such as portable cell sites, FirstNet maintains connectivity in disaster-affected areas.
6. **24x7 Monitoring and Support:** The network is monitored around the clock to ensure optimal performance and rapid issue resolution.

VN008 Mean Time Between Failures (MTBF)

The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama.

AT&T Response:

With AT&T ESInet's redundant and geo diverse, high-availability architecture, there is a very low equipment failure rate. For our customers in Florida and Georgia (AL is not serviced by AT&T), our MTBF was [REDACTED] for the past 24 months.

- Total Operational Time: [REDACTED]
- Failure Duration: [REDACTED]
- Number of Failures: [REDACTED]
- Mean Time Between Failures (MTBF): [REDACTED]



Figure 30 Mean Time Between Failures

AT&T has not had any service impacts with our OSP IP interfaces that have affected live traffic. This connectivity is routinely monitored and maintained and employs automatic reroute capabilities tested with the OSP at time of implementation. AT&T requires redundant diverse IP links with all its IP deployments.

VN009 Latency and Mean Opinion Score (MOS):

The NG911 Service Provider should provide Call delivery (NGCS to PSAP) network metrics for latency and Mean Opinion Score (MOS) for the last 24 months for its customer base in Florida, Georgia, and Alabama.

AT&T Response:

The AT&T ESInet average MOS score is monitored every minute for each Core to each router through AT&T's APVN connections. AT&T's average MOS score of 4.34 or better for the past 24 months. The average roundtrip latency for AT&T's AVPN connections has been less than 40ms for the past 24 months.

Workload of Firm

For the Prime Vendor only, list all completed and active projects that the Prime Vendor has managed within the past five (5) years. In addition, list all projected projects that Prime Vendor will be working on in the near future. Projected projects will be defined as a project(s) that Prime Vendor is awarded a contract but the Notice to Proceed has not been issued. Identify any projects that Prime Vendor worked on concurrently. Describe Prime Vendor's approach to managing these projects. Were there or will there be any challenges for any of these listed projects? If so, describe how Prime Vendor dealt or will deal with projects' challenges.

AT&T Response:

AT&T has demonstrated its ability to manage a high workload effectively while delivering complex NG9-1-1 projects across the United States. With over 2,086 PSAPs contracted nationwide for AT&T ESInet, including 1,813 in live production and 1,434 of those PSAPs fully compliant with NENA i3 standards, AT&T has successfully completed numerous statewide and regional NG9-1-1 implementations. These successful projects include statewide deployments in states like North Carolina, Arkansas, Kansas, Connecticut, Virginia. AT&T has also successfully deployed regional systems across the nation such as the City of Dallas, Bexar Metro (San Antonio), Capital Area Emergency Communications District (Austin) and the Washington, D.C. metropolitan area.

On average, AT&T has approximately 150 projects in flight at any given time. Our scale and experience allow us to allocate the right resources and expertise to each project, ensuring timely and successful deployment. We have built robust resource management practices that allow us to support this volume without compromising quality, responsiveness, or project outcomes. Looking ahead, we foresee no issues with resource constraints that could impact the successful delivery of NG9-1-1 services for Broward County.

AT&T's approach to managing projects is rooted in a structured methodology based on industry best practices, including PMI standards. Dedicated project managers and technical teams ensure focused oversight, while standardized processes, proactive risk management, and stakeholder collaboration enable seamless execution. Challenges such as supply chain disruptions and technical complexities are mitigated through strategic inventory reserves, advanced logistics systems, rigorous testing, and regular communication with stakeholders.

While we are unable to divulge the actual names of our customers for current or projected projects due to confidentiality agreements and customer privacy, our track record of managing a consistently high volume of active projects across diverse regions is a testament to our capabilities. By leveraging our extensive resources, experienced teams, and proven processes, AT&T ensures the successful delivery of NG9-1-1 projects—even when managing multiple concurrent implementations. This capability positions AT&T as a trusted partner for Broward County's NG9-1-1 deployment.

Location

Refer to Location Certification and submit as instructed. The maximum points shall be assigned to each Locally Based Business and to each joint venture that is composed solely of Locally Based Businesses.

Points shall be allocated as follows based on the Prime Vendor's selection of one of the five options in the Location Certification Form: Option 1 (0 points); Option 2 (5 points); Option 3 (3 points); Option 4 (points range from 0-5 depending on the composition of the joint venture); and Option 5 (0 points).

AT&T Response:

AT&T has uploaded the required Location Certification Form per the instructions.

Pricing

Refer to the electronic bidding system and submit as instructed. Vendor's total proposed price submitted in the **Bid Table titled Next Generation (NG911) Proposed Solution** will be used for scoring purposes as per the formula set forth below. Pricing must reflect all recurring and non-recurring fees as defined in the Scope of Work. Refer to **Instructions to Vendors** for additional information.

Total points awarded for price will be determined by applying the following formula:
(Lowest proposed price/Proposer's price) x 20 = Price Score

Note: **Bid Table titled Optional Renewal Terms** will not be used in the calculation of points for price.

AT&T Response:

AT&T has uploaded the following Pricing Forms per the instructions:

- Next Generation (NG911) Proposed Solution (BT-04TX)
- Optional Renewal Terms (BT-26BS)

AT&T Attachments

- AT&T Attachment A - Vendor Reference Verification Forms
- AT&T Attachment B - AT&T Project Manager Resume
- AT&T Attachment C - Technical Lead Resume
- AT&T Attachment D - AT&T Service Manager Resume
- AT&T Attachment E – Project Personnel Resumes
- AT&T Attachment F - Implementation Schedule MS Project
- AT&T Attachment F - Implementation Schedule
- AT&T Attachment G - Continuity of Operations Plan (COOP)
- AT&T Attachment H - ORT-Acceptance Test Plan
- AT&T Attachment I - Example Monthly Status Report
- AT&T Attachment J - Example MOP
- AT&T Attachment K - VIPER 7 i3 Deployments
- AT&T Attachment L - ESInet Cutover Plan
- AT&T Attachment M - AT&T Training Plan
- AT&T Attachment N - Example Backup Management Guidelines
- AT&T Attachment O - NENA NG-SEC ATT ESInet Audit Checklist
- AT&T Attachment P - OSP Interface Specifications
- AT&T Attachment Q - Viper 7 PSAPs With Text
- AT&T Attachment R - OSP Tracking Report Template
- AT&T Attachment S - AT&T Business Continuity & Emergency Management
- AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide
- AT&T Attachment U - AT&T ESInet Incident Communication Plan

AT&T Attachment A - Vendor Reference Verification Forms



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

References



VENDOR REFERENCE VERIFICATION
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

Vendor should provide a minimum of three (3) non-Broward County Board of County Commissioners' references or as per **Evaluation Criteria** instructions. Vendor should provide the **Vendor Reference Verification Form** to its reference organization/firm to complete and return to the Vendor's attention.

Completed **Vendor Reference Verification Forms** should be submitted with submittal. If not provided with submittal, or if reference is not able to be verified, the Vendor must submit form(s) (or a new Vendor Reference Verification Form) within three business days after the County's written request.

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T		
Reference Date:	08/04/2025		
Organization/Firm Providing Reference:	Brevard County, FL		
Contact Name:			
Contact Title:			
Contact Email:			
Contact Phone:			
Name of Referenced Project:	ESInet		
Contract Number:	7477		
Date Range of Services Provided:	Start Date: 11/11/2024	End Date: 11/10/2027	
Project Amount:			
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)

Provide access to AT&T ESInet at two host sites. Provide RapidDeploy Radius Mapping and Eclipse Analytics and GIS services for hosted GIS

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☐	☒	☐
Timeliness of:				
Project:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☐	☒
Regulatory Agency(ies):	☐	☐	☐	☒

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via:	☐ Email ☐ Verbal	Verified by:		Division:	
				Date:	

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T Enterprises, LLC.		
Reference Date:	August 4, 2025		
Organization/Firm Providing Reference:	Capital Area Emergency Communications District		
Contact Name:			
Contact Title:			
Contact Email:			
Contact Phone:			
Name of Referenced Project:	AT&T ESInet		
Contract Number:	20241122-3422		
Date Range of Services Provided:	Start Date: August 2020	End Date: Ongoing	
Project Amount:			
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)

Capital Area Emergency Communications District (CAECD) provides oversight, funding and 9-1-1 solutions supporting 10 counties in Central Texas, including the State Capital – Austin, TX. The CAECD network currently consists of 34 9-1-1 PSAPs with over 300 workstations. The solution AT&T provides includes the following components: Intrado VIPER Next Gen 911 Call Handling, RapidDeploy Radius Tactical Mapping, RapidDeploy Eclipse Analytics, Dedicated AT&T Technicians, Dedicated Program Management from AT&T Consulting, AT&T ESInet Reconfiguration to migrate to full i3 Routing and NOC/SOC support from AT&T Public Safety Engineering.

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☐	☒	☐
Timeliness of:				
Project:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☒	☐
Regulatory Agency(ies):	☐	☐	☒	☐

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via: ☐ Email ☐ Verbal	Verified by:		Division:	
			Date:	

Vendor Reference Verification – RFP/RLI/RFQ
Form Date 4/1/25

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T Enterprises, LLC.		
Reference Date:	August 4, 2025		
Organization/Firm Providing Reference:	State of Kansas 9-1-1 Board		
Contact Name:			
Contact Title:			
Contact Email:			
Contact Phone:			
Name of Referenced Project:	AT&T ESInet		
Contract Number:	20170323-2647		
Date Range of Services Provided:	Start Date: March 2017	End Date: Ongoing	
Project Amount:			
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)

Three forms of connectivity to each PSAP (ASE, local broadband, and FirstNet LTE), Hosted Call Handling servers, datacenters, related PSAP CPE, Vesta 911 software, Radius mapping, Eclipse analytics, Lightning mobile responder app, AT&T ESInet services, and GIS transition services for MSAG maintenance.

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☒	☐	☐
Timeliness of:				
Project:	☐	☒	☐	☐
Deliverables:	☐	☒	☐	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☒	☐	☐
Regulatory Agency(ies):	☐	☐	☒	☐

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via:	☐ Email ☐ Verbal	Verified by:		Division:	
				Date:	



VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T		
Reference Date:	8/11/2025		
Organization/Firm Providing Reference:	DC Office of Unified Communications		
Contact Name:			
Contact Title:			
Contact Email:			
Contact Phone:			
Name of Referenced Project:	DC Next Generation Core Services and location validation		
Contract Number:	4400007825		
Date Range of Services Provided:	Start Date: August 7, 2022	End Date: Current	
Project Amount:			
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)

The OUC employs ESInet services from AT&T. The services include management of DC's NGCS and location validation functions.

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☒	☐	☐
Timeliness of:				
Project:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☒	☐
Regulatory Agency(ies):	☐	☐	☒	☐

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

THE SECTION BELOW IS FOR COUNTY USE ONLY

Verified via: ☐ Email ☐ Verbal	Verified by:	Division:	
		Date:	

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T		
Reference Date:	08/11/2025		
Organization/Firm Providing Reference:	Tennessee Emergency Communications Board		
Contact Name:			
Contact Title:			
Contact Email:			
Contact Phone:			
Name of Referenced Project:	RFP FOR NEXT GENERATION 911 EMERGENCY COMMUNICATION SERVICES		
Contract Number:	RFP # 33501-215002		
Date Range of Services Provided:	Start Date: October 15, 2021	End Date: October 14, 2028	
Project Amount:			
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)

The State of Tennessee employs AT&T for Next Generation Core Services, ESinet services and NG9-1-1 hosted call handling services.

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☐	☒	☐
Timeliness of:				
Project:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☒	☐
Regulatory Agency(ies):	☐	☐	☒	☐

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Verified via:	☐ Email ☐ Verbal	Verified by:		Division:	
				Date:	

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T		
Reference Date:	8/15/2025		
Organization/Firm Providing Reference:	North Carolina 911 Board		
Contact Name:			
Contact Title:			
Contact Email:			
Contact Phone:			
Name of Referenced Project:	North Carolina NextGen911		
Contract Number:	DIT-100086		
Date Range of Services Provided:	Start Date: 8/29/2017	End Date: Current	
Project Amount:			
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)
 ESInet, Core Services, Hosted Call Handling, Resilient PSAP Connectivity, GIS, Dedicated Tiger Team, Etc.

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☐	☒	☐
Timeliness of:				
Project:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☒	☐
Regulatory Agency(ies):	☐	☐	☒	☐

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				Date:	

North Carolina's Next Generation 911 Journey

From Implementation to Continued Innovation

Background and Board-directed Legislative Changes:

The North Carolina 911 Board takes its responsibility to serve the citizens and visitors of the State with Next Generation 911 (NG911) services very seriously. To that end, the Board worked to implement statutory changes that mandated the Board to contract for the creation of a single, Statewide NG911 Emergency Services Internet Protocol-based Network (ESInet). The legislation specified that the ESInet must be able to securely receive 911 calls, transfer 911 calls and all associated data, and enable GIS call routing.¹ Each Board-funded PSAP was required by law to migrate to the Board-contracted ESInet by a date certain.² The law further specified that all communication service providers that provided access to 911 services were required to route the 911 calls of their subscribers to the points of interconnection designated by the Board by a date certain.³

In order to fund these innovations, the law governing how the Board spends its revenue included the establishment of a Generation 911 Reserve Fund (NG911 Fund), a special revenue fund that supports the implementation of Next Generation 911 (NG911) systems as approved by the N.C. 911 Board.⁴ The N.C. 911 Board is responsible for managing all 911 service charges collected within the State and allocating a percentage of the funds received to the NG911 Fund established under NC law.⁵ Beginning in 2019, the minimum allocation to the NG911 Fund was established at 15%. The N.C. 911 Board has elected to heavily invest in Next Generation 911 technologies and allocates nearly 40% of the charges to the NG911 fund.

Contracting for the Statewide NG911 Network:

To implement the Next Generation 911 network, the Board entered into a contract in August 2017 with AT&T as the State's NG911 core services provider. This multi-year managed-services contract included AT&T's building of the State's Emergency Services IP Network (ESInet) and provision of hosted call-processing equipment to all interested PSAPs. The contract also included the provision of data analytics to allow the Board and PSAPs to track statistics related to 911 calls. The contract provided the benefits of no upfront capital expenditures and a comprehensive service level agreement covering all maintenance and long-term support costs. The S contract with AT&T ensured high levels of service availability and sophisticated cybersecurity protections for the expanding NG911 environment.

¹ N.C.G.S. 143B-1400(27a)

² N.C.G.S. 143B-1406(e1)(1). The initial date was July 1, 2021, but implementation was delayed for some PSAPs due to COVID and carrier issues. The statute allowed the Board to extend implementation dates for "good cause" and that was necessary for several PSAPs.

³ N.C.G.S. 143B-1406(e1)(2)

⁴ N.C.G.S. 143B-1407(a)

⁵ N.C.G.S. 143B-1404(b)

The N.C. 911 Board has also contracted to provide enhanced geolocation-based 911 call routing throughout the State. In March 2019, the Board awarded a contract for NG911 Geospatial Information Services (GIS) to GeoComm, Inc., to create a merged dataset meeting National Emergency Number Association i3 standards, which specify data management protocols and GIS location accuracy to determine delivery of 911 calls based on the caller's specific geographic location. This managed-service contract included maintaining county/municipal data and county-level service support for the duration of the contract. The contract included for one-time service charge to support Statewide on-site training and program management for each county in North Carolina as they developed high-quality location data suitable for 911 call routing.

Statewide Implementation:

As of February 2024, all 124 Board-funded public safety answering points (PSAPs) had reached NG911 operational status, serving 100% of the State's population. As the use of the Statewide ESInet spread, other partner PSAPs that do not receive Board funding have chosen to contract with AT&T to join the ESInet, including the State Highway Patrol, several universities, and municipalities.

As of the end of fiscal year 2023-2024, 113 of the Board-funded PSAPs were utilizing i3 data for 911 call routing and all jurisdictions Statewide had reached data requirements for i3 compatibility, which is 98% accuracy of GIS data. The remaining 11 PSAPs are expected to utilize i3 data for call routing as they receive refreshed call handling equipment throughout the 2024-2025 fiscal year.

The Board's legislation to implement NG911 mandated that the Board establish a network management center for the State ESInet, to be staffed by the Board.⁶ This is known as the Board's Network Monitoring and Assistance Center (NMAC), and it is the only 24-hour center for 911 in the nation. The NMAC is staffed by 10 individuals, which allows Board staff to be available 24/365 to field concerns from PSAPs about the ESInet and related NG911 technology. NMAC staff can triage the issue and then send those issues to AT&T, the Board is able to be aware of trends impacting NG911 in the State and send notice to any PSAPs that may be impacted. In addition, the technicians at the NMAC have the ability to work with PSAPs and AT&T to redirect calls to another PSAP at any moment if needed, whether due to call volumes exceeding the receiving PSAP's capacity or in the event of an emergency that requires a PSAP to abandon its center. The NMAC provides PSAPs the security of knowing that there are designated resources available at any hour on any day to assist them with issues while monitoring the Board's investment in its ESInet.

2024 Contract Amendment to Continue Innovation:

In September 2024, given the success NC experienced with its implementation, the Board voted to amend its contract with AT&T to extend the contract terms for another

⁶ N.C.G.S. 143B-1402(a)(15)

seven years for all Board-funded primary PSAPs. The contract amendment brought GeoComm's services under the Board's AT&T NG911 contract to allow for the services to be tracked and negotiated together, while continuing the Board's excellent relationship with GeoComm. In order to ensure full network functionality, the Board contracted with AT&T to provide FirstNet to all Board-funded primary PSAPs, to provide a solution to allow 911 calls to reach the local PSAP, even if the local telephony infrastructure is degraded.

The Board's contract amendment, which was executed in November 2024, includes several upgrades to the NG911 environment in NC, including allowing the PSAP to choose its data analytics provider, and adding a third choice of cloud-based hosted call solutions provider. The Board also enhanced the dedicated staffing from AT&T to include a "Tiger Team" of four technicians who are assigned solely to the Board and its NG911 needs. These technicians are each assigned to a designated area in the State to ensure quicker response and that the PSAPs know their technicians better. One technician, who serves the central region of NC, is based in the NMAC's offices. Having the technicians allocated solely to the Board is intended to encourage familiarity among those who are most knowledgeable about the Board's NG911 offerings.

The Board is working with AT&T and its subcontractor vendor partners to educate PSAPs about the offerings available to them under the amendment. In addition, AT&T has deployed FirstNet to 35 locations thus far.

Another key portion of the amendment is that the Board and AT&T agreed to meet at least every 30 months to discuss innovations available for NG911 to determine whether the State and its citizens would benefit from investing in them.

The NG911 Network Worked as Designed During Hurricane Helene:

The Board has seen the positive outcome of its investment in a Statewide NG911 multiple times and is grateful every time 911 works as designed to assist those in need. A true testament of the success of the Board's Statewide NG911 investments was seen during and after the devastation of Hurricane Helene, which battered and destroyed a significant amount of western NC when it arrived on September 27, 2024. The devastation of the entire landscape, to say nothing of its telephony infrastructure, was (and continues to be) significant.

During the hurricane, as key infrastructure elements were destroyed, citizens had difficulty connecting to wireless networks, which make up 87% of 911 calls in NC. Nevertheless, if wireline or wireless callers could reach a carrier network accessing a dial tone, their 911 calls went through as the Statewide ESInet remained functional throughout the State during the event. Calls during the height of the storm on September 27 and 28 increased substantially over 2023 numbers, at 586% and 148% respectively. This was represented by a 55% increase in call volume at a state-wide level.

When infrastructure failed and call loads overwhelmed telecommunicators, the ESInet's alternate and abandonment routing capabilities were automatically deployed for the PSAPs in the affected areas to other PSAPs disbursed geographically across the State. As those partner PSAPs began to be overwhelmed with re-routed calls, 911 Board staff and the NMAC worked with AT&T to augment alternate routing with load balancing to additional partner PSAPs. In total, 19 PSAPs were directly impacted by Hurricane Helene: 17 PSAPs abandonment-routed to partner PSAPs, two PSAPs had calls alternate-routed with load balancing to twenty-three "friend" PSAPs across the State, with some over 200 miles away from the local PSAP, and one PSAP became the first in North Carolina to rely on the FirstNet Wireless Redundant solution for connectivity after it was unable to regain connectivity for a month. The FirstNet backup solution remains today as the single connection for this PSAP for over eight months. 911 Board staff, the NMAC, and AT&T worked closely with these PSAPs to ensure that calls were being routed correctly and that additional partner PSAPs could accept calls as needed.

The North Carolina 911 Board's investment in its NG911 program is proven. For our State, NG911 is no longer just a theory or industry vision. It is a daily reality used by all 124 Board-funded PSAPs and over twenty ESInet partners. Lives have been saved, and continue to be saved, thanks to embracing the future of 911 call service delivery. It is the strong partnerships built with many vendors that have made such a successful network and system possible. The Board cannot speak highly enough of its partnership with AT&T. This relationship is the cornerstone of current success. It goes far beyond the terms of the contract. AT&T has committed to a true partnership, with the understanding and concurrence that failure is not an option. No issues or concerns are ignored or left unresolved. Solutions are anticipated, expected, and delivered. This partnership exceeds the normal business hours of 9 to 5 or the typical Monday to Friday workweek. AT&T has shown an investment in North Carolina's NG911 vision that is equal to that of the North Carolina 911 Board. The Board is proud of the successes it has achieved through its partnership and looks forward to continuing its collaboration with AT&T in order to continue innovating NG911.

AT&T Attachment B – AT&T Project Manager Resume

AT&T SENIOR CONSULTANT PROGRAM MANAGER
TASHA L. TODD, ENP, RPL

SUMMARY

Dynamic and results-oriented Program Manager with over 6 years of experience driving cross-functional teams, delivering complex projects, and managing multi-million-dollar projects from conception to completion. Proven track record of implementing strategic solutions, optimizing operational efficiency, and exceeding stakeholder expectations in fast-paced environments. Adept at risk management, resource allocation, and building collaborative relationships with internal and external partners.

CORE COMPETENCIES

- Program & Project Management
- Strategic Planning & Execution
- Stakeholder Engagement
- Risk Assessment & Mitigation
- Team Leadership & Development
- Process Optimization

PROFESSIONAL EXPERIENCE

- Sep. 2023 – Present **Senior Consultant Program Manager: Capitol Area Emergency Communications District (Austin, TX)**
- Lead for NG911 Project moving to AT&T ESInet i3, New Call Handling Deployment, text to 911 (ESInet), Rapid Deploy, Eclipse, and new network coordination for 10 counties and 27 PSAPs totaling 285 seats.
 - Migration and Analyzed all END OFFICES wireline traffic to AT&T ESInet.
 - Coordinate cross-functional teams across engineering, network, ESInet, Call Handling, and client success to achieve program milestones.
 - Implement program roadmaps and reporting tools to support executive decision-making.
 - Identify risks and execute mitigation strategies, reducing project delays.
 - Foster strong relationships with stakeholders
- Jul. 2021 – Sep. 2023 **Senior Consultant Program Manager: Bexar Metro District (San Antonio, TX)**
- Lead for NG911 Project moving to AT&T ESInet for 3 counties and 19 PSAPs.
 - Analyzed, Scheduled, and Organized the move of Wireline Traffic from 46 End Offices to AT&T ESInet
 - Coordinated the move of AT&T VoIP, BVoIP, and AT&T Mobility OSP traffic to AT&T ESInet.
 - Implement program roadmaps and reporting tools to support executive decision-making.
 - Identify risks and execute mitigation strategies, reducing project delays.
 - Foster strong relationships with stakeholders
- Apr. 2019 – Jul. 2021 **Senior Consultant Program Manager: Capitol Area Emergency Communications District (Austin, TX)**
- Lead for NG911 Project moving to AT&T ESInet (RFAL) for 10 counties and 27 PSAPs totaling 285 seats.
 - Coordinate cross-functional teams across engineering, network, ESInet, Call Handling, and client success to achieve program milestones.
 - Implement program roadmaps and reporting tools to support executive decision-making.
 - Identify risks and execute mitigation strategies, reducing project delays.
 - Foster strong relationships with stakeholders
- Jun. 2008 – Apr. 2019 **E911 Director, Pickens County, SC**
- Director of 3 PSAPs: Easley PD, Pickens County Sheriff's Office, and Clemson University PD.

- Maintained all 911 equipment and 911 Network across all 3 centers.
- Coordinated all funding within the county through wireline and wireless fees within the 911 fund within the county, as well as coordinating all funding from the state.
- Lead for all addressing and establishing of road names for county planning and development.

EDUCATION

- Bob Jones University – 1998
 - Bachelor of Science in Criminal Justice

ADDITIONAL TRAINING AND CERTIFICATIONS

Certifications

- Emergency Number Professional Certification (ENP)
- Registered Public Safety Leader (RPL)

Technical Skills

- Project Management Tools: MS Project, Excel
- Data Analysis: Excel, Power BI
- Collaboration: Microsoft Teams

AT&T Attachment C – Technical Lead Resume

LEAD SALES SYSTEM ENGINEER – PUBLIC SAFETY SOLUTIONS

SHAWN P. HARRIS, ENP

SUMMARY

Accomplished sales engineering leader with over 25 years of experience in telecommunications, including 17 years specializing in 911 public safety solutions. Proven ability to lead sales strategies, mentor cross-functional teams, and deliver innovative technical solutions that drive multi-million-dollar deals across ten states. Skilled in bridging complex technical solutions with business goals to influence key decision-makers and accelerate revenue growth. Recognized for designing resilient emergency communication systems, guiding stakeholders through large-scale implementations, and delivering measurable impact in highly regulated, mission-critical environments.

CORE COMPETENCIES

- Sales Strategy & Enablement
- Public Safety Technology (NG911, ESInet, CHE)
- Technical Pre-Sales & Solution Architecture
- IP Networking, SIP, MPLS, Cisco Infrastructure
- Stakeholder Engagement & Executive Presentations
- RFP & Contract Development
- Disaster Recovery & Continuity Planning
- Team Collaboration Across Regional Territories

PROFESSIONAL EXPERIENCE

- Oct. 2021 – Present **Lead Sales System Engineer 3 - AT&T Public Safety – 10-State Territory**
- Lead sales engineering strategy for public safety clients across a ten-state region, supporting sales executives in capturing and closing complex technology deals.
 - Designed tailored 911 network solutions involving MPLS, IP routing, LTE fail over, and microwave integration, contributing to key revenue-driving wins.
 - Acted as senior technical expert in customer engagements, executive briefings, and solution presentations, enhancing client confidence and reducing sales cycle time.
 -
 - Directed creation of project scopes, technical diagrams, statements of work, and contract-ready solution packages.
 - Supported end-to-end system implementations, including planning, cutover execution, and post-deployment optimization.
 - Delivered APCO and NENA presentations to demonstrate AT&T's innovation and commitment to public safety.
- Jan. 2016 – Oct. 2021 **Technical Sales Consultant 2 - AT&T Public Safety**
- Supported nationwide public safety sales teams in developing IP-based solutions for 911 communication systems.
 - Fulfilled FCC's Derecho Mandate, by designing and deploying redundant 48VDC inverter systems across 26 Central Offices housing hosted 911 platforms.
 - Troubleshoot and restored LAN/WAN, QoS, and time sync (NTP) issues to ensure 24/7 system uptime.
 - Designed and implemented Motorola VESTA Inter Host Links using layer 2 circuits and intelligent fault-propagation hardware.
 - Led integration of SIP/analog lines with customer-premise CHE systems, enhancing redundancy and call-routing capability.
 - Managed upgrade cycles and post-implementation support for long-term customer satisfaction.

EDUCATION

- Associate of Applied Science, Electrical Engineering Technology
 - Oklahoma State University

ADDITIONAL TRAINING AND CERTIFICATIONS

- NENA ENP (Emergency Number Professional)
- Cisco CCNA
- FCC Licensed Amateur Radio Operator (Technician Class)

AT&T Attachment D – AT&T Service Manager Resume

AT&T 9-1-1 SERVICE MANAGER

SUMMARY

The AT&T 911 Service Manager (SM) will act as the ongoing AT&T liaison to Broward County and its represented PSAPs in support of the AT&T ESInet™ when it is fully operational. The AT&T 911 SM will collaborate with county and PSAP representatives to act as the customer advocate with AT&T organizations, both internal teams and external vendor partners, on behalf of Broward County.

CORE COMPETENCIES

- Telecommunications Service Management
- Next Generation 911 Emergency Services
- Escalation Management
- AT&T Policies and Procedures
- 24x7 Availability

PROFESSIONAL EXPERIENCE

Service Manager – AT&T

- Minimum 15 years of AT&T employment
- Minimum 5 years of experience working with AT&T 911 Services and Systems
- The AT&T 911SM is the primary contact for escalation requests related to ESInet service and performs the following tasks as part of the ongoing relationship:
 - Partners with the AT&T ESInet™ Program Manager to ensure consistent communication with Broward County and its designated PSAP representatives
 - Advocates on behalf of Broward County with organizations supporting AT&T ESInet™ including but not limited to:
 - AT&T 911 Resolution Center
 - AT&T Technology Reliability Center
 - AT&T Ethernet Operations Center
 - Intrado Network Operations Center
- Provides critical escalation support to the PSAPs within Broward County for AT&T ESInet™ impairments and outages
- Acts as the primary point of contact for questions related to AT&T ESInet™ service
- Provides maintenance notifications (both planned and emergent)
- Delivers after-event reports
- Coordinates user access to operational support tools e.g., AT&T ESInet™ customer web portal

The AT&T 9-1-1 SM will be available 24 hours a day, 7 days a week for critical outage support as well as customer escalations related to service impairments of the AT&T ESInet™.

AT&T Attachment E – Project Personnel Resumes

ASSISTANT VICE PRESIDENT STATE, LOCAL & EDUCATION SOLUTIONS

ERIK W. LINDBORG

SUMMARY

A proven leader who:

- Has extensive sales, management and client relationship experience
- Extensive experience selling highly complex mobility and wireline solutions
- Consistently exceeds sales targets through coaching and discipline
- Builds well organized, high performance, results oriented sales teams
- Success and experience managing and resolving complex challenges
- Experience in government, higher education and enterprise accounts
- Demonstrates excellent oral and written communication skills
- Extensive consultative and executive focused sales experience
- Demonstrates the ability to develop and foster productive relationships
- Develops and executes comprehensive strategic sales engagement plans
- Provides leadership and brings consensus in challenging situations
- Is able to coordinate multiple interest groups to achieve common goals
- Is an experienced and professionally trained media spokesperson
- Possesses strong technical knowledge and experience

PROFESSIONAL EXPERIENCE

Sept. 2018 - Present	<u>Assistant Vice President State, Local & Education Solutions: Florida and Texas - AT&T Public Sector Solutions, Orlando, FL</u> Senior leader responsible for solution sales, revenue growth and customer satisfaction. Lead, coach and develop a team of sales and technology professionals who are responsible for a critical two state region of state, local government, K-12, higher education and special districts customers.
Jan 2014 – Aug. 2018	<u>Director State, Local & Educations Solution Sales: FL, MS & AL - AT&T Public Sector Solutions, Orlando, FL</u> Senior leader responsible for solution sales, revenue growth and customer satisfaction within a base of 484 accounts representing over \$285 million in annual wireline + CRU revenue. Lead, coach and develop a team of 57 sales and technology professionals who are responsible for a critical three state region of state, local government, K-12, higher education and special districts customers.
Jan. 2005 – Dec. 2013	<u>Sales Manager – Government & Education - AT&T Global Business Solutions GEM Markets, Orlando, FL</u> Responsible for solution sales, revenue growth and customer satisfaction within a base of accounts representing over \$196 million in annual revenue. Manage, coach and develop a team of six.
Nov. 2002 - Jan. 2005	<u>Major Account Manager - BellSouth Business, Orlando, FL</u> Manage revenue generation, base management, market development and customer satisfaction activities. Responsible for a customer base of fifteen enterprise accounts with annual billing of over \$13,000,000. Key customers include: Walt Disney Company, Hughes Supply and the AAA.
Aug. 2000 - Nov. 2002	<u>Manager, BellSouth Corporate and External Affairs - BellSouth Corporation, Charlotte, NC</u> Managed the business development activities, public affairs, media, employee and community relations in the four county Charlotte district.
May 2000 – Aug. 2000	<u>Strategic Account Manager - BellSouth Business, Charlotte, NC</u> Managed revenue generation, base management, market development and customer satisfaction activities. Responsibility over a customer base of seven national level accounts with an annual BellSouth billing of over \$8,000,000.

- Nov. 1998 -
May 2000 **Senior Account Executive, Cross Industry Premise Sales Group - BellSouth Business, Charlotte, NC**
Responsibilities same as Account Manager but with a customer base of twenty-five complex financial and manufacturing companies with a combined annual billing of over \$6,000,000.
- Apr. 1998 -
Nov. 1998 **Account Manager - Partners National Health Plans of North Carolina, Inc., Charlotte, NC**
Market group health plans to employers ranging in size from one to 125 employees. Prospect, create and manage new accounts.
- Mar. 1996 –
Apr. 1998 **Manufacturer's Sales Representative - North & South Carolina - Key Sports Marketing Inc., Winter Springs, FL**
Manage two-state territory with over 175 accounts and total annual sales over \$2.8 million. Representing three manufacturers: Rollerblade Inc., Freestyle USA and Cudas Footwear.
- Aug. 1990 –
Mar. 1996 **Vice President/General Manager – Performance Ski & Surf, Orlando, FL**
Directed buying, promotions, event planning and all aspects of management. Specific responsibilities include hiring, scheduling, accounts receivable/payable, staff performance reviews and problem solving.

EDUCATION

- University of Florida, Gainesville, FL
 - Honor Graduate, Bachelor of Science, Telecommunications – December 1991
 - Phi Kappa Phi National Honor Society and Sigma Chi Fraternity (1987 - Present)
- Pfeiffer University, Charlotte, NC,
 - Master of Business Administration – August 2004
 - Graduation GPA of 3.75
- Rollins College Crummer Graduate School of Business, Winter Park, FL
 - Crummer Management Program - May 2008

AT&T CLIENT SOLUTIONS EXECUTIVE

MARIO A. RUIZ

SUMMARY

Customer-centric sales leader with over 33 years of demonstrated success in driving sales and retention strategies across government and global account sectors. Expert in collaborating with clients to develop and implement strategic networking solutions that solve complex business challenges. Proven ability to cultivate and maintain strong relationships with key executives, IT leaders, and cross-functional stakeholders. Highly adaptable, with a strong aptitude for rapidly learning and applying new methodologies, processes, and technologies to consistently achieve results.

CORE COMPETENCIES

- Strategic Sales Leadership and Revenue Growth
- Customer Relationship Management and Retention
- Consultative and Solution-Based Selling
- Cross-Functional Team Leadership and Collaboration
- Networking and Telecommunications Expertise
- Adaptability and Rapid Learning of Technologies

PROFESSIONAL EXPERIENCE

- Aug. 2020 – Present **Client Solutions Executive AT&T Public Sector**, Sunrise, Florida
Responsible for leading a cross-functional team of sales, technical, and support professionals to retain clients, drive revenue growth, and consistently exceed sales targets within the local government sector. Leveraged deep expertise in networking and communications to deliver technology solutions that enhance operational efficiency and support customers' business objectives.
- Achieved 120% of new sales target and 103% of TBR target
 - Leading large Public Safety Network discussions with local counties and cities to drive migration to new technologies
 - Collaborate closely with customers to understand and support their initiatives, delivering solutions that advance their mission of serving and strengthening the community
 - Partner with customers to develop contract renewal and growth strategies that align with their needs, ensuring continued partnership and mutual business success.
 - Fostered trusted relationships at multiple organizational levels to deeply understand customer needs, enabling tailored solutions that drive new sales and enhance retention.
- Jan. 2015 – Jul. 2020 **Strategic Account Lead AT&T Corporate Solutions**, Fort Lauderdale, Florida
Led a team in driving strategic, consultative discussions with five major clients to enhance customer retention and expand market share. Collaborated closely with partners and third-party product teams to identify client business needs and priorities, delivering tailored solutions that align with their goals.
- Consistently met revenue targets by renewing customer contracts and identifying opportunities to sell new AT&T services that meet client needs.
 - Developed and nurtured strong relationships across all levels within assigned accounts to support long-term partnership and business growth.
 - Maintained in-depth knowledge of AT&T's product portfolio and partner solutions to effectively recommend tailored offerings
- Jan. 2011 – Dec. 2014 **Integrated Solutions Specialist AT&T Premier Client Group**, Fort Lauderdale, Florida
Technical specialist responsible for identifying and selling complex products and new and emerging application services. Supported the sales efforts of direct sellers by leveraging product, industry, and technological expertise.
- Surpassed new sales revenue targets by achieving over 112% of goals through strategic solution selling.
 - Delivered large-scale network solutions, including Security, Cloud, Wi-Fi, and managed network services, tailored to customer requirements.

- Frequently relied upon by Sales Executives and Management for expert guidance and support.
- Served as a Subject Matter Expert (SME) to enhance the skills and knowledge of Sales Executives.

ADDITIONAL EXPERIENCE

Account Executive, AT&T Premier Client Group, Fort Lauderdale, Florida

Sales Manager, AT&T General Markets, Fort Lauderdale, Florida

AT&T NATIONAL DIRECTOR OF PUBLIC SAFETY NEXT GENERATION 9-1-1

MICHAEL GUERRA

SUMMARY

An accomplished, performance driven, highly experienced Director of Product Marketing, demonstrating an excellent career history of business development, designing go-to-market strategies, coordinating sales enablement and creating product promotions to increase company revenue. Demonstrates proficiency in leadership concepts for complex projects and deliverables, business process analysis, customer and client relations. Results-oriented, seasoned leader with cross-organizational team management skills offering outstanding industry knowledge and business development expertise.

CORE COMPETENCIES

- Telecommunications Markets/Industry
- Hosted Voice/UC Industry
- Vertical Market Strategies
- Go To Market Strategies
- Product Promotions
- Product Launch
- Business Development
- Global Telecom
- Foreign Market Requirements
- Vendor Negotiations
- Vendor Partnerships
- Sales Enablement

PROFESSIONAL EXPERIENCE

- Oct. 2018 – Present **Director, AT&T Next Generation 9-1-1 Product Management**
- Director for AT&T Public Safety Portfolio.
 - P&L responsibilities for AT&T's full Next Generation 9-1-1 and Legacy 9-1-1 products to Include Next Gen 9-1-1, ESInet, PSAP Solutions and School Safety.
 - Proven sales leader responsible for AT&T's national footprint managing over \$300 million in annual revenue for next generation 9-1-1 solutions.
- Aug. 2014 – Oct. 2018 **Director, AT&T Mobile and Business Marketing Solutions - Dallas/Fort Worth Area**
- Responsible for developing and delivering to market a new business hosted voice and unified communication product. Managed a large development team of 6 direct reports and team members from Labs, Technology Development, Channel Support and Sales organizations. Directed efforts for vendor selection, business development, go to market strategy, sales enablement, product promotions and digital marketing content.
- Duties and Responsibilities:
- Branding activity for customer facing clients and portals
 - Go to market strategy and product launch activity
 - Sales enablement and training content
 - Product promotions specific to segments and vertical markets
 - Sales advisory content and distribution
 - Digital marketing content
 - Demand and lead generation
 - Financial responsibility for \$150M project development budget
 - Vendor selection and contract negotiation
- 2008 - 2013 **Director, AT&T Global Enterprise SIP Trunking Services - Bedminster, New Jersey**
- Responsible for Business VoIP footprint expansion in US and global markets. Managed relationship with FCC, State PUCs, and global suppliers. Managed a team of 14 direct reports. Partnered closely with Legal and Regulatory teams along with Network to coordinate deployments.
- Duties and Responsibilities:
- Defined market entry strategy for both domestic and global footprint expansion
 - Lead vendor selection and negotiations for global partnerships

- Large customer sales support related to solution design and site coverage

2000 – 2008

Director, Toll Free and Local Product Manager, AT&T Business Services

- Toll-Free Product manager responsible for \$2.3B annual revenue. Created new Mass Calling Application services targeted for voting reality shows and mass promotions.
- Key accounts included American Idol, X Factor, America's Got Talent, and Phillip Morris mass promotion campaign.
- Mass Calling service generated over \$50M in annual revenue. Identified and championed a change in AT&T's payphone compensation business rules that drove an annual expense savings of \$30M.
- Achieved \$10M cost saving by redesigning routing plans for prepaid platform calls.

1995 - 2000

Lead Network Planner, AT&T Network, Planning and Engineering

- Network and customer capacity planning and engineering. Analyzed call patterns along with sales opportunities to forecast and engineer network capacity to support business traffic.
- Developed methodology and network database to support just in time network buildout. Reduced cycle time dramatically by lowering unit cost while increasing revenue.

EDUCATION

- University of Maryland – 1995
 - Bachelor of Science (B.S.), Business Management and Marketing

AT&T ESInet™ LEAD PRODUCT & DEVELOPMENT MANAGER – PUBLIC SAFETY SOLUTIONS

MARK TITUS

SUMMARY

Visionary leader with 35+ years of experience driving innovation in public safety communications, mobility advanced solutions and internet technologies. Known for bringing new technology innovation to market like text-to-911, Wireless Emergency Alerts (WEA) and Location Based Services (LBS), he has received over 30 U.S. patents in wireless voice, short message service (SMS), and location services. He currently is responsible for managing AT&T's ESInet™ service and driving adoption of next-generation public safety solutions such as Artificial Intelligence, NG9-1-1 integration with FirstNet, Text to 9-1-1, GIS, and cybersecurity. He has also served in multiple terms on the FCC Communications Security, Reliability, and Interoperability Council's (CSRIC) and been the recipient of AT&T's Visionary Award for transformative impact on Next Gen 911.

CORE COMPETENCIES

- Next Generation 9-1-1 Emergency Services
- Product Management & Marketing
- Strategic Planning and P&L Oversight
- Marketing Communications Product Launch
- Cloud Based Services
- High Availability System Architecture & Design
- Public Safety Communications & Alerting Systems
- Software Development Life Cycle
- Agile Software Development
- Intellectual Property Creation

PROFESSIONAL EXPERIENCE

2014-Present AT&T ESInet Lead Product & Development Manager

- Lead product marketing management for AT&T's ESInet™ service, overseeing strategic positioning, product roadmap development and go-to-market adoption.
- Spearheaded growth of AT&T's Next Gen 9-1-1 ESInet business; honored with AT&T Visionary Award.
- Oversaw portfolio management of emerging solutions including IP-based call handling, CAD, GIS, Text to 911, cloud computing, and mobile apps for first responders.
- Collaborated cross-functionally to ensure high availability architectures and user-centered design in mission-critical systems.
- Provided expert commentary on wireless public safety and text messaging technology for prominent business and trade media outlets including The Washington Post, New York Daily News, Federal News Radio, and Wireless Week.

FCC Communications Security, Reliability & Interoperability Council (CSRIC)

- CSRIC VII – Working Group 4: Assessed 911 security vulnerabilities during IP transition.
- CSRIC III – Working Group 2: Contributed to Next Generation Alerting strategies.
- CSRIC II – Working Group 5A: Supported CAP (Common Alerting Protocol) implementation for emergency communications.

EDUCATION

- University of Maryland
 - Master of Science – Telecommunications Management
- Cleveland State University
 - Bachelor of Science – Computer Science

AT&T REGIONAL SALES DIRECTOR – PUBLIC SAFETY SOLUTIONS

DUSTIN ALEXANDER

SUMMARY

Dynamic and results-driven professional with over 25 years of experience in the telecommunications industry, specializing in public safety and 9-1-1 products and services. Proven ability to lead cross-functional teams, deliver on revenue objectives, and achieve profit margin targets in fast-paced, complex environments. Strong technical expertise in engineering design, configuration tools, and network platforms, complemented by advanced education in Business Administration and Management Information Systems. Recognized for leadership, initiative, and a customer-centric approach to driving business success.

CORE COMPETENCIES

- Strategic Account Management & Planning
- Next Generation 9-1-1 System Architecture
- Client/Vendor Relationship Management
- Budget Planning & Execution
- Cross-Functional Team Management
- Complex Contract Negotiations

PROFESSIONAL EXPERIENCE

- Apr. 2014 - Present **Regional Sales Director – AT&T Public Safety**
- Lead, coach and develop a cross-functional team of 9 sellers and systems engineers responsible for 9-1-1 products and services sales for the Central and Gulf States Region of the United States.
 - Deliver on current revenue objectives and profit margin targets of the business unit.
 - Provide leadership to a team responsible for over \$106 million in annual revenue for next generation 9-1-1 solutions.
 - Provide sales leadership to internal and external clients in support of 13 states in the Central and Gulf States region of the United States.
 - Negotiate complex contracts with state, county & local governments for AT&T products and services.
 - Present AT&T Public Safety Solutions portfolio, to include AT&T ESInet™, at various local and regional events.
 - Past Board Member of the Texas Chapter of the Association of Public-Safety Communications Officials (APCO).
- Jun. 2007 – Apr. 2014 **Technical Sales Consultant III – Emerging Technologies – AT&T**
- Provided consultative support and developed tailored technology solutions for state/local government, education, and healthcare clients.
 - Managed strategic accounts and large-scale deployment projects, ensuring seamless pre- and post-sales support.
 - Sold and positioned advanced solutions including IP Telephony, Data Center, and Managed Services, becoming a trusted advisor to clients.
 - Collaborated with internal teams to deliver integrated, multi-product solutions.
- Jan. 2001 – Jun. 2007 **Design Engineer II - AT&T Global Business Solutions, Inc.**
- Engineered complex voice and data solutions for businesses of all sizes using Nortel and Avaya products.
 - Provided engineering design, scope of work, and pricing support for sales on PBX, Hybrid Voice/VoIP, and IP telephony systems.
 - Key member of the AT&T/SBC merger integration team, developing consolidated CPE sales process flows.

- Chaired the Southern Region Voice Engineering task force to drive process improvements and knowledge sharing for accurate designs and superior customer service.
- Trained Design Engineers and Technical Sales staff on Nortel and Avaya products and configuration tools.
- Served as one of three AT&T delegates on Nortel's Power User Advisory Forum.

Jul. 2000 –
Jan. 2001

Work Group Administrator/Web Designer - SBC Telecom Inc.

- Developed and maintained internal content and provided user support.
- Installed, configured, and troubleshoot end-user workstations and applications.
- Delivered on-site service and upgrades for small business computer systems.
- Trained employees on Windows and various applications, boosting technical proficiency.
- Created telecommunications training aids to enhance employee engagement.

Feb. 1996 –
Aug. 2000

Emergency Medical Evacuation Supervisor (Sergeant – E5) - United States Army

- Provided emergency medical care, surgical assistance, triage, MEDEVAC, and patient education in high-pressure situations.
- Implemented and managed MEDPROS to track Anthrax immunizations for the 82nd Airborne Division.
- Developed an Excel-based system to track 600+ immunization records, increasing productivity by 80%.
- Ensured security and accountability for a barracks complex of 250+ personnel, mission critical equipment and weapons.
- Received multiple awards for leadership, initiative, and program effectiveness.

EDUCATION AND CERTIFICATIONS

- Dallas Baptist University – Dec. 2003
 - Master of Business Administration – Management Information Systems
- Dallas Baptist University – Aug. 2002
 - Bachelor of Business Studies – Business Administration

ADDITIONAL TRAINING AND CERTIFICATIONS

- AT&T ESInet™ Training Program
- AT&T Security Proficiency Program
- AT&T Network & Platform Proficiency
- AT&T Emerging Technologies University Bachelor's program for Hosting & Application Services
- Primary Leadership Development Course (PLDC) – 18th Airborne Corps NCO Academy
- United States Army Medical Specialist Course resulting in Emergency Medical Technician Certification
- U.S. Department of Defense Training for Medical Occupational Database Network system.
- Additional Technology Training Courses to include: VMware Technical Sales Professional (VTSP), Nortel Certified Design Expert/Support Expert/Design Specialist/Technology Specialist/Sales Professional, Cisco Interconnecting Cisco Network Devices 2, Cisco Data Center Discovery Workshop Enterprise (DCDW-E-C)

AT&T APPLICATION SALES EXECUTIVE – PUBLIC SAFETY SOLUTIONS

JENNIFER DOWNS

SUMMARY

Committed to ongoing long-term education in Public Safety Technology, Next Generation 9-1-1 standards, along with maintaining customer success, this telecommunications professional brings over 20 years of specialized experience in the field. Known for consistently meeting revenue and profit targets in challenging environments and has been recognized for strong leadership and a customer-focused approach that drives business excellence and keeps pace with evolving industry advancements.

CORE COMPETENCIES

- Strategic Account Management & Planning
- Next Generation 9-1-1 System Architecture
- Client/Vendor Relationship Management
- Client Needs Assessment
- Complex Contract Negotiations

PROFESSIONAL EXPERIENCE

- July 2021 - Present **Application Sales Executive – AT&T Public Safety**
- Responsible for 9-1-1 customer base in Alabama, Florida and Mississippi.
 - Supports customer sales of Next Generation 9-1-1 Call handling solutions, NGCS, ESInet and Text to 9-1-1.
 - Serves as trusted advisor to customers regarding complex public safety/9-1-1 solutions.
 - Resolves customer issues and offers input to mitigate future potential issues.
 - Meets with 9-1-1 customers across territory to assist in developing roadmap for future CPE, NG9-1-1 and ESInet deployments.
 - Negotiate complex contracts with state, county & local governments for AT&T products and services.
 - Presents AT&T Public Safety Solutions portfolio, to include AT&T ESInet™, at various local and regional events.
 - Graduated from the 2023-2024 AT&T Future Leaders Development Program
- Oct 2019 – July 2021 **Senior Account Executive – Intrado**
- Supported Technology Partner: AT&T
 - Provided complex technical 911 products and services for Public Safety and 911 Customers
 - Worked closely with technology partners in the areas of strategic planning, design, quotation, and sales support.
 - Led joint meetings with customers and partners to educate and assist with their NG911 strategy.
 - Partnered closely with key decision makers at the Local, County, State Government levels to include PSAP Directors, Commission Representatives, and Police/Fire/EMS/Chiefs/Sheriffs.
 - Expert understanding of Legacy 911 & Emerging Solutions (VIPER, ECaTS, NG911, ESInet, Text-to-911, Real Time Text, Video and Hosted Solutions)
- May 2016 – Sept. 2019 **Senior Account Executive – NEC of America**
- Proactive market prospecting in Arkansas, Louisiana, Tennessee, Kentucky and Georgia.
 - Created presentations and proposals for public safety agencies to educate on biometric multimodal offerings to include finger, face and iris.
 - Attend Conferences and trade shows for awareness, building relationships and new opportunities.

- Markets addressed included: Local, State and Federal Government.

Jan. 2010 –
May 2016

Executive Sales Associate – Caliber Public Safety

- Responsible for driving sales performance.
- Ensuring sales forecasts exceed territory expectations in Kentucky, Tennessee and Arkansas.
- Million Dollar Performer Award 2015, 2014, 2013 and 2012.
- Honorable Colonel of Kentucky Award 2012.
- Rookie of the Year Award 2011.

Nov 2006 –
Dec. 2009

Sales Executive and Marketing Associate – End2End Public Safety

- Developed business plans and delivered sales results across the preoperative product portfolio.
- Targeted college, university, and airport police departments across the United States.
- Salesperson of the Year Award 2009.

EDUCATION

- University of Mississippi
 - Bachelor of Science – Family and Consumer Science
- AT&T Future Leaders Development Program

LEAD SALES SYSTEM ENGINEER – PUBLIC SAFETY SOLUTIONS

SHAWN P. HARRIS, ENP

SUMMARY

Accomplished sales engineering leader with over 25 years of experience in telecommunications, including 17 years specializing in 911 public safety solutions. Proven ability to lead sales strategies, mentor cross-functional teams, and deliver innovative technical solutions that drive multi-million-dollar deals across ten states. Skilled in bridging complex technical solutions with business goals to influence key decision-makers and accelerate revenue growth. Recognized for designing resilient emergency communication systems, guiding stakeholders through large-scale implementations, and delivering measurable impact in highly regulated, mission-critical environments.

CORE COMPETENCIES

- Sales Strategy & Enablement
- Public Safety Technology (NG911, ESInet, CHE)
- Technical Pre-Sales & Solution Architecture
- IP Networking, SIP, MPLS, Cisco Infrastructure
- Stakeholder Engagement & Executive Presentations
- RFP & Contract Development
- Disaster Recovery & Continuity Planning
- Team Collaboration Across Regional Territories

PROFESSIONAL EXPERIENCE

- Oct. 2021 – Present **Lead Sales System Engineer 3 - AT&T Public Safety – 10-State Territory**
- Lead sales engineering strategy for public safety clients across a ten-state region, supporting sales executives in capturing and closing complex technology deals.
 - Designed tailored 911 network solutions involving MPLS, IP routing, LTE fail over, and microwave integration, contributing to key revenue-driving wins.
 - Acted as senior technical expert in customer engagements, executive briefings, and solution presentations, enhancing client confidence and reducing sales cycle time.
 -
 - Directed creation of project scopes, technical diagrams, statements of work, and contract-ready solution packages.
 - Supported end-to-end system implementations, including planning, cutover execution, and post-deployment optimization.
 - Delivered APCO and NENA presentations to demonstrate AT&T's innovation and commitment to public safety.
- Jan. 2016 – Oct. 2021 **Technical Sales Consultant 2 - AT&T Public Safety**
- Supported nationwide public safety sales teams in developing IP-based solutions for 911 communication systems.
 - Fulfilled FCC's Derecho Mandate, by designing and deploying redundant 48VDC inverter systems across 26 Central Offices housing hosted 911 platforms.
 - Troubleshoot and restored LAN/WAN, QoS, and time sync (NTP) issues to ensure 24/7 system uptime.
 - Designed and implemented Motorola VESTA Inter Host Links using layer 2 circuits and intelligent fault-propagation hardware.
 - Led integration of SIP/analog lines with customer-premise CHE systems, enhancing redundancy and call-routing capability.
 - Managed upgrade cycles and post-implementation support for long-term customer satisfaction.

EDUCATION

- Associate of Applied Science, Electrical Engineering Technology
 - Oklahoma State University

ADDITIONAL TRAINING AND CERTIFICATIONS

- NENA ENP (Emergency Number Professional)
- Cisco CCNA
- FCC Licensed Amateur Radio Operator (Technician Class)

AT&T SENIOR PRODUCT MANAGER & PRINCIPAL ARCHITECT – PUBLIC SAFETY SOLUTIONS

JAMES (JIMMY) LICHTENSTEIN

SUMMARY

Innovative IT, sales and product management leader with 20+ years of experience driving public safety technology initiatives, digital transformation, and operational efficiency across government and private sectors. Proven success leading AI-driven technology deployments, cloud-based communications solutions, and enterprise-wide system modernization. Recognized for delivering multimillion-dollar, mission-critical programs on time and within budget, and for aligning technology innovation with business goals. Expertise in public safety systems, AI-enabled emergency response solutions, and SaaS product management, with a strong focus on customer-centric design and stakeholder collaboration.

CORE COMPETENCIES

- Public Safety SaaS Solutions
- AI Implementation
- Cloud Communications Platforms
- Product Management
- Customer Experience (CX)
- Contact Center Technologies
- Emergency Response Systems
- Stakeholder Engagement
- Agile Development

PROFESSIONAL EXPERIENCE

2018 – Present	<u>Senior Product Manager & Principal Architect, Public Safety Solutions Next Generation 9-1-1 – AT&T – NASHVILLE, TN</u> • Lead strategic sales of over \$250M in public safety contracts between FY18 and FY20 in Tennessee, Maryland, Washington DC, and Virginia achieving over 500% of annual sales targets. • Recognized sales leader with AT&T's Diamond Club (Top 1%) and Run Through the Warehouse (Top 3%) awards for exceeding performance benchmarks and client satisfaction. • Act as Public Safety Solutions Capture Manager, orchestrating strategic pursuit efforts, shaping RFP responses, and aligning technical solutions with customer requirements to win multimillion-dollar NG9-1-1 and public safety contracts. • Represent AT&T as a featured speaker at major public safety and 9-1-1 conferences nationwide, promoting advancements in NG9-1-1, cloud-based communications and AI-enhanced emergency response solutions. • Lead product management and solution architecture for AI-enhanced Public Safety Services, including NG9-1-1 cloud communications and real-time decision support systems for 9-1-1 and first responders. • Spearheaded the integration of AI technologies into emergency call handling, incident prioritization, and analytics platforms, increasing efficiency and improving response outcomes.
2010 – 2018	<u>Product Development and Delivery Executive Next Generation 9-1-1 – AT&T – NASHVILLE, TN</u> • Developed AT&T Emergency Services IP Network (AT&T ESINet™) product, a Top 10 initiative of the Governor of Tennessee. • Directed the \$82M Tennessee NG 9-1-1 program, setting a national benchmark for statewide ESINet systems. • Ensured seamless coordination between product development, sales, and client teams to deliver innovative public safety solutions.

- 2004 – 2010 **Chief Information Officer / Assistant Commissioner Information Technology Department – State of Tennessee - Nashville, TN**
- Led staff of 100+ professionals managing multiple state Departments (Children’s Services, Finance & Administration, General Services, and Safety).
 - Created and implemented the technology vision, security, application development, project management, infrastructure management, and system support for 2,000 users, and over 300 servers.
 - Spearheaded statewide initiatives, such as the Statewide Automated Child Welfare Information System (SACWIS), Real ID and driver’s license production systems, under budget.
 - Delivered critical technology solutions, including a mobile broadband network, body worn camera solution, and crash reporting for state troopers, increasing revenue, efficiency, and reducing costs.
- 2000 – 2003 **IT Development Manager & Senior Project Manager Business Systems Integration - MCI – DALLAS, TX**
- Led teams of contractors and employees across multiple states to consolidate, convert, and decommission legacy systems.
 - Delivered \$300M of increased revenues through identification and correction of missed and/or erroneous billings.
 - Developed and implemented a project management intranet reporting site, providing real-time project status for stakeholders and customers.
- 1998 – 2000 **Business Developer - American Management Systems – Dallas, TX**
- Established a market strategy focusing on CLEC’s, Carriers, Independent Telcos, ISPs, and Cable companies.

EDUCATION

- Capella University – Minneapolis, MN
 - Bachelor of Science in Information Technology

AT&T PRINCIPAL ARCHITECT – PUBLIC SAFETY SOLUTIONS

KEITH MARTIN, ENP

SUMMARY

Technical Sales Consultant Keith Martin has over 25 years' experience in the information technology and telecom industry and has been directly involved with the installation, consulting and design of 9-1-1 solutions. Keith is a key member of the AT&T Public Safety team as a Principal Architect and works with customers across the United States assisting them with premise-based solutions, hosted NG 9-1-1 solutions and our AT&T ESInet offer. Proficient as an AT&T ESInet deployment Engineer, Tier 3 support, Layer 3 deployment and Field Engineering Services

CORE COMPETENCIES

- NG9-1-1 Network Architecture & Design
- Project Design and Management
- Transport design for network interconnection
- Technical Pre-Sales & Solution Architecture
- IP Networking, SIP, MPLS, Cisco Infrastructure
- Disaster Recovery & Continuity Planning

PROFESSIONAL EXPERIENCE

- Jan. 2013 - Present **Principal Architect – AT&T Public Safety Solutions**
- Support customers across the United States to discuss NG 9-1-1 and ESInet projects during pre- and post-sale.
 - Provide technical expertise with 9-1-1 clients and 3rd party vendors in both hardware and network design.
 - Respond to RFPs for equipment, network and services related to 9-1-1 call handling equipment.
 - Work with 911 customers, vendors and peers on presenting AT&T ESINET to customers onsite and at state conferences.
 - Integrate various transport technologies such as LTE, MPLS, Layer 2 and T1 networks that best fit the customer requirements.
 - Assist customers with redundancy options that provide reliability for their 9-1-1 needs.
- Jan. 2000 - Jan. 2013 **Systems Technician - AT&T**
- Maintain, install, and troubleshoot 9-1-1 hosted systems across Oklahoma's two largest metropolitan regions, serving a combined population exceeding 1.5 million residents.
 - Collaborate directly with Public Safety Answering Point (PSAP) directors, state officials, and IT teams to design and deploy telephony solutions integrating PBX systems and external IP networks with 9-1-1 infrastructure.
 - Participate in monthly Council of Governments meetings to address customer issues and provide guidance on future system enhancements; support the sales team at the annual Oklahoma Public Safety Conference by addressing customer inquiries and concerns.
 - Partner with AT&T Public Safety engineering and implementation teams on network architecture and deployment, including server configuration and Cisco networking equipment setup.
 - Lead and manage 9-1-1 project implementations statewide, ensuring timely and successful deployment of critical emergency communication solutions.

EDUCATION, TRAINING AND CERTIFICATIONS

- Cisco CCNA, CCDA, CCNA Security
- NENA ENP (Emergency Number Professional)
- Vesta 911 Equipment training
- Intrado VIPER 911 Equipment training

AT&T SENIOR CONSULTANT PROGRAM MANAGER

TASHA L. TODD, ENP, RPL

SUMMARY

Dynamic and results-oriented Program Manager with over 6 years of experience driving cross-functional teams, delivering complex projects, and managing multi-million-dollar projects from conception to completion. Proven track record of implementing strategic solutions, optimizing operational efficiency, and exceeding stakeholder expectations in fast-paced environments. Adept at risk management, resource allocation, and building collaborative relationships with internal and external partners.

CORE COMPETENCIES

- Program & Project Management
- Strategic Planning & Execution
- Stakeholder Engagement
- Risk Assessment & Mitigation
- Team Leadership & Development
- Process Optimization

PROFESSIONAL EXPERIENCE

- Sep. 2023 – Present **Senior Consultant Program Manager: Capitol Area Emergency Communications District (Austin, TX)**
- Lead for NG911 Project moving to AT&T ESInet i3, New Call Handling Deployment, text to 911 (ESInet), Rapid Deploy, Eclipse, and new network coordination for 10 counties and 27 PSAPs totaling 285 seats.
 - Migration and Analyzed all END OFFICES wireline traffic to AT&T ESInet.
 - Coordinate cross-functional teams across engineering, network, ESInet, Call Handling, and client success to achieve program milestones.
 - Implement program roadmaps and reporting tools to support executive decision-making.
 - Identify risks and execute mitigation strategies, reducing project delays.
 - Foster strong relationships with stakeholders
- Jul. 2021 – Sep. 2023 **Senior Consultant Program Manager: Bexar Metro District (San Antonio, TX)**
- Lead for NG911 Project moving to AT&T ESInet for 3 counties and 19 PSAPs.
 - Analyzed, Scheduled, and Organized the move of Wireline Traffic from 46 End Offices to AT&T ESInet
 - Coordinated the move of AT&T VoIP, BVoIP, and AT&T Mobility OSP traffic to AT&T ESInet.
 - Implement program roadmaps and reporting tools to support executive decision-making.
 - Identify risks and execute mitigation strategies, reducing project delays.
 - Foster strong relationships with stakeholders
- Apr. 2019 – Jul. 2021 **Senior Consultant Program Manager: Capitol Area Emergency Communications District (Austin, TX)**
- Lead for NG911 Project moving to AT&T ESInet (RFAI) for 10 counties and 27 PSAPs totaling 285 seats.
 - Coordinate cross-functional teams across engineering, network, ESInet, Call Handling, and client success to achieve program milestones.
 - Implement program roadmaps and reporting tools to support executive decision-making.
 - Identify risks and execute mitigation strategies, reducing project delays.
 - Foster strong relationships with stakeholders
- Jun. 2008 – Apr. 2019 **E911 Director, Pickens County, SC**
- Director of 3 PSAPs: Easley PD, Pickens County Sheriff's Office, and Clemson University PD.
 - Maintained all 911 equipment and 911 Network across all 3 centers.

- Coordinated all funding within the county through wireline and wireless fees within the 911 fund within the county, as well as coordinating all funding from the state.
- Lead for all addressing and establishing of road names for county planning and development.

EDUCATION

- Bob Jones University – 1998
 - Bachelor of Science in Criminal Justice

ADDITIONAL TRAINING AND CERTIFICATIONS

Certifications

- Emergency Number Professional Certification (ENP)
- Registered Public Safety Leader (RPL)

Technical Skills

- Project Management Tools: MS Project, Excel
- Data Analysis: Excel, Power BI
- Collaboration: Microsoft Teams

AT&T 9-1-1 SERVICE MANAGER

SUMMARY

The AT&T 911 Service Manager (SM) will act as the ongoing AT&T liaison to Broward County and its represented PSAPs in support of the AT&T ESInet™ when it is fully operational. The AT&T 911 SM will collaborate with county and PSAP representatives to act as the customer advocate with AT&T organizations, both internal teams and external vendor partners, on behalf of Broward County.

CORE COMPETENCIES

- Telecommunications Service Management
- Next Generation 911 Emergency Services
- Escalation Management
- AT&T Policies and Procedures
- 24x7 Availability

PROFESSIONAL EXPERIENCE

Service Manager – AT&T

- Minimum 15 years of AT&T employment
- Minimum 5 years of experience working with AT&T 911 Services and Systems
- The AT&T 911SM is the primary contact for escalation requests related to ESInet service and performs the following tasks as part of the ongoing relationship:
 - Partners with the AT&T ESInet™ Program Manager to ensure consistent communication with Broward County and its designated PSAP representatives
 - Advocates on behalf of Broward County with organizations supporting AT&T ESInet™ including but not limited to:
 - AT&T 911 Resolution Center
 - AT&T Technology Reliability Center
 - AT&T Ethernet Operations Center
 - Intrado Network Operations Center
- Provides critical escalation support to the PSAPs within Broward County for AT&T ESInet™ impairments and outages
- Acts as the primary point of contact for questions related to AT&T ESInet™ service
- Provides maintenance notifications (both planned and emergent)
- Delivers after-event reports
- Coordinates user access to operational support tools e.g., AT&T ESInet™ customer web portal

The AT&T 9-1-1 SM will be available 24 hours a day, 7 days a week for critical outage support as well as customer escalations related to service impairments of the AT&T ESInet™.

AT&T Attachment F - Implementation Schedule

[illegible]

ATT ESInet PSAP Implementation Plan with Aggregation Sites

ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Successors	Resource Names	November	December	January	February	March	April	May	June	July	August	September	October	November
26	Collect User Data for Intrado portal provisioning	0%	20 days	Wed 11/19/25	Thu 12/18/25	24SS	49,37	AT&T													
27	PSAP Site Survey	0%	5 days	Wed 11/19/25	Tue 11/25/25																
28	Conduct PSAP site visits (primary site and backup site)	0%	2 days	Wed 11/19/25	Thu 11/20/25	22	29	AT&T													
29	Complete site assessment	0%	3 days	Fri 11/21/25	Tue 11/25/25	28	30	AT&T													
30	Deliver PSAP Site Assessment to customer	0%	0 days	Tue 11/25/25	Tue 11/25/25	29	53,99	AT&T													
31	Infrastructure Data Collection	0%	5 days	Thu 11/6/25	Thu 11/13/25																
32	Aggregation Site Evaluation	0%	0 days	Thu 11/6/25	Thu 11/6/25																
33	Aggregation Site capacity validation	0%	0 days	Thu 11/6/25	Thu 11/6/25	7		AT&T, Intrado													
34	ESInet Network Requirements	0%	5 days	Fri 11/7/25	Thu 11/13/25																
35	Validate Specific PSAP Requirements (carrier circuits, last mile, circuit sizing etc)	0%	5 days	Fri 11/7/25	Thu 11/13/25	7	64	AT&T, Intrado													
36	GIS Data Preparation	0%	27 days	Thu 12/4/25	Tue 1/13/26																
37	Provision PSAP GIS Data Authority users in EGDSMS and portal	0%	5 days	Fri 12/19/25	Mon 12/29/25	68,26	120,39	Intrado													
38	Training session #1	0%	1 day	Thu 12/4/25	Thu 12/4/25	22FF+2 wks	41FF+3 wks,39FF+	Intrado													
39	Customer submits GIS Data	0%	1 day	Tue 12/30/25	Tue 12/30/25	38FF+2 wks,3	40	GIS Authority													
40	Initial error report provided	0%	0 days	Tue 12/30/25	Tue 12/30/25	39	42,41	Intrado													
41	Training session #2	0%	1 day	Wed 12/31/25	Wed 12/31/25	38FF+3 wks,4		Intrado													
42	Work to correct errors and map fields	0%	10 days	Wed 12/31/25	Tue 1/13/26	40	43FF	GIS Authority													
43	Resubmit GIS Data	0%	2 days	Mon 1/12/26	Tue 1/13/26	42FF	44	GIS Authority													
44	GIS Data Preparation Complete	0%	0 days	Tue 1/13/26	Tue 1/13/26	43	49,46	AT&T, GIS Authority, Intra													
45	GIS Data Compare	0%	31 days	Wed 1/14/26	Fri 3/6/26																
46	Intrado GIS team completes GIS analysis for i3 routing (ALI compare)	0%	10 days	Wed 1/14/26	Wed 1/28/26	44	47	Intrado													
47	GIS authority to perform remediation as needed until accuracy is at 98% (Intrado will perform a total of 2 compares	0%	20 days	Thu 1/29/26	Thu 3/5/26	46	48	GIS Authority													
48	GIS authority to submit final updates for load to ECRF and LVF	0%	1 day	Fri 3/6/26	Fri 3/6/26	47	49,111,109,112	GIS Authority													
49	Data Collection Complete	0%	0 days	Fri 3/6/26	Fri 3/6/26	44,15,24,26,46	50														

ATT ESInet PSAP Implementation Plan with Aggregation Sites

ATT ESInet PSAP Implementation Plan with Aggregation Sites																												
ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Successors	Resource Names	per	lo	ve	mo	be	ec	em	be	January	February	March	April	May	June	July	August	September	October	November	December
50	Definition Phase Complete	0%	0 days	Fri 3/6/26	Fri 3/6/26	49																						
51	Architecture Phase	0%	18 days	Fri 11/14/25	Thu 12/11/25																							
52	PSAP Site Remediation	0%	3 days	Wed 11/26/25	Tue 12/2/25																							
53	Review Customer PSAP Site Requirements	0%	3 days	Wed 11/26/25	Tue 12/2/25	30	92	AT&T, Intrado																				
54	Network Design	0%	16 days	Fri 11/14/25	Tue 12/9/25																							
55	Ingress Network Design	0%	10 days	Mon 11/24/25	Tue 12/9/25																							
56	ILEC interconnection requirements	0%	5 days	Mon 11/24/25	Tue 12/2/25	15	61,78	AT&T																				
57	Facilitate inter-local agreements	0%	5 days	Mon 11/24/25	Tue 12/2/25	15	61	AT&T																				
58	Legacy SR interconnection paths	0%	5 days	Mon 11/24/25	Tue 12/2/25	15	61	AT&T																				
59	Split rate center design	0%	5 days	Mon 11/24/25	Tue 12/2/25	15	61	AT&T																				
60	OSP interconnection design	0%	5 days	Mon 11/24/25	Tue 12/2/25	15	61	AT&T																				
61	Ingress Network Design review	0%	5 days	Wed 12/3/25	Tue 12/9/25	56,57,58,59,60	62	AT&T, Intrado																				
62	Ingress Network design finalized	0%	0 days	Tue 12/9/25	Tue 12/9/25	61	69,79	AT&T, Intrado																				
63	Egress Network Design	0%	12 days	Fri 11/14/25	Wed 12/3/25																							
64	Customer PSAP AVPN connection design	0%	4 days	Fri 11/14/25	Wed 11/19/25	35	65,66	AT&T																				
65	Customer PSAP LAN design	0%	5 days	Thu 11/20/25	Wed 11/26/25	64	67	AT&T																				
66	ESInet interconnection design	0%	5 days	Thu 11/20/25	Wed 11/26/25	64	67	AT&T																				
67	ESInet Design Review	0%	2 days	Mon 12/1/25	Tue 12/2/25	65,66	68	AT&T, Intrado																				
68	Finalize PSAP Customer Architecture	0%	1 day	Wed 12/3/25	Wed 12/3/25	67	109,69,37,117,118	AT&T, Intrado																				
69	Architecture Review	0%	2 days	Wed 12/10/25	Thu 12/11/25	62,68	70	AT&T, Intrado																				
70	Architecture Phase Complete	0%	0 days	Thu 12/11/25	Thu 12/11/25	69	101,74,75,103																					
71	Integration Phase	0%	95 days	Wed 11/19/25	Wed 4/15/26																							
72	POI to Agg Site Network	0%	45 days	Fri 12/12/25	Wed 2/25/26																							
73	Create POI Facility	0%	45 days	Fri 12/12/25	Wed 2/25/26																							
74	Physical Work	0%	30 days	Fri 12/12/25	Tue 1/27/26	70	121	AT&T																				
75	POI to Agg Site Circuit Orders	0%	30 days	Fri 12/12/25	Tue 1/27/26	70	76	AT&T																				
76	POI to Agg Site Trunk Orders	0%	15 days	Wed 1/28/26	Wed 2/25/26	75	121	AT&T																				
77	FSR Interconnection Process	0%	61 days	Wed 12/3/25	Tue 3/10/26																							
78	Confirm FSR 9-1-1 contacts	0%	1 day	Wed 12/3/25	Wed 12/3/25	56,11	79	AT&T																				
79	Circuit orders to FSRs	0%	40 days	Wed 12/10/25	Fri 2/6/26	78,62	82SS,83	AT&T																				

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ATT ESInet PSAP Implementation Plan with Aggregation Sites									
ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Successors	Resource Names	
80	Connections to FSR & Transit Solution	0%	56 days	Wed 12/10/25	Tue 3/10/26				
81	Trunk orders	0%	56 days	Wed 12/10/25	Tue 3/10/26				
82	Create Trunk Model Diagram	0%	1 day	Wed 12/10/25	Wed 12/10/25	79SS	83	AT&T, Intrado	
83	Submit Originating and Transfer Trunk Orders	0%	10 days	Mon 2/9/26	Mon 3/2/26	82,79	84	Intrado	
84	Transfer Trunk Test and Turn Up	0%	2 days	Tue 3/3/26	Wed 3/4/26	83	85	AT&T, Intrado	
85	Provision Trunks in ESInet	0%	3 days	Thu 3/5/26	Mon 3/9/26	84	87	Intrado	
86	End to End Circuit testing with FSR	0%	1 day	Tue 3/10/26	Tue 3/10/26				
87	FSR Circuit Testing	0%	1 day	Tue 3/10/26	Tue 3/10/26	85	88SS	AT&T, Intrado	
88	Confirm gain settings	0%	1 day	Tue 3/10/26	Tue 3/10/26	87SS	89	Intrado	
89	FSR Circuit Testing Complete	0%	0 days	Tue 3/10/26	Tue 3/10/26	88	121		
90	PSAP Equipment Installation	0%	49 days	Tue 1/6/26	Tue 3/24/26				
91	Order Hardware	0%	30 days	Tue 1/6/26	Wed 2/25/26	101FS-45 day	92,93	Intrado	
92	Schedule equipment installation with PSAP	0%	3 days	Thu 2/26/26	Mon 3/2/26	91,99,53	130	AT&T	
93	Configure hardware	0%	5 days	Thu 2/26/26	Wed 3/4/26	91	94		
94	Ship PSAP Equipment to PSAP	0%	5 days	Thu 3/5/26	Wed 3/11/26	101FS-10 day	95	Intrado	
95	Installation of Hardware	0%	2 days	Thu 3/19/26	Fri 3/20/26	94,101,102,10	105,96	AT&T	
96	Equipment install and Circuit Test and Turn-up	0%	2 days	Mon 3/23/26	Tue 3/24/26	95	97	AT&T, Intrado	
97	Equipment Installation Complete	0%	0 days	Tue 3/24/26	Tue 3/24/26	96	107,121		
98	Egress Network Ordering and Turn Up	0%	76 days	Wed 11/26/25	Thu 3/26/26				
99	Confirm PSAP site remediation is complete	0%	20 days	Wed 11/26/25	Mon 12/29/25	30	92	AT&T	
100	PSAP Circuits	0%	63 days	Fri 12/12/25	Mon 3/23/26				
101	AVPN order #1 at Regional Host 1	0%	60 days	Fri 12/12/25	Wed 3/18/26	70	102SS,91FS-45 day	AT&T	
102	AVPN order #2 at Regional Host 2	0%	60 days	Fri 12/12/25	Wed 3/18/26	101SS	95	AT&T	
103	AVPN order #1 at Non-Regional Host 1	0%	60 days	Fri 12/12/25	Wed 3/18/26	70	104SS,91FS-45 day	AT&T	
104	AVPN order #2 at Non-Regional Host 2	0%	60 days	Fri 12/12/25	Wed 3/18/26	103SS	95	AT&T	
105	Circuit test and turn up	0%	1 day	Mon 3/23/26	Mon 3/23/26	95	107	AT&T	
106	PSAP Network Testing	0%	2 days	Wed 3/25/26	Thu 3/26/26				
107	ESInet Interconnection test and network failover testing	0%	2 days	Wed 3/25/26	Thu 3/26/26	97,105	121	Intrado	

ATT ESInet PSAP Implementation Plan with Aggregation Sites																																
ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Successors	Resource Names	per	lo	ve	be	ce	January	February	March	April	May	June	July	August	September	October	November	December							
									E	B	M	E	B	M	E	B	M	E	B	M	E	B	M	E	B							
108	PSAP Data Provisioning	0%	95 days	Wed 11/19/25	Wed 4/15/26																											
109	Provision PSAP and PSAP Data in ESRP (includes primary PSAP and both backup PSAP profiles)	0%	5 days	Mon 3/9/26	Fri 3/13/26	68,24,48	120																									
110	GIS Data Load	0%	10 days	Mon 3/9/26	Fri 3/20/26																											
111	Provision GIS data in ECRF	0%	10 days	Mon 3/9/26	Fri 3/20/26	48	144,115	Intrado																								
112	Provision GIS data in LVF	0%	10 days	Mon 3/9/26	Fri 3/20/26	48		Intrado																								
113	LDB Updates	0%	95 days	Wed 11/19/25	Wed 4/15/26																											
114	Migrate existing LDB records to AT&T ESInet LDB	0%	90 days	Wed 11/19/25	Wed 4/8/26	22	115																									
115	Run LDB records against GIS data, obtain x/y, and provision	0%	5 days	Thu 4/9/26	Wed 4/15/26	114,111	147	AT&T,Intrado																								
116	Create and communicate CPE provisioning info	0%	10 days	Fri 12/19/25	Mon 1/5/26																											
117	Create digital certificate for LIS,ADR,ECRF, and TCC/MSRP as required	0%	5 days	Fri 12/19/25	Mon 12/29/25	68,24	120	Intrado																								
118	Provide default URL for LIS/ADR bid	0%	1 day	Fri 12/19/25	Fri 12/19/25	68,24	120	Intrado																								
119	Assign PSAP URI's for transfers and primary routing	0%	10 days	Fri 12/19/25	Mon 1/5/26	24	120	Intrado																								
120	Provisioning Complete	0%	0 days	Fri 3/13/26	Fri 3/13/26	109,37,117,11	140,121,131																									
121	Integration Phase Complete	0%	0 days	Thu 3/26/26	Thu 3/26/26	76,97,107,120	129,136,144																									
122	Deployment Phase	0%	113 days	Mon 11/10/25	Thu 4/30/26																											
123	OSP Communication	0%	10 days	Fri 11/14/25	Mon 12/1/25																											
124	Create OSP Notification letter	0%	4 days	Fri 11/14/25	Wed 11/19/25	12,13	125	AT&T																								
125	PSAP approval of OSP Notification letter	0%	5 days	Thu 11/20/25	Wed 11/26/25	124,22	126	AT&T																								
126	Send OSP Notification of Voice Transition	0%	1 day	Mon 12/1/25	Mon 12/1/25	125	158	AT&T																								
127	Pre-Cutover Planning and Testing	0%	23 days	Mon 3/16/26	Wed 4/15/26																											
128	Event Planning	0%	8 days	Fri 3/27/26	Tue 4/7/26																											
129	Confirm PSAP Site Readiness - CPE Installed and provisioned	0%	1 day	Fri 3/27/26	Fri 3/27/26	121	135,130	AT&T																								
130	Coordinate voice cutover schedule per FSR/ILEC per PSAP	0%	2 days	Mon 3/30/26	Tue 3/31/26	92,129	132,131	AT&T																								
Page 5																																

ATT ESInet PSAP Implementation Plan with Aggregation Sites								
ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Successors	Resource Names
131	Create Cutover Event Plan and Review with stakeholders	0%	4 days	Wed 4/1/26	Mon 4/6/26	120,130	132	Intrado
132	Schedule Migration Event with Internal resources	0%	1 day	Tue 4/7/26	Tue 4/7/26	131,130	147,133	Intrado
133	Schedule Migration Event with Customer	0%	0 days	Tue 4/7/26	Tue 4/7/26	132	147	AT&T
134	Pre-Cutover Systems Verification	0%	2 days	Fri 3/27/26	Mon 3/30/26			
135	Verify Ingress Network and PSAP CPE ready	0%	1 day	Mon 3/30/26	Mon 3/30/26	129	144	AT&T
136	Verify ESInet systems ready	0%	1 day	Fri 3/27/26	Fri 3/27/26	121	137SS	Intrado
137	Verify Monitoring in place	0%	1 day	Fri 3/27/26	Fri 3/27/26	136SS	138SS	Intrado
138	Verify ATT Res Center has NOC to NOC Communications in place	0%	2 days	Fri 3/27/26	Mon 3/30/26	137SS	147	AT&T
139	Testing	0%	23 days	Mon 3/16/26	Wed 4/15/26			
140	Create Provisioning Pre-Test Plan	0%	3 days	Mon 3/16/26	Wed 3/18/26	120	141	Intrado
141	Review and Approve Test Plan w/PSAP	0%	5 days	Thu 3/19/26	Wed 3/25/26	140	142	AT&T
142	Schedule Pre-cutover testing with PSAP and CPE vendor	0%	3 days	Thu 3/26/26	Mon 3/30/26	141	143	AT&T
143	Setup test number dialer	0%	2 days	Tue 3/31/26	Wed 4/1/26	142	144	Intrado
144	Perform Pre-cutover/Operational Readiness Testing	0%	2 wks	Thu 4/2/26	Wed 4/15/26	121,135,111,1	145	AT&T,Intrado
145	Pre-Cutover Testing Complete	0%	0 days	Wed 4/15/26	Wed 4/15/26	144	147,148FS+5 days	AT&T,Intrado
146	PSAP Customer Cutover - North Regional PSAP on Regional Host	0%	113 days	Mon 11/10/25	Thu 4/30/26			
147	Go / No Go for Cutover	0%	1 day	Thu 4/16/26	Thu 4/16/26	132,133,145,1	148	AT&T,Intrado
148	Systems Cutover Event	0%	1 day	Thu 4/23/26	Thu 4/23/26	147,145FS+5	149	AT&T,Intrado
149	Cutover Complete	0%	0 days	Thu 4/23/26	Thu 4/23/26	148	155,156,152	
150	PSAP Deployment- balance of Regional PSAPs and Non-Regional PSAPs (5)	0%	113 days	Mon 11/10/25	Thu 4/30/26			
151	Execute PSAP deployment prep steps for balance of PSAPs - (5)	0%	5.25 mons	Mon 11/10/25	Mon 4/20/26	17	152	
152	Schedule and execute PSAP cutovers for balance of PSAPs (5)	0%	1 wk	Fri 4/24/26	Thu 4/30/26	151,149		

ATT ESInet PSAP Implementation Plan with Aggregation Sites

ID	Task Name	% Complete	Duration	Start	Finish	Predecessors	Successors	Resource Names	November	December	January	February	March	April	May	June	July	August	September	October	November
153	Maintenance Phase	0%	0 days	Thu 4/23/26	Thu 4/23/26																
154	Handoffs for ongoing System Maintenance and Support	0%	0 days	Thu 4/23/26	Thu 4/23/26			AT&T,Intrado													
155	Intrado handoffs	0%	0 days	Thu 4/23/26	Thu 4/23/26	149		Intrado													
156	AT&T handoffs	0%	0 days	Thu 4/23/26	Thu 4/23/26	149		AT&T													
157	Ongoing - Manage OSP direct connections	0%	230 days	Tue 12/2/25	Thu 11/5/26			AT&T,Intrado													
158	Facilitate OSP circuit orders	0%	11 mons	Tue 12/2/25	Thu 10/22/26	126	159SS+1 mon	AT&T													
159	Provision, test, and turn up OSP trunks	0%	10.5 mons	Thu 1/1/26	Thu 11/5/26	158SS+1 mon		Intrado													

AT&T Attachment G – Continuity of Operations Plan (COOP)

AT&T Attachment H – ORT-Acceptance Test Plan

AT&T ESInet™

Operational Readiness Test Plan

Version 8.4 08/06/2025

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Open Records Act Request

PSAP will immediately advise in writing of any Open Records Act type of requests as it may relate to this proposal or any information contained herein.

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Introduction

The AT&T ESInet™ Operational Readiness Test Plan described in this document provides an overview of testing and a list and description of test cases for the implementation of the AT&T ESInet™ services. The objective for this test plan is to demonstrate the network and call processing equipment readiness to receive 9-1-1 traffic using the AT&T ESInet™ service. Test participants include the in test PSAP and AT&T ESInet™ Service Delivery.

The AT&T ESInet™ Operational Readiness Test Cases will demonstrate feature functionality of the AT&T ESInet™. The Test calls will deliver simulated "9-1-1" calls from the ILEC SR to the PSAPs over the AT&T ESInet™ to the call handling equipment installed at the in test PSAP.

AT&T manages the testing process and coordinates all test calls documented in the AT&T ESInet™ Operational Readiness Test Plan. The testing is scheduled in accordance with the PSAP's availability. The PSAP may be asked to provide a resource to answer the test calls and to provide documentation (i.e. screen prints and recordings) for certain calls.

The list of standard tests demonstrates feature functionality of the AT&T ESInet™ to include:

- Operation of the AT&T ESInet™ PSAP Network Edge equipment
 - AVPN failover
 - Call handling and routing processes:
 - Call transfer and bridging functions
 - Alternate and default routing
 - Independent i3 component availability
 - PSAP abandonment routing
 - PAD abandonment routing
 - FirstNet AVPN Failover and Functional tests

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AT&T Attachment I – Example Monthly Status Report

**Project
Status**

Initiating

Planning

Executing

Delivering

Closing

MEETING INFORMATION

Date:	TBD
Start Time:	
End Time:	
Subject:	External Broward County E911 FL ESInet project Meeting

ITEMS ADDRESSED
Introductions
Confirming Scope of Work – Please also refer to attached SOW

The Broward County E911 project aims to upgrade to a NENA i3-compliant Next Generation 911 system, enhancing emergency communication capabilities for regional and non-regional PSAPs. This system will support diverse multimedia inputs and comply with Florida House Bill 441 (2019).

- **Scope of the NG911 System:** The project involves procuring and migrating to a market-ready NG911 system featuring an Emergency Services IP Network (ESInet) and Next Generation Core Services (NGCS) for Broward County's PSAPs. The service provider will manage the system's design, installation, operation, and ongoing enhancements in line with industry standards. 1
- **Technological Improvements:** The NG911 system will enable support for voice, data, text, pictures, video, telematics, and multimedia from various devices, improve survivability and network resiliency through distributed design, and reduce call set-up times by eliminating traditional CAMA trunks. 1
- **Compliance and Interoperability:** The system will allow public access to PSAPs from anywhere and multiple devices, facilitate interoperability across agencies and regions with predefined routing, and improve information location accuracy at the mobile device level, ensuring compliance with HB 441's requirements for call and text transfer capabilities.

PSAP address Confirmation:

- Regional PSAPs
 - North (4900 West Copan's Road, Coconut Creek, FL)2
 - Central (10440 W Oakland Park Blvd, Sunrise, FL)
 - South (6057 SW 198th Terrace, Pembroke Pines, FL)
 - Emergency Operation Center (EOC) – Backup PSAP (201 NW 84th Ave, Plantation, FL)
- Non-Regional PSAPs
 - Coral Springs (2801 Coral Springs Drive, Coral Springs, FL)
 - Plantation (451 NW 70th Terrace, Plantation, FL)
 - Emergency Operations Center (EOC) – Unmanned Backup PSAP (201 NW 84th Ave, Plantation, FL)

North Regional PSAP will be relocated to the 1801 N.W. 49 Street, Fort Lauderdale 33309 by 4Q2026 or 1Q2027

Meeting Date {TBD} Notes:

- Project Schedule – TBD
- Network Timeline and Drawing
- ORT
- Go Live
- Training

Customer Contact Information:

Name	Title	Phone	Email

AT&T Contact Information:

Name	Title	Phone	Email

<i>Prescence</i>	<i>Name</i>	<i>Role</i>	<i>Organization</i>
✓			
✓			
✓			
✗			
✗			

AT&T Attachment J – Example MOP

AT&T Attachment K – VIPER 7 i3 Deployments

AT&T Attachment K - VIPER 7 i3 Deployments

State	County	PSAP	Viper Version	CPE Vendor and Type	Interface
AR	Baxter	Baxter County 9-1-1	7	Viper	i3
AR	Benton	Benton County Office of Emergency Communications (CENCOM)	7	Viper host 1	i3
AR	Benton	Benton County Office of Emergency Communications (CENCOM)	7	Viper Host 2	i3
AR	Benton	Bentonville City Police Department	7	Viper	i3
AR	Benton	Bentonville City Police Department move to Viper 100	7	Viper	i3
DC	DC	911 - Washington DC – PSAP	7	Viper	i3
DC	DC	911 - Washington DC – PSAP	7	Viper	i3
DC	DC	911 - Washington DC – PSAP (Special Event)	7	Viper	i3
DC	DC	Washington DC Public Safety Communications Center (Node B)	7	Viper	i3
DC	DC	Washington DC Public Safety Communications Center (Node B)	7	Viper	i3
FL	Brevard	Brevard County Fire-Rescue-EMS	7	Viper	i3
FL	Brevard	Brevard County Fire-Rescue-EMS	7	Viper	i3
FL	Brevard	Brevard County Sheriffs Office	7	Viper	i3
FL	Brevard	Brevard County Sheriffs Office	7	Viper	i3
FL	Brevard	Cocoa Beach Police Department	7	Viper	i3
FL	Brevard	Cocoa Beach Police Department	7	Viper	i3
FL	Brevard	Cocoa City Police Department	7	Viper	i3
FL	Brevard	Cocoa City Police Department	7	Viper	i3
FL	Brevard	Indialantic Police Department	7	Viper	i3
FL	Brevard	Indialantic Police Department	7	Viper	i3
FL	Brevard	Indian Harbour Beach Police Department	7	Viper	i3
FL	Brevard	Indian Harbour Beach Police Department	7	Viper	i3
FL	Brevard	Melbourne Police Department	7	Viper	i3
FL	Brevard	Melbourne Police Department	7	Viper	i3
FL	Brevard	Palm Bay Police Department	7	Viper	i3
FL	Brevard	Palm Bay Police Department	7	Viper	i3
FL	Brevard	Rockledge Police Department	7	Viper	i3
FL	Brevard	Rockledge Police Department	7	Viper	i3
FL	Brevard	Satellite Beach Police Department	7	Viper	i3
FL	Brevard	Satellite Beach Police Department	7	Viper	i3
FL	Brevard	Titusville Police Department	7	Viper	i3
FL	Brevard	Titusville Police Department	7	Viper	i3
FL	Dade	Aventura Police Department	7	Viper	i3
FL	Dade	Coral Gables Backup	7	Viper	i3
FL	Dade	Coral Gables Police and Fire	7	Viper	i3
FL	Dade	Hialeah Fire	7	Viper	i3
FL	Dade	Miami Beach Police Department	7	Viper	i3
FL	Dade	Miami Beach Police Department Backup	7	Viper	i3
FL	Dade	Miami Fire College FD BU	7	Viper	i3
FL	Dade	Miami Fire College PD BU	7	Viper	i3
FL	Dade	Miami Fire Department	7	Viper	i3
FL	Dade	Miami Police Department	7	Viper	i3
FL	Dade	Miami-Dade Police Department	7	Viper	i3
FL	Dade	Miami-Dade Public Safety Backup	7	Viper	i3
FL	Dade	Pinecrest Village Police Department	7	Viper	i3
FL	Orange	Orange County Fire Rescue	7	Viper	i3
FL	Orange	Orange County Sheriff Disaster Recovery	7	Viper	i3
FL	Orange	Orange County Sheriffs Office	7	Viper	i3
FL	Orange	Orlando Fire Department	7	Viper	i3
FL	Orange	Orlando Police Department	7	Viper	i3
FL	Palm Beach	Atlantis Police Department	7	Viper	i3
FL	Palm Beach	Boca Raton Communications Center	7	Viper	i3
FL	Palm Beach	Boca Raton Communications Center Backup	7	Viper	i3
FL	Palm Beach	Boynton Beach Communications Center	7	Viper	i3
FL	Palm Beach	Delray Beach Police Department	7	Viper	i3
FL	Palm Beach	Florida Atlantic University Police Department	7	Viper	i3
FL	Palm Beach	Lantana Police Department	7	Viper	i3
FL	Palm Beach	Manalapan Public Safety Department	7	Viper	i3
FL	Palm Beach	Ocean Ridge Police Department	7	Viper	i3
FL	Palm Beach	Palm Beach County Sheriffs Office (Central & Glades) - VOIP	7	Viper	i3
FL	Palm Beach	Palm Beach Gardens Police Department - North Comm	7	Viper	i3
FL	Palm Beach	Palm Beach Police Department	7	Viper	i3
FL	Palm Beach	Palm Springs Police Department	7	Viper	i3
FL	Palm Beach	Riviera Beach Police Department	7	Viper	i3
FL	Palm Beach	West Palm Beach Police Department	7	Viper	i3
FL	Seminole	Seminole County Public Safety Bureau	7	Viper	i3
FL	Seminole	Seminole County Public Safety Disaster Recovery Site	7	Viper	i3

AT&T Attachment K - VIPER 7 i3 Deployments

FL	Seminole	Seminole County Sheriffs Office	7	Viper	i3
FL	Seminole	Seminole County Sheriffs Office Disaster Recovery	7	Viper	i3
GA	Chatham	Chatham 911 Communications Services	7	Viper	i3
GA	Chatham	Chatham 911 Communications Services Backup	7	Viper	i3
GA	Forsyth	Forsyth County 9-1-1 Center	7	Viper	i3
GA	Forsyth	Forsyth County 9-1-1 Center Backup	7	Viper	i3
GA	Fulton	Alpharetta Police Department	7	Viper	i3
GA	Fulton	Alpharetta Police Department	7	Viper	i3
GA	Fulton	Atlanta Police E9-1-1	7	Viper	i3
GA	Fulton	Atlanta Police E9-1-1 - Multinode Conversion	7	Viper	i3
GA	Fulton	Atlanta Police E9-1-1 Backup - Multinode Conversion	7	Viper	i3
GA	Fulton	ChatComm	7	Viper	i3
GA	Fulton	City of Atlanta Training Room	7	Viper	i3
GA	Fulton	Fulton County Emergency Communications	7	Viper	i3
GA	Fulton	Fulton County Emergency Communications Backup	7	Viper	i3
IL	Cook	Central Dispatch	7	Viper	i3
IL	Grundy	Grundy County Consolidated 911 Center	7	Viper	i3
IL	Grundy	Grundy County Consolidated 911 Center Circuit Swap	7	Viper	i3
IL	Kane	Aurora Police Department	7	Viper	i3
IL	Kane	Aurora Police Department Backup	7	Viper	i3
IL	Kane	Kane County Sheriff (KANECOMM)	7	Viper	i3
IL	Kane	Kane County Sheriff (KANECOMM) Circuit Swap	7	Viper	i3
IL	Kane	Tri-Com Central Dispatch	7	Viper	i3
IL	Kendall	KenCom Public Safety Dispatch Center	7	Viper	i3
IL	Knox	Knox County ETSB	7	Viper	i3
IL	Lake	Northeast Lake County Consolidated(Gurnee PD)	7	Viper	i3
IL	Macon	Central Illinois Regional Dispatch Center	7	Viper	i3
IL	Vermilion	Vermilion County 911	7	Viper	i3
LA	St. Bernard	St Bernard Fire Department	7	Viper	i3
LA	St. Bernard	St Bernard Parish Sheriff and Communications	7	Viper	i3
MO	Franklin	City of Washington Communications Division	7	Viper	i3
MO	Franklin	Franklin County 911	7	Viper	i3
MO	Franklin	Pacific City Police Department	7	Viper	i3
NC	Anson	Anson County Emergency Communications	7	Viper	i3
NC	Buncombe	Asheville Police Communications	7	Viper	i3
NC	Buncombe	Asheville Police Communications Backup	7	Viper	i3
NC	Buncombe	Buncombe County Emergency Communications	7	Viper	i3
NC	Buncombe	Buncombe County Emergency Communications Backup	7	Viper	i3
NC	Burke	Burke County Emergency Operations Center - CPE Change	7	Viper	i3
NC	Cabarrus	Cabarrus County SO	7	Viper	i3
NC	Cabarrus	Cabarrus County SO - CPE change	7	Viper	i3
NC	Cabarrus	Cabarrus County SO Backup	7	Viper	i3
NC	Cabarrus	Cabarrus County SO Backup - CPE change	7	Viper	i3
NC	Cabarrus	Concord Communications	7	Viper	i3
NC	Cabarrus	Concord Communications - CPE change	7	Viper	i3
NC	Cabarrus	Kannapolis Police Communications	7	Viper	i3
NC	Cabarrus	Kannapolis Police Communications - CPE change	7	Viper	i3
NC	Cumberland	Cumberland County 911 Emergency Communications	7	Viper	i3
NC	Cumberland	Cumberland County 911 Emergency Communications	7	Viper	i3
NC	Cumberland	Cumberland County 911 Emergency Communications Backup	7	Viper	i3
NC	Duplin	Duplin County Communications	7	Viper	i3
NC	Duplin	Duplin County Communications Backup	7	Viper	i3
NC	Durham	Durham County Sheriffs Communications	7	Viper	i3
NC	Durham	Durham County Sheriffs Communications - CPE change	7	Viper	i3
NC	Durham	Durham Emergency Communications Center	7	Viper	i3
NC	Durham	Durham Emergency Communications Center - CPE change	7	Viper	i3
NC	Durham	Durham Emergency Communications Center Backup	7	Viper	i3
NC	Durham	Durham Emergency Communications Center Backup - CPE change	7	Viper	i3
NC	Franklin	Franklin County E9-1-1	7	Viper	i3
NC	Franklin	Franklin County E9-1-1 - CPE change	7	Viper	i3
NC	Greene	Greene County Sheriffs Communications	7	Viper	i3
NC	Greene	Greene County Sheriffs Communications Backup	7	Viper	i3
NC	Guilford	Guilford Metro 911 Justice - CPE change	7	Viper	i3
NC	Guilford	Guilford Metro 911 Justice - i3 conversion	7	Viper	i3
NC	Guilford	Guilford Metro 911 Justice Backup	7	Viper	i3
NC	Guilford	Guilford Metro 911 Justice Backup - CPE change	7	Viper	i3
NC	Harnett	Harnett County Sheriffs Communications	7	Viper	i3
NC	Harnett	Harnett County Sheriffs Communications Backup	7	Viper	i3
NC	Haywood	Haywood County Communications	7	Viper	i3

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NC	Johnston	Johnston County E9-1-1 Communications	7	Viper	i3
NC	Johnston	Johnston County E9-1-1 Communications Backup	7	Viper	i3
NC	Jones Lenoir	Jones Lenoir County 911	7	Viper	i3
NC	Jones Lenoir	Jones Lenoir County 911 Backup	7	Viper	i3
NC	Lee	Lee Co Sheriffs Office	7	Viper	i3
NC	Lee	Sanford Police-Fire-EMS Communications	7	Viper	i3
NC	Lee	Sanford Police-Fire-EMS Communications Backup	7	Viper	i3
NC	Lumberton	Lumberton Comm Backup	7	Viper	i3
NC	Lumberton	Lumberton Comm Backup - CPE change	7	Viper	i3
NC	Lumberton	Lumberton Communications Center	7	Viper	i3
NC	Lumberton	Lumberton Communications Center - CPE change	7	Viper	i3
NC	Madison	Madison County EOC - CPE change	7	Viper	i3
NC	Madison	Madison County EOC - i3 conversion	7	Viper	i3
NC	Martin	Martin County Communications	7	Viper	i3
NC	Martin	Martin County Communications - Backup	7	Viper	i3
NC	Mitchell	Mitchell County Central Communications	7	Viper	i3
NC	Mitchell	Mitchell County Central Communications - Backup	7	Viper	i3
NC	Mitchell	Mitchell County Central Communications - Backup - CPE change	7	Viper	i3
NC	Mitchell	Mitchell County Central Communications - CPE change	7	Viper	i3
NC	Nash	Nash County Central Communication	7	Viper	i3
NC	Nash	Nash County Central Communication - Backup	7	Viper	i3
NC	Nash	Rocky Mount Central Communications	7	Viper	i3
NC	Nash	Rocky Mount Central Communications Backup	7	Viper	i3
NC	New Hanover	New Hanover County Public Safety Communications	7	Viper	i3
NC	New Hanover	New Hanover County Public Safety Communications Backup	7	Viper	i3
NC	Onslow	Onslow County 9-1-1	7	Viper	i3
NC	Onslow	Onslow County 9-1-1 - CPE change	7	Viper	i3
NC	Pitt	Greenville Police Communications	7	Viper	i3
NC	Pitt	Greenville Police Communications Backup	7	Viper	i3
NC	Pitt	Pitt County 9-1-1 Communications - i3 conversion	7	Viper	i3
NC	Pitt	Pitt County 9-1-1 Communications Backup - i3 conversion	7	Viper	i3
NC	Pitt	Pitt County Sheriffs Communications	7	Viper	i3
NC	Polk	Polk County Communications	7	Viper	i3
NC	Polk	Polk County Communications - Backup	7	Viper	i3
NC	Richmond	Richmond County Emergency Communications Center	7	Viper	i3
NC	Richmond	Richmond County Emergency Communications Center - Backup - CPE change	7	Viper	i3
NC	Richmond	Richmond County Emergency Communications Center - CPE change	7	Viper	i3
NC	Robeson	Robeson County E9-1-1 Center	7	Viper	i3
NC	Robeson	Robeson County E9-1-1 Center Backup	7	Viper	i3
NC	Rockingham	Rockingham County 9-1-1 - CPE change	7	Viper	i3
NC	Rockingham	Rockingham County 9-1-1 Backup (at Guilford) - CPE change	7	Viper	i3
NC	Sampson	Sampson County 9-1-1 Center	7	Viper	i3
NC	Sampson	Sampson County 9-1-1 Center Backup	7	Viper	i3
NC	Scotland	Scotland County Emergency Communications	7	Viper	i3
NC	Scotland	Scotland County Emergency Communications - CPE change	7	Viper	i3
NC	Scotland	Scotland County Emergency Communications - Backup	7	Viper	i3
NC	Scotland	Scotland County Emergency Communications - Backup - CPE change	7	Viper	i3
NC	Wake	Holly Springs Police Department	7	Viper	i3
NC	Wake	North Carolina State University Public Safety	7	Viper	i3
NC	Wake	North Carolina State University Public Safety - CPE change	7	Viper	i3
NC	Wake	Raleigh-Wake County Emergency Communications - CPE change	7	Viper	i3
NC	Wake	Raleigh-Wake County Emergency Communications Backup - CPE change	7	Viper	i3
NC	Wake	State of NC NMAC - Viper	7	Viper	i3
NC	Wake	Wake County Sheriffs Communications - CPE change	7	Viper	i3
NC	Wake	Wake County Sheriffs Communications Backup - CPE change	7	Viper	i3
NC	Washington	Washington County Communications	7	Viper	i3
NC	Wayne	Wayne County Communications	7	Viper	i3
NC	Wayne	Wayne County Communications - CPE change	7	Viper	i3
NC	Wayne	Wayne County Communications Backup	7	Viper	i3
NC	Wayne	Wayne County Communications Backup - CPE change	7	Viper	i3
NC	Wilson	Wilson County Emergency Communications - Backup - CPE change	7	Viper	i3
NC	Wilson	Wilson County Emergency Communications - Backup - i3 conversion	7	Viper	i3
NC	Wilson	Wilson County Emergency Communications - CPE change	7	Viper	i3
NC	Wilson	Wilson County Emergency Communications - i3 conversion	7	Viper	i3
TN	Maury	Maury County - i3 Conversion+ CPE Swap	7	Viper	i3
TX	Aransas	Aransas Public Safety Center	7	Viper	i3
TX	Aransas	Aransas Public Safety Center - New CPE	7	Viper	i3
TX	Bastrop	Bastrop Co Emerg Comm TX - Conversion	7	Viper	i3
TX	Bee	Bee County Sheriffs Office	7	Viper	i3

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TX	Bee	Bee County Sheriffs Office - New CPE	7	Viper	i3
TX	Bee	Beeville Police Department	7	Viper	i3
TX	Bee	Beeville Police Department - New CPE	7	Viper	i3
TX	Blanco	Blanco Co SO TX - Conversion	7	Viper	i3
TX	Brazoria	Alvin Police Department	7	VIPER	i3
TX	Brazoria	Angleton Police Department	7	VIPER	i3
TX	Brazoria	Brazoria County Sheriffs Office - HU	7	VIPER	i3
TX	Brazoria	Brazoria Police Department	7	VIPER	i3
TX	Brazoria	Clute Police Department	7	VIPER	i3
TX	Brazoria	Freeport Police Department	7	VIPER	i3
TX	Brazoria	Lake Jackson Police Department	7	VIPER	i3
TX	Brazoria	West Columbia Police Department	7	VIPER	i3
TX	Brooks	Brooks County Sheriffs Office	7	Viper	i3
TX	Brooks	Brooks County Sheriffs Office - New CPE	7	Viper	i3
TX	Burnet	Burnet Co SO TX - Conversion	7	Viper	i3
TX	Burnet	Marble Falls PD TX - Conversion	7	Viper	i3
TX	Caldwell	Caldwell Co SO TX - Conversion	7	Viper	i3
TX	Caldwell	Lockhart PD TX - Conversion	7	Viper	i3
TX	Caldwell	Luling PD TX - Conversion	7	Viper	i3
TX	Chambers	Chambers County Sheriffs Office - BM	7	VIPER	i3
TX	Chambers	Mont Belvieu Police Department	7	VIPER	i3
TX	Coke	Tom Green County/Coke County Sheriffs Office	7	Viper	i3
TX	Coke	Tom Green County/Coke County Sheriffs Office - CPE change	7	Viper	i3
TX	Coke	Tom Green County/Coke County Sheriffs Office - Host Move	7	Viper	i3
TX	Colorado	Colorado County Sheriffs Office	7	VIPER	i3
TX	Concho	Concho County Sheriffs Office	7	Viper	i3
TX	Concho	Concho County Sheriffs Office - CPE change	7	Viper	i3
TX	Concho	Concho County Sheriffs Office - Host Move	7	Viper	i3
TX	Crockett	Crockett County Sheriffs Office	7	Viper	i3
TX	Crockett	Crockett County Sheriffs Office - Host Move	7	Viper	i3
TX	Crockett	Crockett County Sheriffs Office - CPE change	7	Viper	i3
TX	Duval	Duval Co SO	7	Viper	i3
TX	Duval	Duval Co SO - New CPE	7	Viper	i3
TX	Duval	Freer Police Department	7	Viper	i3
TX	Duval	Freer Police Department - New CPE	7	Viper	i3
TX	Edwards	Edwards County Sheriffs Office	7	Viper	i3
TX	Fayette	Fayette Co SO TX - Conversion	7	Viper	i3
TX	Hays	Hays Co SO TX - Conversion	7	Viper	i3
TX	Hays	Kyle PD TX - Conversion	7	Viper	i3
TX	Hays	San Marcos PD TX - Conversion	7	Viper	i3
TX	Hays	Texas State University PD TX - Conversion	7	Viper	i3
TX	Hidalgo	Alamo Police Department	7	Viper	i3
TX	Hidalgo	Alamo Police Department- CPE change	7	Viper	i3
TX	Hidalgo	Alton Police Department	7	Viper	i3
TX	Hidalgo	Alton Police Department- CPE change	7	Viper	i3
TX	Hidalgo	Donna Police Department	7	Viper	i3
TX	Hidalgo	Donna Police Department- CPE change	7	Viper	i3
TX	Hidalgo	Edinburg Police Department	7	Viper	i3
TX	Hidalgo	Edinburg Police Department- CPE change	7	Viper	i3
TX	Hidalgo	Elsa Police Department	7	Viper	i3
TX	Hidalgo	Elsa Police Department- CPE change	7	Viper	i3
TX	Hidalgo	Hidalgo Co SO TX	7	Viper	i3
TX	Hidalgo	Hidalgo Co SO TX- CPE change	7	Viper	i3
TX	Hidalgo	Hidalgo Police Department	7	Viper	i3
TX	Hidalgo	Hidalgo Police Department- CPE change	7	Viper	i3
TX	Hidalgo	La Joya Police Department	7	Viper	i3
TX	Hidalgo	La Joya Police Department- CPE change	7	Viper	i3
TX	Hidalgo	LRG Training	7	Viper	i3
TX	Hidalgo	LRG Training- CPE change	7	Viper	i3
TX	Hidalgo	McAllen Police Department	7	Viper	i3
TX	Hidalgo	McAllen Police Department- CPE change	7	Viper	i3
TX	Hidalgo	Mercedes Police Department	7	Viper	i3
TX	Hidalgo	Mercedes Police Department- CPE change	7	Viper	i3
TX	Hidalgo	Mission Police Department	7	Viper	i3
TX	Hidalgo	Mission Police Department- CPE change	7	Viper	i3
TX	Hidalgo	Palmview Police Department	7	Viper	i3
TX	Hidalgo	Palmview Police Department- CPE change	7	Viper	i3
TX	Hidalgo	Pharr Police Department	7	Viper	i3
TX	Hidalgo	Pharr Police Department- CPE change	7	Viper	i3

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TX	Hidalgo	San Juan Police Department	7	Viper	i3
TX	Hidalgo	San Juan Police Department- CPE change	7	Viper	i3
TX	Hidalgo	Weslaco Police Department	7	Viper	i3
TX	Hidalgo	Weslaco Police Department- CPE change	7	Viper	i3
TX	Irion	Irion County Sheriffs Office	7	Viper	i3
TX	Irion	Irion County Sheriffs Office - Host Move	7	Viper	i3
TX	Irion	Irion County Sheriffs Office - CPE change	7	Viper	i3
TX	Jim Hogg	Jim Hogg County Sheriffs Office - HA	7	Viper	i3
TX	Jim Wells	Alice Police Department	7	Viper	i3
TX	Jim Wells	Alice Police Department - New CPE	7	Viper	i3
TX	Jim Wells	Jim Wells County Sheriffs Office	7	Viper	i3
TX	Jim Wells	Jim Wells County Sheriffs Office - New CPE	7	Viper	i3
TX	Kerr	Kerr County 911 ECD	7	Viper	i3
TX	Kerr	Kerr Emergency 9-1-1 Network	7	Viper	i3
TX	Kimble	Kimble County Sheriffs Office	7	Viper	i3
TX	Kimble	Kimble County Sheriffs Office - Host Move	7	Viper	i3
TX	Kimble	Kimble County Sheriffs Office - CPE change	7	Viper	i3
TX	Kinney	Kinney County Sheriffs Office	7	Viper	i3
TX	Kleberg	Kingsville Police Department	7	Viper	i3
TX	Kleberg	Kingsville Police Department - New CPE	7	Viper	i3
TX	Kleberg	Kleberg-Kenedy Sheriffs Office	7	Viper	i3
TX	Kleberg	Kleberg-Kenedy Sheriffs Office - New CPE	7	Viper	i3
TX	La Salle	La Salle County Sheriffs Office	7	Viper	i3
TX	Lee	Lee Co SO TX - Conversion	7	Viper	i3
TX	Liberty	Cleveland Police Department	7	VIPER	i3
TX	Liberty	Dayton Police Department	7	VIPER	i3
TX	Liberty	Liberty County Sheriffs Office - HM	7	VIPER	i3
TX	Liberty	Liberty Police Department	7	VIPER	i3
TX	Live Oak	Live Oak SO	7	Viper	i3
TX	Live Oak	Live Oak SO - New CPE	7	Viper	i3
TX	Llano	Llano Co SO TX - Conversion	7	Viper	i3
TX	Mason	Mason County Sheriffs Office	7	Viper	i3
TX	Mason	Mason County Sheriffs Office - Host Move	7	Viper	i3
TX	Mason	Mason County Sheriffs Office - CPE change	7	Viper	i3
TX	Matagorda	Bay City Police Department	7	VIPER	i3
TX	Matagorda	Matagorda County Sheriffs Office - HU	7	VIPER	i3
TX	Maverick	Maverick County Sheriffs Office	7	Viper	i3
TX	McCulloch	McCulloch County Sheriffs Office	7	Viper	i3
TX	McCulloch	McCulloch County Sheriffs Office - Host Move	7	Viper	i3
TX	McCulloch	McCulloch County Sheriffs Office - CPE change	7	Viper	i3
TX	Menard	Menard County Sheriffs Office	7	Viper	i3
TX	Menard	Menard County Sheriffs Office - Host Move	7	Viper	i3
TX	Menard	Menard County Sheriffs Office - CPE change	7	Viper	i3
TX	Nueces	Port Aransas Police Department	7	Viper	i3
TX	Nueces	Port Aransas Police Department - New CPE	7	Viper	i3
TX	Nueces	Robstown Police Department	7	Viper	i3
TX	Nueces	Robstown Police Department - New CPE	7	Viper	i3
TX	Reagan	Reagan County Sheriffs Office	7	Viper	i3
TX	Reagan	Reagan County Sheriffs Office - Host Move	7	Viper	i3
TX	Reagan	Reagan County Sheriffs Office - CPE change	7	Viper	i3
TX	Refugio	Refugio County Sheriffs Office	7	Viper	i3
TX	Refugio	Refugio County Sheriffs Office - New CPE	7	Viper	i3
TX	San Patricio	Ingleside Police Department	7	Viper	i3
TX	San Patricio	Ingleside Police Department - New CPE	7	Viper	i3
TX	San Patricio	Mathis Police Department	7	Viper	i3
TX	San Patricio	Mathis Police Department - New CPE	7	Viper	i3
TX	San Patricio	San Patricio County Sheriffs Office	7	Viper	i3
TX	San Patricio	San Patricio County Sheriffs Office - New CPE	7	Viper	i3
TX	Schleicher	Schleicher County Sheriffs Office	7	Viper	i3
TX	Schleicher	Schleicher County Sheriffs Office - Host Move	7	Viper	i3
TX	Schleicher	Schleicher County Sheriffs Office - CPE change	7	Viper	i3
TX	Starr	Roma Police Department	7	Viper	i3
TX	Starr	Starr County Sheriffs Office	7	Viper	i3
TX	Starr	tin	7	Viper	i3
TX	Sutton	Sutton County Sheriffs Office	7	Viper	i3
TX	Sutton	Sutton County Sheriffs Office - Host Move	7	Viper	i3
TX	Sutton	Sutton County Sheriffs Office - CPE change	7	Viper	i3
TX	Tom Green	CVCOG HQ Training Center	7	Viper	i3
TX	Tom Green	CVCOG HQ Training Center - Host Move	7	Viper	i3

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TX	Tom Green	CVCOG HQ Training Center - CPE change	7	Viper	i3
TX	Tom Green	Goodfellow AFB	7	Viper	i3
TX	Tom Green	Goodfellow AFB - Host Move	7	Viper	i3
TX	Tom Green	Goodfellow AFB - CPE change	7	Viper	i3
TX	Tom Green	San Angelo Communications Center	7	Viper	i3
TX	Tom Green	San Angelo Communications Center - Host Move	7	Viper	i3
TX	Tom Green	San Angelo Communications Center - CPE change	7	Viper	i3
TX	Tom Green	San Angelo Emergency Operations Center	7	Viper	i3
TX	Tom Green	San Angelo Emergency Operations Center - Host Move	7	Viper	i3
TX	Tom Green	San Angelo Emergency Operations Center - CPE change	7	Viper	i3
TX	Travis	Austin EMS Backup TX - Conversion	7	Viper	i3
TX	Travis	Austin EMS TX - Conversion	7	Viper	i3
TX	Travis	Austin FD Backup TX - Conversion	7	Viper	i3
TX	Travis	Austin FD TX - Conversion	7	Viper	i3
TX	Travis	Austin PD Backup TX - Conversion	7	Viper	i3
TX	Travis	Austin PD TX - Conversion	7	Viper	i3
TX	Travis	CAECD Host 4 - Node 4A & 4B - TRG ADAMTOWN TX - Conversion	7	Viper	i3
TX	Travis	CAECD Host 4 - Node 4A & 4B - TRG DONNAVILLE TX - Conversion	7	Viper	i3
TX	Travis	Lakeway PD TX - Conversion	7	Viper	i3
TX	Travis	Pflugerville PD TX - Conversion	7	Viper	i3
TX	Travis	Travis Co SO Backup TX - Conversion	7	Viper	i3
TX	Travis	Travis Co SO TX - Conversion	7	Viper	i3
TX	Travis	Univ of TX PD TX - Conversion	7	Viper	i3
TX	Val Verde	Laughlin AFB - 47th Flying Training Wing Head Quarters	7	Viper	i3
TX	Walker	Walker County Public Safety Communications Center	7	VIPER	i3
TX	Waller	Brookshire Police Department	7	VIPER	i3
TX	Waller	Waller County Sheriffs Office	7	VIPER	i3
TX	Webb	Laredo PD / Backup Training Center	7	Viper	i3
TX	Webb	Laredo Police Department	7	Viper	i3
TX	Webb	Webb County Sheriffs Office - SA	7	Viper	i3
TX	Wharton	El Campo Police Department	7	VIPER	i3
TX	Wharton	Wharton County Sheriffs Office - HU	7	VIPER	i3
TX	Wharton	Wharton Police Department	7	VIPER	i3
TX	Willacy	Raymondville Police Department	7	Viper	i3
TX	Willacy	Raymondville Police Department	7	Viper	i3
TX	Williamson	Cedar Park PD TX - Conversion	7	Viper	i3
TX	Williamson	Georgetown PD TX - Conversion	7	Viper	i3
TX	Williamson	Leander PD TX - Conversion	7	Viper	i3
TX	Williamson	Round Rock PD TX - Conversion	7	Viper	i3
TX	Williamson	Taylor PD TX - Conversion	7	Viper	i3
TX	Williamson	Williamson Co Emgcy Comm TX - Conversion	7	Viper	i3
TX	Zapata	Zapata County Sheriffs Office	7	Viper	i3
VA	Bland	Bland County E9-1-1 Communications Center	7	Viper	i3
VA	Dickenson	Dickenson County Communications Center	7	Viper	i3
VA	Hampton	Hampton E911 Public Safety Communications	7	Viper	i3
VA	Henrico	City of Richmond Department of Emergency Comm	7	Viper	i3
VA	Henrico	City of Richmond Department of Emergency Comm - CPE Swap	7	Viper	i3
VA	Henrico	Henrico County CPE Change	7	Viper	i3
VA	Henrico	Henrico County Police Division	7	Viper	i3
VA	Henrico	Richmond Ambulance Authority	7	Viper	i3
VA	Henrico	Richmond Ambulance Authority	7	Viper	i3
VA	Lee	Lee County Sheriff	7	Viper	i3
VA	Louisa	Louisa County Sheriff Office	7	Viper	i3
VA	Louisa	Louisa County Sheriff Office	7	Viper	i3
VA	Mathews County	Mathews County Sheriffs Office	7	Viper	i3
VA	Norton	Norton 9-1-1 Communications	7	Viper	i3
VA	Patrick	Patrick County Sheriff	7	Viper	i3
VA	Pittsylvania	Pittsylvania County Emergency Ops Center	7	Viper	i3
VA	Roanoke City	Roanoke City Communications	7	Viper	i3
VA	Staunton City	Staunton Police Department	7	Viper	i3
VA	Twin	Twin Counties 9-1-1	7	Viper	i3
VA	Wise	Wise County Sheriffs Office	7	Viper	i3
VA	Wythe	Wythe County Emergency Communications Center	7	Viper	i3
WI	Manitowoc	Manitowoc County Public Safety Joint Services	7	Viper	i3
WI	Milwaukee	Bayside Village Police Department	7	Viper	i3
WI	Milwaukee	Greendale Police and Fire	7	Viper	i3
WI	Milwaukee	Oak Creek Police	7	Viper	i3
WI	Milwaukee	University of Wisconsin - Milwaukee	7	Viper	i3
WI	Oconto	Oconto County Sheriffs Office	7	Viper	i3

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WI	Racine	Racine County Communications Department	7	Viper	i3
WI	Racine	Racine County Communications Department Backup	7	Viper	i3
WI	Rock	Rock County 9-1-1 Communications Center	7	Viper	i3
WI	Waukesha	Elm Grove Police	7	Viper	i3
WI	Waukesha	Muskego Police Department	7	Viper	i3
WI	Waukesha	Village of Mukwonago Police Department	7	Viper	i3
WI	Waukesha	Waukesha Police Department	7	Viper	i3
WI	Waukesha	Waukesha Police Department Backup	7	Viper	i3
WI	Winnebago	Winnebago County Sheriff	7	Viper	i3

AT&T Attachment L – ESInet Cutover Plan

AT&T Attachment L - ESInet Cutover Plan

AT&T ESInet™
RFAI / i3 PSAP Migration Plan

PSAPNAME
Flash Cut CUT/DATE/2025 10:00 AM EDT

Stand Alone PSAP or Hosted PRIMARY and Backup Sites

Trademark Ownership
All trademarks used herein are the property of their respective owners.

Non-Disclosure
The information contained in this document and provided to PSAP is designated as AT&T Confidential pursuant to the terms of your non-disclosure obligations with AT&T. This restricts the disclosure of any information herein to third parties, except in compliance with those non-disclosure obligations.

Open Records Act Requests
PSAP will immediately advise AT&T in writing of any Open Records Act or similar type of request that seeks disclosure of this information as required under the non-disclosure obligations set forth in your agreement with AT&T.

AT&T Attachment M - AT&T Training Plan

Broward County FL Training Plan

Intention

This Training Plan is intended to provide an overview of all the applicable training for users of the AT&T ESInet. This includes PSAP staff, State/Regional Authorities, GIS Authorities, as well as OSPs. Training is application specific, and this plan provides guidance on the recommended audience for the training and when the initial training will be scheduled. AT&T ESInet is provided as a service, and the training plan does not cover maintenance, configuration, or replacement of any functional elements or hardware as those are fully serviced by AT&T and are covered by separate training plans.

Overview

This document will serve as the overarching guide regarding the training provided by AT&T to access the various applications that make up the service provided for subscribers to the AT&T ESInet. Each section will provide details of the training that includes (but are not limited to) description of application, intended audience, class size, delivery method, and training materials.

Location Database Training

- **Description/Objective**

LDB (Location Database) is a server that retains all the current information, functionality, and interfaces of today's ALI and can utilize the new protocols required in an NG9-1-1 deployment. LDB training provides users with instructions on accessing and using 911NET (the online application used to manage ALI and MSAG information).

- **Audience**

LDB training applies to both PSAP users that maintain the MSAG records along with OSP resources which maintain their records in the LDB (formerly ALI).

- **Delivery Method/Duration/Equipment Needed**

LDB training is an instructor-led web-based training that typically lasts 2 hours. Attendees will need a computer that can access the internet.

- **Training Material**

LDB training material includes the 911Net User Guide as well as demonstration of the application for users.

- **Schedule**

LDB training is scheduled prior to PSAP's deployment onto ESInet and are intended for a specific PSAP or multiple PSAPs deploying in the same time frame. The AT&T Project

- Manager assigned to the PSAP deployment will coordinate the training when applicable in a PSAPs deployment schedule.
- **Class Size**

Class sizes are unlimited.
 - **Prerequisites**

Attendees should have a basic knowledge of 9-1-1 and be an authorized user of the system.
 - **Spatial Interface Training**
 - **Description**

Spatial Interface (SI) is a standardized interface between the GIS data and the functional elements that consume GIS data, such as the ECRF, LVF, Map Database Services, etc. Training covers a SI overview, field mapping, validation report interpretation and error correction consulting. At the conclusion of training, users will be able to submit data via the SI to be uploaded to AT&T ESInet's ECRF/LVF.
 - **Audience**

SI training applies only to those users who submit their GIS data via the Spatial Interface to be uploaded to the ECRF/LVF. Typical users are GIS administrators at a PSAP, County, or State level.
 - **Delivery Method/Duration/Equipment Needed**

SI training is an instructor-led web-based training that consists of 3 training sessions typically lasts 2 hours. Attendees will need a computer that can access the internet.
 - **Training Material**

SI training material includes the Enterprise Geospatial Database Management System (EGDMS) User Guide, a GIS Roles and Expectations Document as well as demonstration of the application for users.
 - **Schedule**

SI training is scheduled at least 90 days prior to PSAP's deployment onto ESInet.
 - **Class Size**

Class sizes are unlimited.

- **Prerequisites**

Attendees should have a basic knowledge of GIS Data including how to edit data.

Attendees, while not required, are encouraged to complete the ESInet Portal Enrollment Form to get access built prior to the training.

- **Customer Management Portal Training**

- **Description**

The Customer Management Portal (CMP) provides participating PSAPs and approved personnel 24x7x365 access to a reporting suite including the call detail records through a secure, web-based portal. Call detail records provide the user with all the pertinent information for each call. CMP also provides a dashboard of PSAP operation state. Access is roles based and therefore PSAPs only get access to their data while Regional/State authorities can see data for their area of responsibility. CMP also provides the users with the optional ability to change and update the Policy Routing Function (PRF). This access is only given to authorized users and not all who have access to the system will be given this ability.

- **Audience**

CMP training only applies to users of the system, and it is not mandatory to manage the system but provides valuable reporting. Typical users are PSAP/Regional administrators, managers, supervisors at a PSAP, County, or State level.

- **Delivery Method/Duration/Equipment Needed**

CMP training is an instructor-led web-based training that typically lasts 2 hours. Attendees will need a computer that can access the internet.

- **Training Material**

CMP training material includes the CMP User Guide as well as demonstration of the application for users.

- **Schedule**

CMP training is scheduled after PSAP's deployment onto ESInet. CMP training uses actual route lists, CDRs, and other information specific to the PSAP to make the training customized for the individual group.

- **Class Size**
Class sizes are unlimited.
- **Prerequisites**
Attendees should have a basic knowledge of 9-1-1 and be an authorized user of the system. Authorization is determined by PSAP/State/Regional leadership.
- **Location Validation Function Training**
 - **Description**
Location Validation Function (LVF) is a functional element in a NGCS that is a LoST protocol server where civic location information is validated against the authoritative GIS database information. A civic address is considered valid if it can be located within the database uniquely, it is suitable to provide an accurate route for an emergency call and adequate and specific enough to direct responders to the right location. LVF training does not adhere to classroom style training as the LoST query used to access the LVF is a machine-to-machine query/response. LVF “training” will consist of AT&T working with i3 Originating Service Providers (OSPs) to enable the connection between OSP and LVF along with the exchange of digital certificates.
 - **Audience**
LVF training applies only to i3 OSPs that will be querying LVF to validate their address information.
 - **Delivery Method/Duration/Equipment Needed**
LVF connections will be set up for each i3 OSP and coordinated between the technical teams at both AT&T and the i3 OSP. i3 OSPs should have already completed their development of a application which can perform a LoST query.
 - **Training Material**
AT&T provides a LVF-LoST Interface Specification to the OSPs prior to testing of the LVF query to provide education and documentation above and beyond the NENA i3 specification.
 - **Schedule**
LVF implementation is scheduled at least 90 days prior to a PSAP’s deployment onto ESInet.

- **Class Size**

Class sizes are not applicable as training will be conversations and testing between the i3 OSP and AT&T.
- **Prerequisites**

Attendees should have a basic knowledge of NENA i3 as well as LoST servers. Attendees should have already developed their application and read the LVF-LoST Interface Specification.
- **Change-management Requests, Processes, and Tools**
 - **Description**

AT&T tracks scheduled changes to all components of the AT&T ESInet, which include Aggregation Sites, Core Call Routing Complexes, AT&T ESInet™ PSAP network edge equipment as well as the interconnections to each. AT&T utilizes both the Incident / Problem Management module and the Change Management module of Remedy in conjunction with our best practices to enable us to understand and minimize risk while making changes, as well as allowing the environment to be stable, reliable, and predictable. AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified.

For questions during the maintenance window, the customer should contact the AT&T – 1—1 Resolution Center.
 - **Audience**

Change Management training only applies to super users that have an interest in how AT&T conducts maintenance activities, upgrades and enhancements for platform wide changes in the AT&T ESInet™ Core Routing platform. Most maintenance activities on the AT&T ESInet™ solution are completed with no scheduled downtime for the customer. Typical users are PSAP/Regional administrators, managers, supervisors at a PSAP, County, or State level.
 - **Delivery Method/Duration/Equipment Needed**

The Change Management overview will be conducted via online web conferencing.
 - **Training Material**

There are no materials available for this course as it is a function of the AT&T internal NOC and Operations organizations that require no intervention from the end user.

- **Schedule**
Change Management is an ongoing operation, monitored by AT&T. AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified.
- **Class Size**
There is no limit on class size as the overview would be conducted via web conference.
- **Prerequisites** None.
- **Trouble Ticket System Training**
There is no formal training offered for using the AT&T trouble ticket system. Informal training is completed during participant onboarding by the AT&T PgM. The process to report a trouble ticket is addressed below.

AT&T 9-1-1 Resolution Center Contact

While providing services to the PSAP there will be times where it is necessary for the PSAP, AT&T Network or Vendor partners to contact the 9-1-1 Resolution Center to resolve technical and/or procedural issues, provide updates or to notify the 9-1-1 Resolution Center of current activities or report cases of trouble. Below are the activities that would require the PSAP, AT&T Network or Vendor partners to contact the 9-1-1 Resolution Center and the processes that should be followed.

Contacting the 9-1-1 Resolution Center to Report Trouble

In the case where the PSAP, AT&T Network and or Vendor partners are made aware of a trouble condition that has impacted the CPE, network elements, 9-1-1 call completion or the delivery of location information, it is requested that the 9-1-1 Resolution Center must be notified (if possible) prior to taking any action. Once notified, the 9-1-1 Resolution Center will open a trouble ticket and provide the reporting agency/organization with the ticket number.

The reporting agency/organization must provide the 9-1-1 Resolution Center with the following information when reporting trouble.

- **Description of trouble** – The description must include
 - The impact to services, e.g., cannot receive 9-1-1 calls, not receiving location information, cannot transfer, etc.

- The impact to equipment, e.g., the phone at position 5 (number 312-740-xxxx) cannot receive calls
- Location of trouble, e.g., the PSAP, backup Center
- Name of the person and agency/organization reporting the trouble, e.g., John Smith at the NMC
- Call back number of the person and agency/organization reporting the trouble
- The ticket number (if any) that was generated by the reporting agency/organization
- Actions that were taken (if any) to resolve the trouble prior to contacting the 9-1-1 Resolution Center.

- **User Guides**

- **CMP User Guide**

The Customer Management Portal (CMP) is a web-based application that provides access to one or more PSAP-level accounts deployed on AT&T's Emergency Services IP network (ESInet). CMP User Guide will be provided upon award of contract.

- **EGDMS User Guide**

The 9-1-1 Enterprise Geospatial Database Management System (9-1-1 EGDMS) is a web application that serves as the front-end user interface for the NENA Spatial Interface (SI) requirement. CMP User Guide & EGDMS User Guide will be provided up award of contract.

AT&T Attachment N – Example Backup Management Guidelines

AT&T Attachment O - NENA NG-SEC ATT ESInet Audit Checklist



AT&T Attachment P – OSP Interface Specifications



AT&T ESInet
Originating Service Provider Network
Interconnection Specification – SIP Basic
Version 2.3

AT&T Attachment Q - Viper 7 PSAPs With Text

AT&T Attachment Q - Viper 7 PSAPs With Text

State	County	PSAP	Viper Version	CPE Vendor and Type	CAMA or SIP (RFAI) or i3	Text Y/N
AR	Baxter	Baxter County 9-1-1	7	Viper	i3	Y
AR	Benton	Benton County Office of Emergency Communications (CENCOM)	7	Viper	i3	Y
AR	Benton	Benton County Office of Emergency Communications (CENCOM)	7	Viper	i3	Y
AR	Benton	Bentonville City Police Department	7	Viper	i3	Y
AR	Benton	Bentonville City Police Department move to Viper 100	7	Viper	i3	Y
DC	DC	911 - Washington DC – PSAP	7	Viper	i3	Y
DC	DC	911 - Washington DC – PSAP	7	Viper	i3	Y
FL	Brevard	Brevard County Fire-Rescue-EMS	7	Viper	i3	Y
FL	Brevard	Brevard County Fire-Rescue-EMS	7	Viper	i3	Y
FL	Brevard	Brevard County Sheriffs Office	7	Viper	i3	Y
FL	Brevard	Brevard County Sheriffs Office	7	Viper	i3	Y
FL	Brevard	Cocoa Beach Police Department	7	Viper	i3	Y
FL	Brevard	Cocoa Beach Police Department	7	Viper	i3	Y
FL	Brevard	Cocoa City Police Department	7	Viper	i3	Y
FL	Brevard	Cocoa City Police Department	7	Viper	i3	Y
FL	Brevard	Indialantic Police Department	7	Viper	i3	Y
FL	Brevard	Indialantic Police Department	7	Viper	i3	Y
FL	Brevard	Indian Harbour Beach Police Department	7	Viper	i3	Y
FL	Brevard	Indian Harbour Beach Police Department	7	Viper	i3	Y
FL	Brevard	Melbourne Police Department	7	Viper	i3	Y
FL	Brevard	Melbourne Police Department	7	Viper	i3	Y
FL	Brevard	Palm Bay Police Department	7	Viper	i3	Y
FL	Brevard	Palm Bay Police Department	7	Viper	i3	Y
FL	Brevard	Rockledge Police Department	7	Viper	i3	Y
FL	Brevard	Rockledge Police Department	7	Viper	i3	Y
FL	Brevard	Satellite Beach Police Department	7	Viper	i3	Y
FL	Brevard	Satellite Beach Police Department	7	Viper	i3	Y
FL	Brevard	Titusville Police Department	7	Viper	i3	Y
FL	Brevard	Titusville Police Department	7	Viper	i3	Y
FL	Dade	Aventura Police Department	7	Viper	i3	Y
FL	Dade	Coral Gables Backup	7	Viper	i3	Y
FL	Dade	Coral Gables Police and Fire	7	Viper	i3	Y
FL	Dade	Hialeah Fire	7	Viper	i3	Y
FL	Dade	Miami Beach Police Department	7	Viper	i3	Y
FL	Dade	Miami Beach Police Department Backup	7	Viper	i3	Y
FL	Dade	Miami Fire College FD BU	7	Viper	i3	Y
FL	Dade	Miami Fire Department	7	Viper	i3	Y
FL	Dade	Miami Police Department	7	Viper	i3	Y
FL	Dade	Miami-Dade Public Safety Backup	7	Viper	i3	Y
FL	Dade	Pinecrest Village Police Department	7	Viper	i3	Y
FL	Orange	Orange County Fire Rescue	7	Viper	i3	Y
FL	Orange	Orange County Sheriffs Office	7	Viper	i3	Y
FL	Orange	Orlando Fire Department	7	Viper	i3	Y
FL	Orange	Orlando Police Department	7	Viper	i3	Y
FL	Palm Beach	Atlantis Police Department	7	Viper	i3	Y
FL	Palm Beach	Boca Raton Communications Center	7	Viper	i3	Y
FL	Palm Beach	Boca Raton Communications Center Backup	7	Viper	i3	Y
FL	Palm Beach	Boynton Beach Communications Center	7	Viper	i3	Y
FL	Palm Beach	Delray Beach Police Department	7	Viper	i3	Y
FL	Palm Beach	Florida Atlantic University Police Department	7	Viper	i3	Y
FL	Palm Beach	Lantana Police Department	7	Viper	i3	Y
FL	Palm Beach	Manalapan Public Safety Department	7	Viper	i3	Y
FL	Palm Beach	Ocean Ridge Police Department	7	Viper	i3	Y
FL	Palm Beach	Palm Beach County Sheriffs Office (Central & Glades) - VOIP	7	Viper	i3	Y
FL	Palm Beach	Palm Beach Police Department	7	Viper	i3	Y
FL	Palm Beach	Palm Springs Police Department	7	Viper	i3	Y
FL	Palm Beach	Riviera Beach Police Department	7	Viper	i3	Y
FL	Palm Beach	West Palm Beach Police Department	7	Viper	i3	Y
FL	Seminole	Seminole County Public Safety Bureau	7	Viper	i3	Y
FL	Seminole	Seminole County Sheriffs Office	7	Viper	i3	Y
GA	Chatham	Chatham 911 Communications Services	7	Viper	i3	Y
GA	Chatham	Chatham 911 Communications Services Backup	7	Viper	i3	Y
GA	Forsyth	Forsyth County 9-1-1 Center	7	Viper	i3	Y
GA	Forsyth	Forsyth County 9-1-1 Center Backup	7	Viper	i3	Y
GA	Fulton	Alpharetta Police Department	7	Viper	i3	Y
GA	Fulton	Alpharetta Police Department	7	Viper	i3	Y
GA	Fulton	Atlanta Police E9-1-1	7	Viper	i3	Y
GA	Fulton	Atlanta Police E9-1-1 - Multinode Conversion	7	Viper	i3	Y
GA	Fulton	Atlanta Police E9-1-1 Backup - Multinode Conversion	7	Viper	i3	Y
GA	Fulton	ChatComm	7	Viper	i3	Y

AT&T Attachment Q - Viper 7 PSAPs With Text

GA	Fulton	Fulton County Emergency Communications	7	Viper	i3	Y
GA	Fulton	Fulton County Emergency Communications Backup	7	Viper	i3	Y
IL	Cook	Central Dispatch	7	Viper	i3	Y
IL	Grundy	Grundy County Consolidated 911 Center	7	Viper	i3	Y
IL	Grundy	Grundy County Consolidated 911 Center Circuit Swap	7	Viper	i3	Y
IL	Kane	Aurora Police Department	7	Viper	i3	Y
IL	Kane	Aurora Police Department Backup	7	Viper	i3	Y
IL	Kane	Kane County Sheriff (KANECOMM)	7	Viper	i3	Y
IL	Kane	Kane County Sheriff (KANECOMM) Circuit Swap	7	Viper	i3	Y
IL	Kane	Tri-Com Central Dispatch	7	Viper	i3	Y
IL	Kendall	KenCom Public Safety Dispatch Center	7	Viper	i3	Y
IL	Knox	Knox County ETSB	7	Viper	i3	Y
IL	Lake	Northeast Lake County Consolidated(Gurnee PD)	7	Viper	i3	Y
IL	Macon	Central Illinois Regional Dispatch Center	7	Viper	i3	Y
IL	Vermilion	Vermilion County 911	7	Viper	i3	Y
LA	St. Bernard	St Bernard Fire Department	7	Viper	i3	Y
LA	St. Bernard	St Bernard Parish Sheriff and Communications	7	Viper	i3	Y
MO	Franklin	City of Washington Communications Division	7	Viper	i3	Y
MO	Franklin	Franklin County 911	7	Viper	i3	Y
MO	Franklin	Pacific City Police Department	7	Viper	i3	Y
NC	Anson	Anson County Emergency Communications	7	Viper	i3	Y
NC	Buncombe	Asheville Police Communications	7	Viper	i3	Y
NC	Buncombe	Asheville Police Communications Backup	7	Viper	i3	Y
NC	Buncombe	Buncombe County Emergency Communications	7	Viper	i3	Y
NC	Buncombe	Buncombe County Emergency Communications Backup	7	Viper	i3	Y
NC	Burke	Burke County Emergency Operations Center - CPE Change	7	Viper	i3	Y
NC	Cabarrus	Cabarrus County SO	7	Viper	i3	Y
NC	Cabarrus	Cabarrus County SO - CPE change	7	Viper	i3	Y
NC	Cabarrus	Cabarrus County SO Backup	7	Viper	i3	Y
NC	Cabarrus	Cabarrus County SO Backup - CPE change	7	Viper	i3	Y
NC	Cabarrus	Concord Communications	7	Viper	i3	Y
NC	Cabarrus	Concord Communications - CPE change	7	Viper	i3	Y
NC	Cabarrus	Kannapolis Police Communications	7	Viper	i3	Y
NC	Cabarrus	Kannapolis Police Communications - CPE change	7	Viper	i3	Y
NC	Cumberland	Cumberland County 911 Emergency Communications	7	Viper	i3	Y
NC	Cumberland	Cumberland County 911 Emergency Communications	7	Viper	i3	Y
NC	Cumberland	Cumberland County 911 Emergency Communications Backup	7	Viper	i3	Y
NC	Duplin	Duplin County Communications	7	Viper	i3	Y
NC	Duplin	Duplin County Communications Backup	7	Viper	i3	Y
NC	Durham	Durham County Sheriffs Communications	7	Viper	i3	Y
NC	Durham	Durham County Sheriffs Communications - CPE change	7	Viper	i3	Y
NC	Durham	Durham Emergency Communications Center	7	Viper	i3	Y
NC	Durham	Durham Emergency Communications Center - CPE change	7	Viper	i3	Y
NC	Durham	Durham Emergency Communications Center Backup	7	Viper	i3	Y
NC	Durham	Durham Emergency Communications Center Backup - CPE change	7	Viper	i3	Y
NC	Franklin	Franklin County E9-1-1	7	Viper	i3	Y
NC	Franklin	Franklin County E9-1-1 - CPE change	7	Viper	i3	Y
NC	Greene	Greene County Sheriffs Communications	7	Viper	i3	Y
NC	Greene	Greene County Sheriffs Communications Backup	7	Viper	i3	Y
NC	Guilford	Guilford Metro 911 Justice - CPE change	7	Viper	i3	Y
NC	Guilford	Guilford Metro 911 Justice - i3 conversion	7	Viper	i3	Y
NC	Guilford	Guilford Metro 911 Justice Backup	7	Viper	i3	Y
NC	Guilford	Guilford Metro 911 Justice Backup - CPE change	7	Viper	i3	Y
NC	Harnett	Harnett County Sheriffs Communications	7	Viper	i3	Y
NC	Harnett	Harnett County Sheriffs Communications Backup	7	Viper	i3	Y
NC	Haywood	Haywood County Communications	7	Viper	i3	Y
NC	Johnston	Johnston County E9-1-1 Communications	7	Viper	i3	Y
NC	Johnston	Johnston County E9-1-1 Communications Backup	7	Viper	i3	Y
NC	Jones Lenoir	Jones Lenoir County 911	7	Viper	i3	Y
NC	Jones Lenoir	Jones Lenoir County 911 Backup	7	Viper	i3	Y
NC	Lee	Sanford Police-Fire-EMS Communications	7	Viper	i3	Y
NC	Lee	Sanford Police-Fire-EMS Communications Backup	7	Viper	i3	Y
NC	Lumberton	Lumberton Comm Backup	7	Viper	i3	Y
NC	Lumberton	Lumberton Comm Backup - CPE change	7	Viper	i3	Y
NC	Lumberton	Lumberton Communications Center	7	Viper	i3	Y
NC	Lumberton	Lumberton Communications Center - CPE change	7	Viper	i3	Y
NC	Madison	Madison County EOC - CPE change	7	Viper	i3	Y
NC	Madison	Madison County EOC - i3 conversion	7	Viper	i3	Y
NC	Martin	Martin County Communications	7	Viper	i3	Y
NC	Martin	Martin County Communications - Backup	7	Viper	i3	Y
NC	Mitchell	Mitchell County Central Communications	7	Viper	i3	Y
NC	Mitchell	Mitchell County Central Communications - Backup	7	Viper	i3	Y

AT&T Attachment Q - Viper 7 PSAPs With Text

NC	Mitchell	Mitchell County Central Communications - Backup - CPE change	7	Viper	i3	Y
NC	Mitchell	Mitchell County Central Communications - CPE change	7	Viper	i3	Y
NC	Nash	Nash County Central Communication	7	Viper	i3	Y
NC	Nash	Nash County Central Communication - Backup	7	Viper	i3	Y
NC	Nash	Rocky Mount Central Communications	7	Viper	i3	Y
NC	Nash	Rocky Mount Central Communications Backup	7	Viper	i3	Y
NC	New Hanover	New Hanover County Public Safety Communications	7	Viper	i3	Y
NC	New Hanover	New Hanover County Public Safety Communications Backup	7	Viper	i3	Y
NC	Onslow	Onslow County 9-1-1	7	Viper	i3	Y
NC	Onslow	Onslow County 9-1-1 - CPE change	7	Viper	i3	Y
NC	Pitt	Greenville Police Communications	7	Viper	i3	Y
NC	Pitt	Greenville Police Communications Backup	7	Viper	i3	Y
NC	Pitt	Pitt County 9-1-1 Communications - i3 conversion	7	Viper	i3	Y
NC	Pitt	Pitt County 9-1-1 Communications Backup - i3 conversion	7	Viper	i3	Y
NC	Pitt	Pitt County Sheriffs Communications	7	Viper	i3	Y
NC	Polk	Polk County Communications	7	Viper	i3	Y
NC	Polk	Polk County Communications - Backup	7	Viper	i3	Y
NC	Richmond	Richmond County Emergency Communications Center	7	Viper	i3	Y
NC	Richmond	Richmond County Emergency Communications Center - Backup - CPE change	7	Viper	i3	Y
NC	Richmond	Richmond County Emergency Communications Center - CPE change	7	Viper	i3	Y
NC	Robeson	Robeson County E9-1-1 Center	7	Viper	i3	Y
NC	Robeson	Robeson County E9-1-1 Center Backup	7	Viper	i3	Y
NC	Rockingham	Rockingham County 9-1-1 - CPE change	7	Viper	i3	Y
NC	Rockingham	Rockingham County 9-1-1 Backup (at Guilford) - CPE change	7	Viper	i3	Y
NC	Sampson	Sampson County 9-1-1 Center	7	Viper	i3	Y
NC	Sampson	Sampson County 9-1-1 Center Backup	7	Viper	i3	Y
NC	Scotland	Scotland County Emergency Communications	7	Viper	i3	Y
NC	Scotland	Scotland County Emergency Communications - CPE change	7	Viper	i3	Y
NC	Scotland	Scotland County Emergency Communications - Backup	7	Viper	i3	Y
NC	Scotland	Scotland County Emergency Communications - Backup - CPE change	7	Viper	i3	Y
NC	Wake	Holly Springs Police Department	7	Viper	i3	Y
NC	Wake	North Carolina State University Public Safety	7	Viper	i3	Y
NC	Wake	North Carolina State University Public Safety - CPE change	7	Viper	i3	Y
NC	Wake	Raleigh-Wake County Emergency Communications - CPE change	7	Viper	i3	Y
NC	Wake	Raleigh-Wake County Emergency Communications Backup - CPE change	7	Viper	i3	Y
NC	Wake	Wake County Sheriffs Communications - CPE change	7	Viper	i3	Y
NC	Wake	Wake County Sheriffs Communications Backup - CPE change	7	Viper	i3	Y
NC	Washington	Washington County Communications	7	Viper	i3	Y
NC	Wayne	Wayne County Communications	7	Viper	i3	Y
NC	Wayne	Wayne County Communications - CPE change	7	Viper	i3	Y
NC	Wayne	Wayne County Communications Backup	7	Viper	i3	Y
NC	Wayne	Wayne County Communications Backup - CPE change	7	Viper	i3	Y
NC	Wilson	Wilson County Emergency Communications - Backup - CPE change	7	Viper	i3	Y
NC	Wilson	Wilson County Emergency Communications - Backup - i3 conversion	7	Viper	i3	Y
NC	Wilson	Wilson County Emergency Communications - CPE change	7	Viper	i3	Y
NC	Wilson	Wilson County Emergency Communications - i3 conversion	7	Viper	i3	Y
TN	Maury	Maury County - i3 Conversion+ CPE Swap	7	Viper	i3	Y
TX	Aransas	Aransas Public Safety Center	7	Viper	i3	Y
TX	Aransas	Aransas Public Safety Center - New CPE	7	Viper	i3	Y
TX	Bastrop	Bastrop Co Emerg Comm TX - Conversion	7	Viper	i3	Y
TX	Bee	Bee County Sheriffs Office	7	Viper	i3	Y
TX	Bee	Bee County Sheriffs Office - New CPE	7	Viper	i3	Y
TX	Bee	Beeville Police Department	7	Viper	i3	Y
TX	Bee	Beeville Police Department - New CPE	7	Viper	i3	Y
TX	Blanco	Blanco Co SO TX - Conversion	7	Viper	i3	Y
TX	Brazoria	Alvin Police Department	7	Viper	i3	Y
TX	Brazoria	Angleton Police Department	7	Viper	i3	Y
TX	Brazoria	Brazoria County Sheriffs Office - HU	7	Viper	i3	Y
TX	Brazoria	Brazoria Police Department	7	Viper	i3	Y
TX	Brazoria	Clute Police Department	7	Viper	i3	Y
TX	Brazoria	Freeport Police Department	7	Viper	i3	Y
TX	Brazoria	Lake Jackson Police Department	7	Viper	i3	Y
TX	Brazoria	West Columbia Police Department	7	Viper	i3	Y
TX	Brooks	Brooks County Sheriffs Office	7	Viper	i3	Y
TX	Brooks	Brooks County Sheriffs Office - New CPE	7	Viper	i3	Y
TX	Burnet	Burnet Co SO TX - Conversion	7	Viper	i3	Y
TX	Burnet	Marble Falls PD TX - Conversion	7	Viper	i3	Y
TX	Caldwell	Caldwell Co SO TX - Conversion	7	Viper	i3	Y
TX	Caldwell	Lockhart PD TX - Conversion	7	Viper	i3	Y
TX	Caldwell	Luling PD TX - Conversion	7	Viper	i3	Y
TX	Chambers	Chambers County Sheriffs Office - BM	7	Viper	i3	Y
TX	Chambers	Mont Belvieu Police Department	7	Viper	i3	Y

AT&T Attachment Q - Viper 7 PSAPs With Text

TX	Coke	Tom Green County/Coke County Sheriffs Office	7	Viper	i3	Y
TX	Coke	Tom Green County/Coke County Sheriffs Office - CPE change	7	Viper	i3	Y
TX	Coke	Tom Green County/Coke County Sheriffs Office - Host Move	7	Viper	i3	Y
TX	Colorado	Colorado County Sheriffs Office	7	Viper	i3	Y
TX	Concho	Concho County Sheriffs Office	7	Viper	i3	Y
TX	Concho	Concho County Sheriffs Office - CPE change	7	Viper	i3	Y
TX	Concho	Concho County Sheriffs Office - Host Move	7	Viper	i3	Y
TX	Crockett	Crockett County Sheriffs Office	7	Viper	i3	Y
TX	Crockett	Crockett County Sheriffs Office - Host Move	7	Viper	i3	Y
TX	Crockett	Crockett County Sheriffs Office - CPE change	7	Viper	i3	Y
TX	Duval	Duval Co SO	7	Viper	i3	Y
TX	Duval	Duval Co SO - New CPE	7	Viper	i3	Y
TX	Duval	Freer Police Department	7	Viper	i3	Y
TX	Duval	Freer Police Department - New CPE	7	Viper	i3	Y
TX	Edwards	Edwards County Sheriffs Office	7	Viper	i3	Y
TX	Fayette	Fayette Co SO TX - Conversion	7	Viper	i3	Y
TX	Hays	Hays Co SO TX - Conversion	7	Viper	i3	Y
TX	Hays	Kyle PD TX - Conversion	7	Viper	i3	Y
TX	Hays	San Marcos PD TX - Conversion	7	Viper	i3	Y
TX	Hays	Texas State University PD TX - Conversion	7	Viper	i3	Y
TX	Hidalgo	Alamo Police Department	7	Viper	i3	Y
TX	Hidalgo	Alamo Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	Alton Police Department	7	Viper	i3	Y
TX	Hidalgo	Alton Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	Donna Police Department	7	Viper	i3	Y
TX	Hidalgo	Donna Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	Edinburg Police Department	7	Viper	i3	Y
TX	Hidalgo	Edinburg Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	Elsa Police Department	7	Viper	i3	Y
TX	Hidalgo	Elsa Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	Hidalgo Co SO TX	7	Viper	i3	Y
TX	Hidalgo	Hidalgo Co SO TX- CPE change	7	Viper	i3	Y
TX	Hidalgo	Hidalgo Police Department	7	Viper	i3	Y
TX	Hidalgo	Hidalgo Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	La Joya Police Department	7	Viper	i3	Y
TX	Hidalgo	La Joya Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	LRG Training	7	Viper	i3	Y
TX	Hidalgo	LRG Training- CPE change	7	Viper	i3	Y
TX	Hidalgo	McAllen Police Department	7	Viper	i3	Y
TX	Hidalgo	McAllen Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	Mercedes Police Department	7	Viper	i3	Y
TX	Hidalgo	Mercedes Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	Mission Police Department	7	Viper	i3	Y
TX	Hidalgo	Mission Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	Palmview Police Department	7	Viper	i3	Y
TX	Hidalgo	Palmview Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	Pharr Police Department	7	Viper	i3	Y
TX	Hidalgo	Pharr Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	San Juan Police Department	7	Viper	i3	Y
TX	Hidalgo	San Juan Police Department- CPE change	7	Viper	i3	Y
TX	Hidalgo	Weslaco Police Department	7	Viper	i3	Y
TX	Hidalgo	Weslaco Police Department- CPE change	7	Viper	i3	Y
TX	Irion	Irion County Sheriffs Office	7	Viper	i3	Y
TX	Irion	Irion County Sheriffs Office - Host Move	7	Viper	i3	Y
TX	Irion	Irion County Sheriffs Office - CPE change	7	Viper	i3	Y
TX	Jim Hogg	Jim Hogg County Sheriffs Office - HA	7	Viper	i3	Y
TX	Jim Wells	Alice Police Department	7	Viper	i3	Y
TX	Jim Wells	Alice Police Department - New CPE	7	Viper	i3	Y
TX	Jim Wells	Jim Wells County Sheriffs Office	7	Viper	i3	Y
TX	Jim Wells	Jim Wells County Sheriffs Office - New CPE	7	Viper	i3	Y
TX	Kerr	Kerr County 911 ECD	7	Viper	i3	Y
TX	Kerr	Kerr Emergency 9-1-1 Network	7	Viper	i3	Y
TX	Kimble	Kimble County Sheriffs Office	7	Viper	i3	Y
TX	Kimble	Kimble County Sheriffs Office - Host Move	7	Viper	i3	Y
TX	Kimble	Kimble County Sheriffs Office - CPE change	7	Viper	i3	Y
TX	Kinney	Kinney County Sheriffs Office	7	Viper	i3	Y
TX	Kleberg	Kingsville Police Department	7	Viper	i3	Y
TX	Kleberg	Kingsville Police Department - New CPE	7	Viper	i3	Y
TX	Kleberg	Kleberg-Kenedy Sheriffs Office	7	Viper	i3	Y
TX	Kleberg	Kleberg-Kenedy Sheriffs Office - New CPE	7	Viper	i3	Y
TX	La Salle	La Salle County Sheriffs Office	7	Viper	i3	Y
TX	Lee	Lee Co SO TX - Conversion	7	Viper	i3	Y

AT&T Attachment Q - Viper 7 PSAPs With Text

TX	Liberty	Cleveland Police Department	7	Viper	i3	Y
TX	Liberty	Dayton Police Department	7	Viper	i3	Y
TX	Liberty	Liberty County Sheriffs Office - HM	7	Viper	i3	Y
TX	Liberty	Liberty Police Department	7	Viper	i3	Y
TX	Live Oak	Live Oak SO	7	Viper	i3	Y
TX	Live Oak	Live Oak SO - New CPE	7	Viper	i3	Y
TX	Llano	Llano Co SO TX - Conversion	7	Viper	i3	Y
TX	Mason	Mason County Sheriffs Office	7	Viper	i3	Y
TX	Mason	Mason County Sheriffs Office - Host Move	7	Viper	i3	Y
TX	Mason	Mason County Sheriffs Office - CPE change	7	Viper	i3	Y
TX	Matagorda	Bay City Police Department	7	Viper	i3	Y
TX	Matagorda	Matagorda County Sheriffs Office - HU	7	Viper	i3	Y
TX	Maverick	Maverick County Sheriffs Office	7	Viper	i3	Y
TX	McCulloch	McCulloch County Sheriffs Office	7	Viper	i3	Y
TX	McCulloch	McCulloch County Sheriffs Office - Host Move	7	Viper	i3	Y
TX	McCulloch	McCulloch County Sheriffs Office - CPE change	7	Viper	i3	Y
TX	Menard	Menard County Sheriffs Office	7	Viper	i3	Y
TX	Menard	Menard County Sheriffs Office - Host Move	7	Viper	i3	Y
TX	Menard	Menard County Sheriffs Office - CPE change	7	Viper	i3	Y
TX	Nueces	Port Aransas Police Department	7	Viper	i3	Y
TX	Nueces	Port Aransas Police Department - New CPE	7	Viper	i3	Y
TX	Nueces	Robstown Police Department	7	Viper	i3	Y
TX	Nueces	Robstown Police Department - New CPE	7	Viper	i3	Y
TX	Reagan	Reagan County Sheriffs Office	7	Viper	i3	Y
TX	Reagan	Reagan County Sheriffs Office - Host Move	7	Viper	i3	Y
TX	Reagan	Reagan County Sheriffs Office - CPE change	7	Viper	i3	Y
TX	Refugio	Refugio County Sheriffs Office	7	Viper	i3	Y
TX	Refugio	Refugio County Sheriffs Office - New CPE	7	Viper	i3	Y
TX	San Patricio	Ingleside Police Department	7	Viper	i3	Y
TX	San Patricio	Ingleside Police Department - New CPE	7	Viper	i3	Y
TX	San Patricio	Mathis Police Department	7	Viper	i3	Y
TX	San Patricio	Mathis Police Department - New CPE	7	Viper	i3	Y
TX	San Patricio	San Patricio County Sheriffs Office	7	Viper	i3	Y
TX	San Patricio	San Patricio County Sheriffs Office - New CPE	7	Viper	i3	Y
TX	Schleicher	Schleicher County Sheriffs Office	7	Viper	i3	Y
TX	Schleicher	Schleicher County Sheriffs Office - Host Move	7	Viper	i3	Y
TX	Schleicher	Schleicher County Sheriffs Office - CPE change	7	Viper	i3	Y
TX	Starr	Roma Police Department	7	Viper	i3	Y
TX	Starr	Starr County Sheriffs Office	7	Viper	i3	Y
TX	Sutton	Sutton County Sheriffs Office	7	Viper	i3	Y
TX	Sutton	Sutton County Sheriffs Office - Host Move	7	Viper	i3	Y
TX	Sutton	Sutton County Sheriffs Office - CPE change	7	Viper	i3	Y
TX	Tom Green	CVCOG HQ Training Center	7	Viper	i3	Y
TX	Tom Green	CVCOG HQ Training Center - Host Move	7	Viper	i3	Y
TX	Tom Green	CVCOG HQ Training Center - CPE change	7	Viper	i3	Y
TX	Tom Green	Goodfellow AFB	7	Viper	i3	Y
TX	Tom Green	Goodfellow AFB - Host Move	7	Viper	i3	Y
TX	Tom Green	Goodfellow AFB - CPE change	7	Viper	i3	Y
TX	Tom Green	San Angelo Communications Center	7	Viper	i3	Y
TX	Tom Green	San Angelo Communications Center - Host Move	7	Viper	i3	Y
TX	Tom Green	San Angelo Communications Center - CPE change	7	Viper	i3	Y
TX	Tom Green	San Angelo Emergency Operations Center	7	Viper	i3	Y
TX	Tom Green	San Angelo Emergency Operations Center - Host Move	7	Viper	i3	Y
TX	Tom Green	San Angelo Emergency Operations Center - CPE change	7	Viper	i3	Y
TX	Travis	Austin EMS Backup TX - Conversion	7	Viper	i3	Y
TX	Travis	Austin EMS TX - Conversion	7	Viper	i3	Y
TX	Travis	Austin FD Backup TX - Conversion	7	Viper	i3	Y
TX	Travis	Austin FD TX - Conversion	7	Viper	i3	Y
TX	Travis	Austin PD Backup TX - Conversion	7	Viper	i3	Y
TX	Travis	Austin PD TX - Conversion	7	Viper	i3	Y
TX	Travis	Lakeway PD TX - Conversion	7	Viper	i3	Y
TX	Travis	Pflugerville PD TX - Conversion	7	Viper	i3	Y
TX	Travis	Travis Co SO Backup TX - Conversion	7	Viper	i3	Y
TX	Travis	Travis Co SO TX - Conversion	7	Viper	i3	Y
TX	Travis	Univ of TX PD TX - Conversion	7	Viper	i3	Y
TX	Val Verde	Laughlin AFB - 47th Flying Training Wing Head Quarters	7	Viper	i3	Y
TX	Walker	Walker County Public Safety Communications Center	7	Viper	i3	Y
TX	Waller	Brookshire Police Department	7	Viper	i3	Y
TX	Waller	Waller County Sheriffs Office	7	Viper	i3	Y
TX	Webb	Laredo PD / Backup Training Center	7	Viper	i3	Y
TX	Webb	Laredo Police Department	7	Viper	i3	Y
TX	Webb	Webb County Sheriffs Office - SA	7	Viper	i3	Y

AT&T Attachment Q - Viper 7 PSAPs With Text

TX	Wharton	El Campo Police Department	7	Viper	i3	Y
TX	Wharton	Wharton County Sheriffs Office - HU	7	Viper	i3	Y
TX	Wharton	Wharton Police Department	7	Viper	i3	Y
TX	Willacy	Raymondville Police Department	7	Viper	i3	Y
TX	Willacy	Raymondville Police Department	7	Viper	i3	Y
TX	Williamson	Cedar Park PD TX - Conversion	7	Viper	i3	Y
TX	Williamson	Georgetown PD TX - Conversion	7	Viper	i3	Y
TX	Williamson	Leander PD TX - Conversion	7	Viper	i3	Y
TX	Williamson	Round Rock PD TX - Conversion	7	Viper	i3	Y
TX	Williamson	Taylor PD TX - Conversion	7	Viper	i3	Y
TX	Williamson	Williamson Co Emgcy Comm TX - Conversion	7	Viper	i3	Y
TX	Zapata	Zapata County Sheriffs Office	7	Viper	i3	Y
VA	Bland	Bland County E9-1-1 Communications Center	7	Viper	i3	Y
VA	Dickenson	Dickenson County Communications Center	7	Viper	i3	Y
VA	Hampton	Hampton E911 Public Safety Communications	7	Viper	i3	Y
VA	Henrico	City of Richmond Department of Emergency Comm	7	Viper	i3	Y
VA	Henrico	City of Richmond Department of Emergency Comm - CPE Swap	7	Viper	i3	Y
VA	Henrico	Henrico County CPE Change	7	Viper	i3	Y
VA	Henrico	Henrico County Police Division	7	Viper	i3	Y
VA	Henrico	Richmond Ambulance Authority	7	Viper	i3	Y
VA	Henrico	Richmond Ambulance Authority	7	Viper	i3	Y
VA	Lee	Lee County Sheriff	7	Viper	i3	Y
VA	Louisa	Louisa County Sheriff Office	7	Viper	i3	Y
VA	Louisa	Louisa County Sheriff Office	7	Viper	i3	Y
VA	Mathews County	Mathews County Sheriffs Office	7	Viper	i3	Y
VA	Norton	Norton 9-1-1 Communications	7	Viper	i3	Y
VA	Patrick	Patrick County Sheriff	7	Viper	i3	Y
VA	Pittsylvania	Pittsylvania County Emergency Ops Center	7	Viper	i3	Y
VA	Roanoke City	Roanoke City Communications	7	Viper	i3	Y
VA	Staunton City	Staunton Police Department	7	Viper	i3	Y
VA	Twin	Twin Counties 9-1-1	7	Viper	i3	Y
VA	Wise	Wise County Sheriffs Office	7	Viper	i3	Y
VA	Wythe	Wythe County Emergency Communications Center	7	Viper	i3	Y
WI	Manitowoc	Manitowoc County Public Safety Joint Services	7	Viper	i3	Y
WI	Milwaukee	Bayside Village Police Department	7	Viper	i3	Y
WI	Milwaukee	Greendale Police and Fire	7	Viper	i3	Y
WI	Milwaukee	University of Wisconsin - Milwaukee	7	Viper	i3	Y
WI	Oconto	Oconto County Sheriffs Office	7	Viper	i3	Y
WI	Racine	Racine County Communications Department	7	Viper	i3	Y
WI	Racine	Racine County Communications Department Backup	7	Viper	i3	Y
WI	Rock	Rock County 9-1-1 Communications Center	7	Viper	i3	Y
WI	Waukesha	Muskego Police Department	7	Viper	i3	Y
WI	Waukesha	Village of Mukwonago Police Department	7	Viper	i3	Y
WI	Winnebago	Winnebago County Sheriff	7	Viper	i3	Y

AT&T Attachment R - OSP Tracking Report Template



AT&T ESInet OSP Migration Tracking Sheet Report Template

Project Overview

- Project Name:
- Project Manager:
- Start Date:
- End Date:
- Status:

Carrier Interconnection Details

Carrier Name	Contact Person	Contact Information	Connection Type	Status	Notes
Carrier 1					
Carrier 2					
Carrier 3					

Implementation Status

Task ID	Task Description	Assigned To	Start Date	End Date	Status	Notes
1						
2						
3						

Incident Tracking

Incident ID	Date	Carrier Name	Description	Impact	Resolution	Status	Notes
1							
2							
3							

**AT&T Attachment S - AT&T Business Continuity & Emergency
Management**

AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide

AT&T Attachment U - AT&T ESInet Incident Communication Plan

The AT&T logo is rendered in a bold, dark blue, sans-serif font. It is positioned at the top left of a light blue geometric shape that resembles a stylized arrow pointing to the right. The shape has a horizontal top edge, a vertical left edge, and a diagonal right edge that slopes downwards. A thin, light blue line extends from the bottom left corner of the main shape, pointing towards the bottom left of the page.

AT&T

PSAP Trouble Ticketing NOC/SOC

User Guide

AT&T ESInet™ Trouble Reporting

Please report all 9-1-1 service issues related to the AT&T ESInet™ to the AT&T 9-1-1 Resolution Center
(available 24 hours a day, 7 days a week)

888-243-1911

Non-9-1-1 service issues (radio circuits, ring down circuits, administrative lines, PRIs) should be reported to AT&T via the Repair Center at 800-247-2020 or via the Express Ticketing website. Please have your circuit ID ready.

<https://expressticketing.acss.att.com/expressticketing/>

Trouble Reporting Tips and Important Information

- All trouble tickets should be opened through the 911 Resolution Center for proper tracking and timely resolution. Trouble issues should not be reported to technicians or the 911 Service Exec via phone, text message, or e-mail.
- Trouble may be reported to the AT&T 9-1-1 Resolution Center by the PSAP, the PSAP vendor, or 9-1-1 vendor. If a vendor is reporting trouble, please be aware that some trouble tickets requiring dispatch are billable; your vendor may be asked to authorize dispatch charges on behalf of your PSAP. AT&T is unable to bill any agency outside the PSAP for 9-1-1 trouble tickets. If you require specific personnel to open/authorize trouble tickets for your PSAP(s), please contact your designated Service Manager to have notes added to the 9-1-1 RC Database indicating authorized parties and contact information
- When reporting trouble, please be aware the 911 Resolution Center may ask for the following information when trouble is reported. Required information for opening a ticket is highlighted below in red:
 - PSAP Name including STATE where PSAP Is located
 - PSAP Address
 - AT&T PSAP Pseudo Circuit ID (this circuit ID always starts with the letters EGNC)
 - Contact Name and Number
 - Description of Trouble Including any specific information available, i.e.:
 - ☐ Date/Time of trouble experienced
 - ☐ ANI or ALI of calls experiencing trouble
 - ☐ Is trouble occurring at all positions or only some, all circuits or only some?
Circuit IDS are appreciated but not required.
 - ☐ Is trouble occurring all the time or intermittently?
 - ☐ Any pre-existing conditions or alarms seen
 - After Business Hours: for non-urgent troubles (less than 50% impairment) – is technician dispatch needed immediately or the next business day?

TROUBLE TICKET ESCALATION PROCESS

- Escalations for trouble tickets should always begin with the 9-1-1 Resolution Center personnel (see below for 9-1-1 Resolution Center escalation list); if you are unsatisfied with the 9-1-1 Resolution Center response, please engage your assigned 9-1-1 Service Executive.

AT&T ESInet™ Trouble Reporting

9-1-1 RESOLUTION CENTER ESCALATION LIST		
Escalation Interval	Escalation Level	Contact Information
First Escalation	9-1-1 Resolution Center Manager	844-378-0911

Second Escalation	9-1-1 Resolution Center Area Manager	Office: [REDACTED] Cell: [REDACTED] OR Office: [REDACTED] Cell: [REDACTED]
Third Escalation	9-1-1 Resolution Center Director	Lonny [REDACTED] Office: [REDACTED] Cell: [REDACTED]

911 RESOLUTION CENTER ESCALATION IMPORTANT INFORMATION

- When escalating a trouble ticket/issue, it is important to provide the following information:
 - Customer Name and Telephone Number
 - Active ticket number(s)
 - Trouble location
 - Trouble description
 - Action or resolution being requested
- Call the office phone before escalating to the next level of AT&T management. Information about the manager's availability and/or contact information for the appropriate person in charge when the manager is out of the office may be left on the voice mail's greeting message.

Additional Contacts:

Listed below are AT&T personnel assigned to support the Commonwealth of KY PSAP customers with questions and escalations:

- 9-1-1 Database (MSAG requests, ALI issues), please contact:
 - AT&T 911 Database Center
 - Contact Info**
 - DIU Email: midwest911diu@att.com**
 - DIU Toll Free: 800-992-3201**
- 9-1-1 Service Management, please contact:
 - AT&T 911 Service Management Center
 - Contact Info

[REDACTED]
[REDACTED]
[REDACTED]



AT&T 9-1-1 ESCALATION LIST

AT&T is available to assist with maintenance issues impacting AT&T 9-1-1 Network components or AT&T-supported 9-1-1 Call Handling equipment 24 x 7 x 365. Maintenance issues are defined as “break/fix” scenarios that prevent a PSAP’s 9-1-1 service from operating at 100%.

To Report 9-1-1 Maintenance Issues to AT&T

Call the AT&T 911 Resolution Center – **emergency & non-emergency issues**
888-243-1911

OR

Open a ticket online through AT&T Express Ticketing – **non-emergency issues only**
<https://expressticketing.acss.att.com>

9-1-1 MAINTENANCE ISSUES ESCALATION CHART

Level	Escalation Contact	Contact Information
1 st Escalation	9-1-1 Resolution Center Lead Manager	888-243-1911
2 nd Escalation	9-1-1 Resolution Center Area Manager	 OR 
3 rd Escalation	Assigned 9-1-1 Service Executive	

AT&T 9-1-1 SERVICE MANAGEMENT SUPPORT

Listed below are the 9-1-1 Service Management resources assigned to provide escalation support if additional assistance is needed after an AT&T trouble ticket has been escalated within the 9-1-1 Resolution Center. Escalations should be requested via phone call to ensure prompt response.



Should you need to escalate an issue or question beyond your assigned 9-1-1 Service Executive after you have reached out to them, please call:



ADDITIONAL INFORMATION/TIPS ABOUT REPORTING 9-1-1 MAINTENANCE ISSUES TO AT&T

What is a maintenance issue?

Maintenance issues are defined as “break/fix” scenarios that prevent a PSAP’s 9-1-1 service from operating at 100%. Maintenance issues can be considered emergency issues (events that impact $\geq 50\%$ of a PSAP’s 9-1-1 call-taking capacity) or non-emergency issues (events that impact $< 50\%$ of a PSAP’s 9-1-1 call-taking capacity).

All 9-1-1 maintenance issues require a trouble ticket for proper tracking and timely resolution; 9-1-1 trouble tickets may be opened via one of the two methods noted above only. Maintenance issues should not be reported via phone call, text/SMS, or e-mail to AT&T technicians, sales contacts, or service executives.

What information does AT&T need to open a trouble ticket when calling the Resolution Center?

Below is information AT&T will need to open a trouble ticket:

- PSAP Name including state where PSAP is located
- PSAP Address
- Contact Name and Number
- Description of Trouble Including any specific information available, i.e.:
 - Date/Time of trouble experienced
 - ANI or ALI of calls experiencing trouble
 - Is trouble occurring at all positions or only some, all circuits or only some?
 - Is trouble occurring all the time or intermittently?
 - Any pre-existing conditions or alarms seen.
- If trouble is reported via AT&T Express Ticketing, a circuit ID will be required to create a ticket (either a specific circuit ID for network troubles or the PSAP pseudo-circuit if reporting 911 Call Handling equipment issues).
 - *Note: if you are unaware of the pseudo circuit assigned to your PSAP, please contact your assigned 9-1-1 Service Executive for details*
- *After Business Hours: for non-urgent troubles (less than 50% impairment) – is technician dispatch needed immediately or the next business day?*
- *Requests for vendor meets require open trouble ticket and 24 hours’ advance scheduling*

Who can open a trouble ticket with AT&T for 9-1-1 issues?

9-1-1 maintenance issues may be reported to AT&T by the PSAP, the PSAP’s vendor, or designated 9-1-1 Authority (i.e. ETSB, County 9-1-1 Coordinator, representative from State 9-1-1 Authority). When reporting trouble on behalf of a PSAP, please be aware some trouble tickets requiring dispatch are billable. The party who requests a trouble ticket may be asked to authorize dispatch charges on behalf of the PSAP. AT&T is unable to bill any agency outside the PSAP for 9-1-1 trouble tickets.

How can I escalate a trouble ticket?

Please utilize the escalation information located at the beginning of this document for specific contacts who can assist with customer escalations related to maintenance issues. All escalations should begin with the 911 Resolution Center. If you are unsatisfied with 911RC response, you are welcome to engage your assigned 911 Service Executive. All escalations should be made via phone call to ensure timely response. Escalations sent via e-mail or text message may receive delayed response.

Are there times when AT&T may redirect my PSAP to another place for assistance?

There may be times when trouble tickets are requested from AT&T do not meet maintenance (break/fix) criteria or should be reported to another organization or company (examples noted below). In these cases, AT&T will redirect the reporting party to the proper organization or company (for tickets opened via Express Ticketing, redirection may be in the form of a phone call to the reporting contact or notes in the ticket log):

- **Non-911 network issues** (i.e. trouble with administrative lines, PRIs, IP-Flex, radio circuits, ring down circuits) – these should be reported to AT&T through Express Ticketing only to ensure the proper maintenance center is engaged. Phone number or circuit ID will be required to open a ticket through Express Ticketing.

IP-FLEX/BVOIP 1 877 288 8362 opt. 1

Repair 1 800 288 2020

- **Non-AT&T circuits** (circuits that originate with another Service Provider, i.e. CAMA trunks from a Frontier Selective Router or NG911 connectivity from a provider other than AT&T) – AT&T is unable to report troubles to another telephone service provider on behalf of a PSAP and in many cases, does not have record of a PSAP's circuits belonging to a provider other than AT&T. AT&T will direct the reporting party to report the trouble to the serving telephone service provider.
- **Troubles specific to a single telephone service provider** (i.e. trouble issues only being experienced with calls from a specific wireless provider) – AT&T is unable to report trouble to another telephone service provider on behalf of a PSAP. AT&T will direct the reporting party to report the trouble to the impacted telephone service provider directly.
- **Items that do not qualify as maintenance issues** (i.e. MAC (move/add/change) activity, on-site technician presence for testing) – there are designated processes for requesting technician presence for non-maintenance items as they require advance scheduling with proper lead times. PSAPs who request non-maintenance activity via trouble ticket will be directed to utilize the AT&T MAC Process for requesting/scheduling AT&T assistance. PSAPs should contact their assigned 911 Service Executive for additional information.

Required Forms



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

Anti-Human Trafficking Affidavit



ANTI-HUMAN TRAFFICKING AFFIDAVIT

This completed form should be returned with the Vendor's submittal. If not provided with the submittal, the Vendor must submit this form within three (3) business days after the County's request and upon award, renewal, or extension of a contract with Broward County. The Vendor may be deemed nonresponsive for failure to fully comply within the stated timeframe.

The Vendor indicated below does not use coercion for labor or services, as such terms are defined in [Section 787.06, Florida Statutes](#).

Under penalties of perjury, the undersigned declares that they have read the foregoing statement and that the facts stated in it are true.

Vendor Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC

Signature: _____



Printed Name: Erik Lindborg

Title: AVP FL and TX SLED

Date: August 6, 2025

Form Date 9/9/24

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-357-4829

VALID OCTOBER 1, 2024 THROUGH SEPTEMBER 30, 2025

Business Name: BELLSOUTH TELECOMMUNICATIONS LLC

Receipt #: 379-285433
Business Type: ALL OTHERS (SERVICE DISTRIBUTION YARD)

Owner Name: BELLSOUTH LLC
Business Location: 2901 N DIXIE HWY
OAKLAND PARK

Business Opened: 07/21/2017
State/County/Cert/Reg:
Exemption Code:

Business Phone: 561-627-3365

Rooms

Seats

Employees

Machines

Professionals

For Vending Business Only						
Number of Machines:				Vending Type:		
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
45.00	0.00	0.00	0.00	0.00	0.00	45.00

Receipt Fee 45.00
Packing/Processing/Canning Employees 0.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

BELLSOUTH TELECOMMUNICATIONS LLC
1010 N SAINT MARYS ST 15TH
FLR
SAN ANTONIO, TX 78215

Receipt # WWW-23-00287592
Paid 09/06/2024 45.00

2024 - 2025

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-357-4829

VALID OCTOBER 1, 2024 THROUGH SEPTEMBER 30, 2025

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State/County/Cert/Reg:
Exemption Code:

Business Phone: 561-627-3365

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Seats

Employees

Machines

Professionals

Signature	For Vending Business Only					
	Number of Machines:			Vending Type:		
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
45.00	0.00	0.00	0.00	0.00	0.00	45.00

Receipt # WWW-23-00287592
Paid 09/06/2024 45.00



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

Litigation History



Litigation History

- A. Vendor is required to disclose to the County all “material” cases during the last three (3) years prior to the solicitation response end date, whether such cases were brought by or against the Vendor, any parent or subsidiary of the Vendor, or any predecessor organization.
- B. Additionally, the Vendor is required to disclose to the County all “material” cases against any principal of Vendor, regardless of whether the principal was associated with Vendor at the time of the “material” cases against the principal, during the last three (3) years prior to the solicitation response.
- C. A “case” means any filed, pending, or resolved litigation, arbitration, or administrative proceeding.
- D. A case is considered “material” if it relates, in whole or in part, to any of the following:
 - 1. A similar type of work that the Vendor is seeking to perform for the County under the current solicitation;
 - 2. An allegation of fraud, negligence, error or omissions, or malpractice against the Vendor or any of its principals or agents who would be performing work under the current solicitation;
 - 3. A vendor’s default, termination, suspension, failure to perform, or improper performance in connection with any contract;
 - 4. The financial condition of the Vendor, including any bankruptcy petition (voluntary and involuntary) or receivership; or
 - 5. A criminal proceeding or hearing concerning business-related offenses in which the Vendor or its principals (including officers) were/are defendants.
- E. For each material case, the Vendor is required to provide all information identified in the **Litigation History Form**. Additionally, the Vendor shall provide a copy of any judgment or settlement of any material case during the last three (3) years prior to the solicitation response. Redactions of any confidential portions of the settlement agreement are only permitted upon a certification by the Vendor that all redactions are required under the express terms of a pre-existing confidentiality agreement or provision.
- F. The County will consider the Vendor’s litigation history information in its review and determination of responsibility.
- G. If the Vendor is a joint venture, the information provided must encompass the joint venture and each of the entities forming the joint venture.

- H. Vendor is required to disclose to the County any and all cases(s) that exist between the County and any of the Vendor's subcontractors/subconsultants proposed to work on this project during the last five (5) years prior to the solicitation response.
- I. Failure to disclose any material case, including all requested information in connection with each such case, as well as failure to disclose the Vendor's subcontractors/subconsultants litigation history against the County, may result in the Vendor being deemed nonresponsive.

Form Date 9/9/24

Litigation History Form

The completed form(s) should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes.

☒ There are no material cases for this Vendor; or

☐ Material Case(s) are disclosed below:

Is this for a: (check type)

☐ Parent Company

☐ Subsidiary

☐ Predecessor Firm

☐ None of the above

If Yes: Name of Parent Subsidiary/Predecessor: Click or tap here to enter text.

Vendor is Plaintiff ☐ Vendor is Defendant ☐

Case Number: Click or tap here to enter text.

Case Name: Click or tap here to enter text.

Date Filed: Click or tap here to enter text.

Name of Court or other Tribunal: Click or tap here to enter text.

Type of Case: Bankruptcy ☐ Civil ☐ Criminal ☐ Administrative/Regulatory ☐

Claim or Cause of Action and Brief description of each Count: Click or tap here to enter text.

Brief Description of the Subject Matter and Project Involved: Click or tap here to enter text.

Disposition of Case: Pending ☐ Settled ☐ Dismissed ☐

Judgment: Vendor's Favor ☐ Against Vendor ☐

If Judgment is against, is Judgment Satisfied? Yes: ☐ No: ☐

Attach copy of any applicable Judgment, Settlement Agreement, and Satisfaction of Judgement.

Opposing Counsel Name: Click or tap here to enter text.

Opposing Counsel email: Click or tap here to enter text.

Opposing Counsel Phone: Click or tap here to enter text.

Vendor Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC

AT&T Response:

In the normal course of business, AT&T, like other large companies, may be involved in a variety of legal proceedings. We are unaware of any legal action that would impair our ability to meet our obligations under any contract.

AT&T is a large company with millions of customers, an international presence and significant contractual relations. Given the size and scope of our business, we are typically involved in numerous disputes and legal actions. However, AT&T is a well-capitalized company with assets in excess of any outstanding claims or lawsuits. In light of the huge size and scope of our business and the very broad nature of these questions, and considering our confidentiality issues, it is not possible as a practical matter -- and in the time available -- to provide certifiable answers in full. As such, we are unaware of any legal action that would preclude or impair our ability to meet our obligations or perform our duties under any contract.

We serve millions of customers around the globe, and we'll work hard to honor our promises.

The most recent Form 10-Q for AT&T, filed with the Securities and Exchange Commission, addresses pending litigation in the Other Business Matters section.

The 10-Q is found in the investor relations section of our website at:

[SEC Filings | AT&T \(att.com\)](#)

Click on "SEC Filings" then the 10-Q link



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

SUBCONTRACTORS/SUBCONSULTANTS/SUPPLIERS REQUIREMENT



SUBCONTRACTORS/SUBCONSULTANTS/SUPPLIERS REQUIREMENT

The completed and signed form(s) should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days after County's request. Vendor may be deemed nonresponsive for failure to fully comply within the stated timeframes.

- A. The Vendor must submit a listing of all subcontractors, subconsultants, and major material suppliers (firms), if any, and the portion of the contract they will perform. A major material supplier is considered any firm that provides construction material for construction contracts, or commodities for service contracts, in excess of \$50,000, to the Vendor.
- B. If participation goals apply to the contract, only non-certified firms shall be identified on the form. A non-certified firm is a firm that is not listed as a firm for attainment of participation goals (e.g., County Business Enterprise or Disadvantaged Business Enterprise), if applicable to the solicitation.
- C. This list shall be kept up-to-date for the duration of the contract. If subcontractors, subconsultants, or suppliers are stated, this does not relieve the Vendor from the prime responsibility of full and complete satisfactory performance under any awarded contract.
- D. After completion of the contract/final payment, the Vendor shall certify the final list of non-certified subcontractors, subconsultants, and suppliers that performed or provided services to the County for the referenced contract.
- E. The Vendor has confirmed that none of the listed subcontractors, subconsultants, or suppliers' principal(s), officer(s), affiliate(s), or any other related companies, have been debarred from doing business with Broward County or any other governmental agency.

AT&T Response:

AT&T is a worldwide multibillion-dollar company operating in nearly all local, state and federal venues, as well as in several foreign countries. It is not possible now to accurately research this question back to the beginnings of AT&T's corporate history. The question is overbroad, has no time limit, and is impossible to respond to accurately with a certifiable answer in any practical fashion.

To compile the requested information and accurately respond to this request is impractical and quite burdensome due to our size and the largely unbounded breadth of the request.

Notwithstanding anything to the contrary, including the foregoing, in lieu of the foregoing, AT&T certifies that as of the date hereof, the undersigned AT&T representative is unaware of any disqualification or debarment that would negatively affect AT&T's ability to provide the products and services. AT AT&T, we commit to fully comply with state and Federal regulations.

If none, state "none" on this form. Use additional sheets as needed. Vendor should scan and upload any additional form(s) in electric bidding system.

1. Subcontracted Firm's Name: **Intrado Life & Safety, Inc.**
Subcontracted Firm's Address: **1601 Dry Creek Drive, Longmont, CO 80503**
Subcontracted Firm's Telephone Number: **720-494-5800**
Contact Person's Name and Position: **Richard Johnston, Senior Sales Engineer**
Contact Person's E-mail: rjohnston@intrado.com
Type of Work/Supplies Provided: **Kick-off Meeting, Site Survey, Data Collection, GIS Data Preparation, PSAP Equipment Installation, Implementation, Testing, NGCS Development, Implementation, Support, monitoring and Maintenance.**
2. Subcontracted Firm's Name: Click or tap here to enter text.
Subcontracted Firm's Address: Click or tap here to enter text.
Subcontracted Firm's Telephone Number: Click or tap here to enter text.
Contact Person's Name and Position: Click or tap here to enter text.
Contact Person's E-mail: Click or tap here to enter text.
Type of Work/Supplies Provided: Click or tap here to enter text.
3. Subcontracted Firm's Name: Click or tap here to enter text.
Subcontracted Firm's Address: Click or tap here to enter text.
Subcontracted Firm's Telephone Number: Click or tap here to enter text.
Contact Person's Name and Position: Click or tap here to enter text.
Contact Person's E-mail: Click or tap here to enter text.
Type of Work/Supplies Provided: Click or tap here to enter text.
4. Subcontracted Firm's Name: Click or tap here to enter text.
Subcontracted Firm's Address: Click or tap here to enter text.
Subcontracted Firm's Telephone Number: Click or tap here to enter text.
Contact Person's Name and Position: Click or tap here to enter text.
Contact Person's E-mail: Click or tap here to enter text.
Type of Work/Supplies Provided: Click or tap here to enter text.

By signature below, I certify on behalf of the Vendor that the information stated above is true and correct to the best of my knowledge.

Vendor Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC

Signature: _____

Printed Name: Erik Lindborg

Title: AVP FL and TX SLED

Date: August 21, 2025

Form Date 9/9/24



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

Agreement Exceptions



AGREEMENT EXCEPTIONS

REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, REQUEST FOR LETTER OF INTEREST

The completed form should be submitted with the solicitation response. If not submitted with solicitation response, it shall be deemed an affirmation by the Vendor that it accepts contract terms and conditions stated in the solicitation.

AT&T's General Response to Broward County, Florida's RFP for Next Generation 911 (NG911) RFP No. GEN2129421P1 ("AT&T's General Response")

AT&T Enterprises Florida, LLC as successor in interest to AT&T Corp ("AT&T") is submitting this Response pursuant to the terms and conditions of (a) the Master Agreement between **Broward County, Florida** and AT&T Corp, **AT&T Master Agreement No. 153326**, fully executed on **May 11, 2016**, (sometimes referred to as the AT&T Master Agreement); (b) corresponding Pricing Schedule(s); (c) any related transactional documents (collectively, the "Proposed Contract Documents"); and (d) the responses, answers, clarifications and supplemental terms and conditions set forth in and/or incorporated into this Response. Using or adopting, as appropriate, the terms of the existing AT&T Master Agreement currently in place between the parties will simplify the contracting process. The pricing submitted in this Response assumes use of the Proposed Contract Documents as the basis of any final, negotiated contract between the parties. **Broward County, Florida** may be referred to as "Broward County" or the "Customer" within this Response.

AT&T takes a general exception to all the terms and conditions contained in the RFP. This applies whether or not such exception is identified in the Response in the section of the RFP to which the exception corresponds. AT&T takes such a general exception primarily because the RFP does not contain the product-related contractual terms and conditions necessary for AT&T to properly deliver the products and services described in the Response. AT&T may have also taken specific exceptions to certain RFP provisions but has not made a final, complete comment on every such provision. Please note that AT&T's General Response, and the general exception above, applies in all instances, including those where specific comments/exceptions have been made and those where such comments/exceptions have not been made. The absence of any individual response to a specific section of the RFP cannot be considered a waiver of any objection or an agreement to that section's provisions. Similarly, the inclusion of any specific comment/exception does not remove the applicability of this general exception.

AT&T and **Broward County** have done more than \$21,000,000.00 of business under the existing mutually agreed to Master Agreement (*AT&T MA Reference No. 153326UA*) over the last few years, to our mutual benefit.

Note that included within this “AT&T’s General Response” section of the Response, in the interest of efficiency, are statements that apply to provisions throughout the RFP and should be read as applicable to any and all such related provisions. In that regard, note that:

- AT&T clarifies that only the physical response materials become Customer property. Any other pre-existing or newly developed intellectual property of AT&T, its suppliers or its third parties, provided in this Response or which is used or developed during the project remains the intellectual property of AT&T or its suppliers. AT&T would be willing to negotiate with Customer regarding rights to use that intellectual property.
- The information and pricing contained in this proposal is valid for a period of 30 days from the date written on the proposal cover page.
- The Response is a direct reflection of the entire scope of work as presented here, as of the date of submission. Acceptance of only part of the quote may require mutual agreement/adjustment to the final configuration, subsequent pricing and implementation schedule.
- Regarding any proposed waiver of informalities and irregularities, AT&T agrees, except to the extent the waiver of informalities or irregularities portions of this provision as used here and throughout this Response implies AT&T waives rights to protest the award decision. To that end, AT&T reserves all protest rights afforded bidders/respondents participating in the contracting process.
- Any purchase orders issued for services as provided under any contract that results from the RFP must clearly provide that the purchase is made via the mutually agreed contract and not subject to the preprinted terms of that purchase order form.
- Any third-party software used with the services will be governed by the written terms and conditions of the third-party software supplier’s software license documentation applicable to such software.
- Title to software remains with AT&T or its supplier and such software used with the services will be governed by the corresponding software license agreement to the extent not in conflict with law or any final contract between AT&T and Customer.
- To the extent any portion of this project may be funded in whole or in part with grants, loans or payments from government funding sources other than Customer, AT&T and Customer will need to reach mutual agreement on AT&T’s participation.
- The information and pricing submitted with this Response is subject to change on account of any error or omission in the information provided by Customer or upon further investigation(s) as to the exact requirements of any order. For the price(s) quoted herein, AT&T will provide the items of equipment and services specifically listed in its Response. Work which is not shown or described in the Response

will require mutual agreement/adjustment to the final configuration, subsequent pricing and Implementation schedule.

- This Response is ©2025 AT&T Intellectual Property. All rights reserved. AT&T, AT&T logo, and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. This Response is AT&T Proprietary and, except to the extent required by law, confidential.
- This Response is conditioned upon negotiation of mutually acceptable terms and conditions.
- Pricing proposed herein is based upon the specific product and locations outlined in this Response. Any changes or variations in the proposed terms and conditions, the products/services/quantities, length of term, locations, and/or design described herein may result in different pricing. Prices quoted do not include applicable taxes, surcharges, or fees. In accordance with the tariffs or other applicable service agreement terms, Customer is responsible for payment of such charges.
- Subsidiaries and affiliates of AT&T Inc. provide products and services under the AT&T brand. AT&T Enterprises, LLC is an AT&T company, is the proposer for itself and on behalf of its service-providing affiliates.

Notwithstanding anything to the contrary set forth in the RFP, neither AT&T nor Customer is under any obligation with respect to the RFP until both parties have agreed upon and executed a mutually acceptable final contract.

It is AT&T's goal to provide the best communications services at the best value for all of our customers using the highest ethical and legal standards. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with **Broward County** to finalize and/or clarify any contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.

Given the long and successful history of AT&T's work with *Broward County*, we are confident this will be another successful contracting process, leading to another successful project performance.

The Vendor must provide on the form below any and all exceptions it takes to the contract terms and conditions stated in the solicitation, including all proposed modifications to the contract terms and conditions or proposed additional terms and conditions. Additionally, a brief justification specifically addressing each provision to which an exception is taken should be provided.

- ☐ The Vendor takes no exceptions to the contract terms and conditions stated in the solicitation.
- ☒ The Vendor takes the following exceptions to the contract terms and conditions stated in the solicitation:
(use additional forms as needed; separately identify each article/section number)

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
STANDARD TECHNOLOGY PRODUCT AGREEMENT	AT&T's Response: Notwithstanding anything contained in Broward County's RFP for Next Generation 911 (NG911), RFP No. GEN2129421P1 to the contrary, AT&T submits this RFP response subject to the provisions of this Response and the terms and conditions of the Master Agreement between Broward County, Florida and AT&T Corp, AT&T Master Agreement No. 153326, fully executed on May 11, 2016 (sometimes referred to as the AT&T Master Agreement); (b) corresponding Pricing Schedule(s); (c) any related transactional documents (collectively, the "Proposed Contract Documents"); and (d) the responses, answers, clarifications and supplemental terms and conditions set forth in and/or incorporated into this Response and not pursuant to the terms and conditions contained within or referenced to in the above-referenced RFP including, without limitation, the proposed Technology Agreement below, which AT&T takes exception to in their entirety. Pricing set forth in the Response assumes the use of the Proposed Contract Documents as the fundamental contractual document between the parties. In that regard, please note that AT&T takes a general exception to the terms and conditions contained within or referenced to in the above-referenced RFP and associated attachments and Exhibits. This exception is taken regardless of whether	AT&T takes such a general exception primarily because the RFP does not contain the product-related contractual terms and conditions necessary for AT&T to properly deliver the products and services described in the Response.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	AT&T has specifically referenced the Proposed Contract Documents in response to any individual provision in the RFP. AT&T and Broward County have done more than \$21,000,000.00 dollars of business under the existing mutually agreed to Master Agreement (AT&T MA Reference No. 153326UA) over the last few years, to our mutual benefit. Additionally, leveraging the existing AT&T Master Agreement currently in place between the parties and any additional contract documentation to support the RFP's technical requirements may significantly shorten Broward County's procurement process. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with Broward County to finalize and/or clarify any contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer. Given the long and successful history of AT&T's work with Broward County, we are confident this will be another successful contracting process, leading to another successful project performance.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT	See the Technology Agreement Attached. In lieu of this Article 1 (Definitions), AT&T proposes the terms and conditions of the pre-existing, mutually agreed to Master	AT&T and Broward County have already agreed on this topic in the pre-existing, mutually agreed to Master Agreement.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
Article 1 Definitions	Agreement (AT&T MA Reference No. 153326). See AT&T's General Response. All terms and conditions relating to Definitions shall be as set forth in the Proposed Contract Documents, in particular Article 1 ("Definitions") as well as Exhibit A, Section 11 ("Definitions") of the pre-existing, mutually agreed to Master Agreement and all subsections thereto. In addition, terms and conditions in the applicable Pricing Schedule(s) may apply. Please note that references to specific sections within the Proposed Contract Documents are provided solely as a courtesy to assist the Broward County in its review; depending on the issue presented, other provisions within the Proposed Contract Documents may be applicable to fully describe the Parties' rights. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with Broward County to negotiate any mutually agreed contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT	See the Technology Agreement Attached. AT&T's Response to Article 3:	AT&T and Broward County have already agreed on this topic in the pre-existing, mutually agreed to Master Agreement.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
Article 3 Scope of Services and Terms of Use	AT&T's proposal for a given project is a direct reflection of the scope of work as presented there, as of the date of submission. For the price(s) quoted herein, AT&T will provide the items of equipment and services specifically listed in its proposal Response. Equipment or services which are not shown or described in a proposal will require mutual agreement/adjustment to the final configuration, subsequent pricing and implementation schedule. In lieu of this Article 3, AT&T proposes the terms and conditions of the pre-existing, mutually agreed to Master Agreement (AT&T MA Reference No. 153326). See AT&T's General Response. All terms and conditions relating to Scope of Services as well as Warranty be as set forth in the Proposed Contract Documents, in particular Exhibit A, Section 2 ("AT&T Deliverables") as well as Exhibit A, Section 6 ("Limitations of Liability and Disclaimers") of the pre-existing, mutually agreed to Master Agreement and all subsections thereto. In addition, terms and conditions in the applicable Pricing Schedule(s) may apply. Please note that references to specific sections within the Proposed Contract Documents are provided solely as a courtesy to assist the Broward County in its review; depending on the issue presented, other provisions within the Proposed Contract	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	Documents may be applicable to fully describe the Parties' rights. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with Broward County to negotiate any mutually agreed contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 4	See the Technology Agreement Attached. AT&T's Response to Article 4: In lieu of this Article 4 (Term and Time of Performance), AT&T proposes the terms and conditions of the pre-existing, mutually agreed to Master Agreement (AT&T MA Reference No. 153326). See AT&T's General Response. All terms and conditions relating to Term and Time of Performance shall be as set forth in the Proposed Contract Documents, in particular Article 3 ("Term and Time of Performance") as well as Exhibit A, Section 6 ("Limitations of Liability and Disclaimers") and Exhibit A, Section 8 ("Suspension and Termination") of the pre-existing, mutually agreed to Master Agreement and all subsections thereto. In addition, terms and conditions in the applicable Pricing Schedule(s) may apply. Please note that references to specific sections within the Proposed Contract	AT&T and Broward County have already agreed on this topic in the pre-existing, mutually agreed to Master Agreement.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	Documents are provided solely as a courtesy to assist the Broward County in its review; depending on the issue presented, other provisions within the Proposed Contract Documents may be applicable to fully describe the Parties' rights. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with Broward County to negotiate any mutually agreed contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 5	See the Technology Agreement Attached. AT&T's Response to Article 5: In lieu of this Article 5 (Compensation), AT&T proposes the terms and conditions of the pre-existing, mutually agreed to Master Agreement (AT&T MA Reference No. 153326). See AT&T's General Response. All terms and conditions relating to Compensation as well as, damages and penalties, liquidated or otherwise shall be as set forth in the Proposed Contract Documents, in particular Article 4 ("Compensation") as well as Exhibit A, Section 6 ("Limitations of Liability and Disclaimers") of the pre-existing, mutually agreed to Master Agreement and all subsections thereto. In addition, terms and	AT&T and Broward County have already agreed on this topic in the pre-existing, mutually agreed to Master Agreement.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	conditions in the applicable Pricing Schedule(s) may apply. Please note that references to specific sections within the Proposed Contract Documents are provided solely as a courtesy to assist the Broward County in its review; depending on the issue presented, other provisions within the Proposed Contract Documents may be applicable to fully describe the Parties' rights. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with Broward County to negotiate any mutually agreed contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 6	See the Technology Agreement Attached. AT&T's Response to Article 6: AT&T will provide services and, as appropriate, install, implement and cutover the system components called for in the agreed specifications for final acceptance of the services by Broward County. The services and components provided will operate in accordance with the manufacturer's specifications, the RFP specifications as responded to by AT&T and the agreement of the parties. When the work and components specified in this Response complete	AT&T and Broward County have already agreed on this topic in the pre-existing, mutually agreed to Master Agreement.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	manufacturer-recommended test protocols, acceptance occurs. Acceptance shall not exceed 30 days following Implementation. AT&T's Response is submitted under applicable laws and regulations current at the time of contract execution. See AT&T's General Response. All terms and conditions relating to Delivery, Testing and Acceptance as well as AT&T's liability responsibilities and termination shall be as set forth in the Proposed Contract Documents, in particular Exhibit A, Section 2 ("AT&T Deliverables"), as well as Exhibit A, Section 6 ("Limitations of Liability and Disclaimers") and Exhibit A, Section 8 ("Suspension and Termination") of the pre-existing, mutually agreed to Master Agreement and all subsections thereto. In addition, terms and conditions in the applicable Pricing Schedule(s) may apply. Please note that references to specific sections within the Proposed Contract Documents are provided solely as a courtesy to assist the Broward County in its review; depending on the issue presented, other provisions within the Proposed Contract Documents may be applicable to fully describe the Parties' rights. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with Broward County to negotiate any mutually agreed contractual provisions required for compliance with the RFP and	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 7	See the Technology Agreement Attached. AT&T's Response to Article 7: In lieu of this Article 7 (Confidential Information, Proprietary Rights, Security Requirements), AT&T proposes the terms and conditions of the pre-existing, mutually agreed to Master Agreement (AT&T MA Reference No. 153326). See AT&T's General Response. All terms and conditions relating to Data Privacy and Confidentiality obligations, as well as Indemnity, Warranty, Injunctive Relief and Survival shall be as set forth in the Proposed Contract Documents, in particular Article 5 ("AT&T Indemnification and County Responsibility") and Exhibit A, Section 5 ("Confidential Information") as well as Exhibit A, Section 6 ("Limitations of Liability and Disclaimers"), Exhibit A, Section 10.3 ("Injunctive Relief") and Exhibit A, Section 10.8 ("Survival") of the pre-existing, mutually agreed to Master Agreement and all subsections thereto. In addition, terms and conditions in the applicable Pricing Schedule(s) may apply Please note that references to specific sections within the Proposed Contract Documents are provided solely as a courtesy	AT&T and Broward County have already agreed on this topic in the pre-existing, mutually agreed to Master Agreement.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	to assist the Broward County in its review; depending on the issue presented, other provisions within the Proposed Contract Documents may be applicable to fully describe the Parties' rights. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with the Broward County negotiate any mutually agreed contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.	
	AT&T proposes the following modifications to Article 7, Section 7.1: 7.1 Contractor Confidential Information. Contractor represents that the Software and the Subscriptions contain proprietary products and trade secrets of Contractor, <u>its affiliates or its vendor(s)</u>. Accordingly, to the full extent permissible under Applicable Law, County agrees to treat intellectual property within the Software or the Subscriptions as confidential in accordance with this article. For any other material submitted to County, Contractor must separately submit and conspicuously label as "RESTRICTED MATERIAL – DO NOT PRODUCE" any material (a) that Contractor contends, constitutes, or contains its trade secrets under Chapter 688, Florida Statutes, or (b) for which Contractor asserts a right to withhold from public disclosure as confidential or otherwise	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	exempt from production under Florida public records laws (including Chapter 119, Florida Statutes) (collectively, "Restricted Material"). ~~In addition, Contractor must, simultaneous with the submission of any Restricted Material, provide a sworn declaration or affidavit in a form acceptable to County from a person with personal knowledge attesting that the Restricted Material constitutes trade secrets or is otherwise exempt or confidential under Florida public records laws, including citing the applicable Florida statute and specifying the factual basis for each such claim.~~ Upon request by County, Contractor must promptly identify the specific applicable statutory section that protects any particular document. If a third party submits a request to County for records designated by Contractor as Restricted Material or for trade secret material in the Software or the Subscriptions, County shall refrain from disclosing such material unless otherwise ordered by a court of competent jurisdiction, authorized in writing by Contractor, or the claimed exemption is waived by Contractor. Any failure by Contractor to strictly comply with the requirements of this section shall constitute Contractor's waiver of County's obligation to treat the records as Restricted Material. ~~Contractor must indemnify and defend County and its employees and agents from any and all claims, causes of action, losses, fines, penalties, damages, judgments, and liabilities of any kind, including attorneys' fees, litigation expenses, and~~	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	~~court costs, relating to nondisclosure of Restricted Material or materials relating to the Software or the Subscriptions in response to a third party request.~~	
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 8	See the Technology Agreement Attached. AT&T's Response to Article 8: In lieu of this Article 8 (Representations and Warranties), AT&T proposes the terms and conditions of the pre-existing, mutually agreed to Master Agreement (AT&T MA Reference No. 153326). See AT&T's General Response. All terms and conditions relating to Warranty as well as Indemnity shall be as set forth in the Proposed Contract Documents, in particular Exhibit A, Section 6 ("Limitations of Liability and Disclaimers") as well as Article 5 ("AT&T Indemnification and County Responsibility") of the pre-existing, mutually agreed to Master Agreement and all subsections thereto. In addition, terms and conditions in the applicable Pricing Schedule(s) may apply. Please note that references to specific sections within the Proposed Contract Documents are provided solely as a courtesy to assist the Broward County in its review; depending on the issue presented, other provisions within the Proposed Contract Documents may be applicable to fully describe the Parties' rights.	AT&T and Broward County have already agreed on this topic in the pre-existing, mutually agreed to Master Agreement.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with the Broward County negotiate any mutually agreed contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 8, Section 8.3	AT&T proposes the following modification to Article 8, Section 8.3: 8.3. <u>Warranty Regarding Viruses</u> ~~and PCI Compliance.~~ Contractor further represents, ~~warrants~~, and agrees that the Products are free from currently-known viruses or malicious software (at the time the Products and any subsequent versions thereof are provided to County), and that Contractor has and will continue, for the full term of this Agreement, to use commercially reasonable security measures to ~~ensure~~ <u>protect</u> the integrity of the Products from data leaks, hackers, denial of service attacks, and other unauthorized intrusions. ~~If the Products accept, transmit, or store any credit cardholder data, Contractor represents and warrants that the Products comply with the most recent Security Standards Council's Payment Card Industry ("PCI") Payment Application Data Security Standard ("DSS").~~	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 8, Section 8.6	See AT&T's Response to Section 8.6 immediately below: AT&T's Response/Clarification: AT&T submits this RFP response subject to the specific exceptions and additional information provided in the Response. The information described in the Response is not intended to be the final expression between the parties. AT&T's Response is submitted subject to the provisions of its Response and the terms and conditions of the Proposed Contract Documents; and AT&T reserves the right to negotiate the terms and conditions of the final contract. The information contained in this Response, or any part thereof, shall only be made a part of any resulting written contract between AT&T and the Customer to the extent agreed to by both parties. Upon being awarded the business, the parties shall enter into good faith negotiations of the final contract.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 9	See the Technology Agreement Attached AT&T's Response to Article 9: In lieu of Article 9 (Indemnification and Limitation of Liability), AT&T proposes the terms and conditions of the pre-existing, mutually agreed to Master Agreement (AT&T MA Reference No. 153326).	AT&T and Broward County have already agreed on this topic in the pre-existing, mutually agreed to Master Agreement.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	See AT&T's General Response. All terms and conditions relating to Indemnification and Limitation of Liability shall be as set forth in the Proposed Contract Documents, in particular Article 5 ("AT&T Indemnification and County Responsibility") as well as Exhibit A, Section 6 ("Limitations of Liability and Disclaimers"), respectively, of the pre-existing, mutually agreed to Master Agreement and all subsections thereto. In addition, terms and conditions in the applicable Pricing Schedule(s) may apply. Please note that references to specific sections within the Proposed Contract Documents are provided solely as a courtesy to assist the Broward County in its review; depending on the issue presented, other provisions within the Proposed Contract Documents may be applicable to fully describe the Parties' rights. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with the Broward County negotiate any mutually agreed contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT	See the Technology Agreement Attached AT&T's Response:	AT&T and Broward County have already agreed on this topic in the pre-existing, mutually agreed to Master Agreement.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
Article 9, Section 9.3	In lieu of Section 9.3 (Limitation of Liability), AT&T proposes the terms and conditions of the pre-existing, mutually agreed to Master Agreement (AT&T MA Reference No. 153326). In addition, terms and conditions in the applicable Pricing Schedule(s) may apply. See Exhibit A, Section 6.1 and Section 6.2 of the above-referenced Master Agreement (See excerpt, below). Please note that references to specific sections within the Proposed Contract Documents are provided solely as a courtesy to assist the Broward County in its review; depending on the issue presented, other provisions within the Proposed Contract Documents may be applicable to fully describe the Parties' rights. 6. LIMITATIONS OF LIABILITY AND DISCLAIMERS 6.1 Limitation of Liability. (a) UNLESS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, EITHER PARTY'S ENTIRE LIABILITY AND THE OTHER PARTY'S EXCLUSIVE REMEDY FOR DAMAGES ON ACCOUNT OF ANY CLAIM ARISING OUT OF AND NOT DISCLAIMED UNDER THIS AGREEMENT SHALL BE LIMITED AS FOLLOWS:	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	(i) FOR BODILY INJURY, DEATH OR DAMAGE TO REAL PROPERTY OR TO TANGIBLE PERSONAL . PROPERTY PROXIMATELY CAUSED BY A PARTY'S NEGLIGENCE, PROVEN DIRECT DAMAGES; (ii). FOR BREACH OF SECTION 5 (Confidential Information), SECTION 10.1 (Publicity) OR SECTION 10.2 (Trademarks), PROVEN DIRECT DAMAGES; (iii) FOR ANY THIRD-PARTY CLAIMS, THE REMEDIES AVAILABLE UNDER ARTICLE 5 OF THE AGREEMENT (AT&T Indemnification and County Responsibility); (iv) FOR CLAIMS ARISING FROM THE OTHER PARTY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, PROVEN DAMAGES AND ANY APPLICABLE STATUTORY DAMAGES (INCLUDING FINES AND PENALTIES) IN THE EVENT OF A FALSE CLAIM; OR (v) FOR CLAIMS OTHER THAN THOSE SET FORTH IN SECTION 6.1(a)(i)-(iv), PROVEN DIRECT DAMAGES NOT TO EXCEED, ON AN AGGREGATE BASIS DURING ANY TWELVE (12) MONTH PERIOD, THE GREATER OF \$250,000 OR THE TOTAL NET CHARGES INCURRED BY CUSTOMER UNDER THE APPLICABLE PRICING SCHEDULE DURING	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	THE TWENTY-FOUR (24) MONTHS PRECEDING THE MONTH IN WHICH THE CLAIM AROSE. (b) EXCEPT AS SET FORTH IN SECTION 7 (Third Party Claims) OR IN THE CASE OF A PARTY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, RELIANCE OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOST PROFITS, ADVANTAGE, SAVINGS OR REVENUES OR FOR INCREASED COST OF OPERATIONS. (c) THE LIMITATIONS IN THIS SECTION 6 SHALL NOT LIMIT CUSTOMER'S RESPONSIBILITY FOR THE PAYMENT OF ALL PROPERLY DUE CHARGES UNDER THIS AGREEMENT. 6.2 Disclaimer of Liability. AT&T WILL NOT BE LIABLE FOR ANY DAMAGES ARISING OUT OF OR RELATING TO: INTEROPERABILITY, ACCESS OR INTERCONNECTION OF THE SERVICES WITH APPLICATIONS, DATA, EQUIPMENT, SERVICES, CONTENT OR NETWORKS PROVIDED BY CUSTOMER OR THIRD PARTIES; SERVICE DEFECTS, SERVICE LEVELS, DELAYS OR ANY SERVICE ERROR OR INTERRUPTION, INCLUDING INTERRUPTIONS OR ERRORS IN ROUTING OR COMPLETING ANY 911 OR OTHER EMERGENCY RESPONSE CALLS OR ANY	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	OTHER CALLS OR TRANSMISSIONS (EXCEPT FOR CREDITS EXPLICITLY SET FORTH IN THIS AGREEMENT); OR LOST OR ALTERED MESSAGES OR TRANSMISSIONS); OR UNAUTHORIZED ACCESS TO OR THEFT, ALTERATION, LOSS OR DESTRUCTION OF CUSTOMER'S (OR ITS AFFILIATES', USERS' OR THIRD PARTIES') APPLICATIONS, CONTENT, DATA, PROGRAMS, INFORMATION, NETWORKS OR SYSTEMS. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with the Broward County negotiate any mutually agreed contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 11 Termination	AT&T's Response to Article 11: In lieu of this Article 11 (Termination), AT&T proposes the terms and conditions of the pre-existing, mutually agreed to Master Agreement (AT&T MA Reference No. 153326). See AT&T's General Response. All terms and conditions relating to Termination shall be as set forth in the Proposed Contract Documents, in particular Article 7 ("Termination") as well as Exhibit A, Section 8 ("Suspension and Termination") of the pre-existing, mutually agreed to Master	AT&T and Broward County have already agreed on this topic in the pre-existing, mutually agreed to Master Agreement.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	Agreement and all subsections thereto. In addition, terms and conditions in the applicable Pricing Schedule(s) may apply. Please note that references to specific sections within the Proposed Contract Documents are provided solely as a courtesy to assist the Broward County in its review; depending on the issue presented, other provisions within the Proposed Contract Documents may be applicable to fully describe the Parties' rights. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with the Broward County negotiate any mutually agreed contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 13 Miscellaneous	AT&T's Response to Article 13 (Miscellaneous): In lieu of this Article 13 (Miscellaneous), AT&T proposes the terms and conditions of the pre-existing, mutually agreed to Master Agreement (AT&T MA Reference No. 153326). See AT&T's General Response. All terms and conditions relating to Miscellaneous Items shall be as set forth in the Proposed Contract Documents, in particular Article 9 ("Miscellaneous") as well as Exhibit A,	AT&T and Broward County have already agreed on this topic in the pre-existing, mutually agreed to Master Agreement.

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	Section 8 (“Suspension and Termination”) of the pre-existing, mutually agreed to Master Agreement and all subsections thereto. In addition, terms and conditions in the applicable Pricing Schedule(s) may apply. Please note that references to specific sections within the Proposed Contract Documents are provided solely as a courtesy to assist the Broward County in its review; depending on the issue presented, other provisions within the Proposed Contract Documents may be applicable to fully describe the Parties’ rights. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with the Broward County negotiate any mutually agreed contractual provisions required for compliance with the RFP and AT&T’s Response to it, and to expedite any purchases made pursuant to this AT&T offer.	
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 13, Section 13.4	AT&T proposed the following modifications to Article 13, Section 13.4: 13.4 Audit Rights and Retention of Records. <u>Limited to once annually</u> County shall have the right to audit the books, records, and accounts of Contract ~~and all Subcontractors~~ that are related to this Agreement. <u>The parties shall agree in writing on the scope of the inquiry, timeframe, location (if an audit is to be conducted), and other terms and conditions before work to satisfy the inquiry</u>	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	is commenced. Contractor ~~and all Subcontractors~~ shall keep such books, records, and accounts as may be necessary to record complete and correct entries related to this Agreement and performance under this Agreement. All such books, records, and accounts shall be kept in written form, or in a form capable of conversion into written form within a reasonable time, and upon request to do so, Contractor and all Subcontractors shall make same available in written form at no cost to County. Contractor shall provide County with reasonable access to Contractor's facilities <u>to review such books, records and accounts,</u> and County shall be allowed to interview ~~all current or former~~ employees to discuss matters the books, records and accounts pertinent to the performance of this Agreement. Contractor ~~and all Subcontractors~~ shall preserve and make available, at reasonable times within Broward County, Florida, for examination and audit, all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement ~~for at least three (3) years after expiration or termination of this Agreement or until resolution of any audit findings, whichever is longer.~~ This article shall survive any dispute or litigation between the Parties, and Contractor expressly acknowledges and agrees to be bound by this article throughout the course of any dispute or litigation with County. Any audit or inspection pursuant to	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	this section may be performed by any County representative (including any outside representative engaged by County). Contractor hereby grants County the right to conduct such audit or review at Contractor's place of business, if deemed appropriate by County, ~~with seventy-two (72) hours' advance notice~~ <u>as mutually agreed to by the Parties</u>. Contractor shall make all such <u>in-scope</u> records and documents <u>reasonably</u> available to ~~electronically in common file formats or via remote access if, and to the extent, requested by~~ County. ~~Any incomplete or incorrect entry in such books, records, and accounts shall be a basis for County's disallowance and recovery of any payment upon such entry. If an audit or inspection reveals overpricing or overcharges to County of any nature by Contractor in excess of five percent (5%) of the total contract billings reviewed by County, Contractor shall make adjustments for the overcharges and pay liquidated damages pursuant to Section 5.5. Any adjustments or payments due as a result of such audit or inspection shall be made within thirty (30) days after presentation of County's findings to Contractor.~~ ~~Contractor shall ensure that the requirements of this section are included in all agreements with all Subcontractor(s).~~	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 13, Section 13.6	AT&T proposed the following modifications to Article 13, Section 13.6: 13.6 Regulatory Capacity. Notwithstanding the fact that County is a political subdivision with certain regulatory authority, County's performance under this Agreement is as a Party to this Agreement and not in its regulatory capacity. If County exercises its regulatory authority, the exercise of such authority and the enforcement of Applicable Law shall have occurred pursuant to County's regulatory authority as a governmental body separate and apart from this Agreement, and shall not be attributable in any manner to County as a Party to this Agreement; <u>provided that County shall establish an information and communications firewall with respect to this Agreement and its performance to separate its regulatory authority and enforcement operations from its contract administration and enforcement operations.</u>	
STANDARD TECHNOLOGY PRODUCT AGREEMENT Article 13, Section 13.10	AT&T proposed the following modifications to Article 13, Section 13.10 immediately below. 13.10. All Subcontractors must be expressly identified in this Agreement or otherwise <u>identified upon request</u> ~~approved in advance and in writing~~ by County's Contract Administrator. Except for ~~approved~~ subcontracting, neither this	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	Agreement nor any right or interest in it may be assigned, transferred, subcontracted, or encumbered by Contractor without the prior written consent of County, <u>to be granted in County's reasonable discretion</u>. Any assignment, transfer, encumbrance, ~~or subcontract~~ in violation of this section shall be void and ineffective, ~~constitute a breach of this Agreement, and permit County to immediately terminate this Agreement, in addition to any other remedies available to County at law or in equity. County reserves the right to condition its approval of any assignment, transfer, encumbrance, or subcontract upon further due diligence and an additional fee paid to County to reasonably compensate it for the performance of any such due diligence.~~	
STANDARD SERVICE LEVEL AGREEMENT	AT&T's Response to the Service Level Agreement: See AT&T's General Response. AT&T submits its Response to Broward County's RFP for Next Generation 911 (NG911) – GEN2129421P1, subject to the provisions of this Response and the terms and conditions contained in the attached Proposed Contract Documents and not pursuant to the terms and conditions contained within or referenced to in the above-referenced RFP, including, without limitation, the proposed	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	Service Level Agreement, which AT&T takes exception to in their entirety. Pricing set forth in the Response assumes the use of the Proposed Contract Documents as the fundamental contractual document between the parties. This exception is taken regardless of whether AT&T has specifically referenced the Proposed Contract Documents in response to any individual provision in the RFP. The terms and conditions which are contained within the above-referenced RFP do not contain the product- and service-related contractual terms necessary for AT&T to properly deliver the products and services described in the Response. AT&T and Broward County have done more than \$21,000,000.00 of business under the existing mutually agreed to Master Agreement (AT&T MA Reference No. 153326UA) over the last few years, to our mutual benefit. Additionally, leveraging the existing AT&T Master Agreement currently in place between the parties and any additional contract documentation to support the RFP's technical requirements may significantly shorten Broward County's procurement process. Should AT&T be selected as your vendor under this RFP, AT&T will work cooperatively with Broward County to finalize and/or clarify any contractual provisions required for compliance with the RFP and AT&T's	

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and conditions	Provide brief justification for proposed modifications
	Response to it, and to expedite any purchases made pursuant to this AT&T offer. Given the long and successful history of AT&T's work with Broward County, we are confident this will be another successful contracting process, leading to another successful project performance.	

Vendor Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC

Form Date 9/9/24



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

Domestic Partnership Act Certification



DOMESTIC PARTNERSHIP ACT CERTIFICATION

REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

Refer to applicable section below. Failure to submit this form by stated timeframes may deem the Vendor nonresponsive to the solicitation or ineligible for the Domestic Partnership tiebreaker, as applicable.

Domestic Partnership Responsiveness Requirement (Refer to Instructions to Vendors, if applicable) This completed and signed form should be returned with the Vendor's submittal. If not provided with the submittal, the Vendor must submit this form within three business days after County's request. A Vendor shall be deemed non-responsive for failure to fully comply within stated timeframes.

Domestic Partnership Tiebreaker (Refer to Instructions to Vendors, if applicable) To be eligible for the Domestic Partnership tiebreaker, **the Vendor must currently offer the Domestic Partnership benefit and the completed form must be returned at the time of solicitation submittal.** Vendors who fail to comply with this submittal deadline will not be eligible for the Domestic Partnership tiebreaker.

The [Domestic Partnership Act, Sections 16½- 150 through 16½-165](#), Broward County Code of Ordinances (the "Act") requires any Vendor contracting to provide goods or services to the County in an amount over \$100,000 to provide benefits to registered domestic partners of its employees on the same basis as the Vendor provides benefits to its employees' spouses, with certain exceptions as provided by the Act.

For all submittals over \$100,000, the Vendor, by virtue of the signature below, certifies that it is aware of the requirements of Broward County's Domestic Partnership Act, Section 16½-157, Broward County Code of Ordinances, and certifies the following: (check only one below)

- ☒ The Vendor currently complies with the requirements of the County's Domestic Partnership Act and provides benefits to Domestic Partners of its employees on the same basis as it provides benefits to employees' spouses.
- ☐ The Vendor will comply with the requirements of the County's Domestic Partnership Act at time of contract award and provide benefits to Domestic Partners of its employees on the same basis as it provides benefits to employees' spouses.
- ☐ The Vendor will not comply with the requirements of the County's Domestic Partnership Act at time of award.
- ☐ The Vendor does not need to comply with the requirements of the County's Domestic Partnership Act at time of award because the following exception(s) applies: (check only one below).

- ☐ The Vendor employs less than five (5) employees.
- ☐ The Vendor does not provide benefits to employees' spouses.
- ☐ The Vendor is a governmental entity, not-for-profit corporation, or charitable organization.
- ☐ The Vendor is a religious organization, association, society, or non-profit charitable or educational institution.
- ☐ The Vendor provides an employee the cash equivalent of benefits. (Attach a notarized affidavit in compliance with the Act stating the efforts taken to provide such benefits and the amount of the cash equivalent).
- ☐ The Vendor cannot comply with the provisions of the Domestic Partnership Act because it would violate the laws, rules or regulations of federal or state law or would violate or be inconsistent with the terms or conditions of a grant or contract with the United States or the State of Florida. (State the law, statute or regulation and attach explanation of its applicability).

Vendor Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC

Signature:  _____

Printed Name: Erik Lindborg

Title: AVP FL and TX SLED

Date: August 6, 2025

Form Date 9/9/24



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

LOCATION CERTIFICATION



LOCATION CERTIFICATION
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

To Be Eligible for Local Preference: (refer to Instructions to Vendors if applicable to the solicitation)

The Vendor should submit this fully completed form and all Required Supporting Documentation (as indicated below) by solicitation end date. If not provided with submittal, the Vendor must submit within three business days after County's written request. Failure to submit required forms or information by stated timeframes may deem the Vendor ineligible for local preference or points for location.

To be eligible for the 'Location' tiebreaker: (refer to Instructions to Vendors if applicable to the solicitation)

The Vendor must submit this fully completed form *and* a copy of its Broward County local business tax receipt by solicitation end date. Vendors who fail to comply with this submittal deadline *will not* be eligible for the location tiebreaker.

Broward County [Code of Ordinances, Section 1-74](#), et seq., provides certain preferences to Local Businesses, Locally Based Businesses, and Locally Based Subsidiaries, and the [Broward County Procurement Code](#) provides location as the first tiebreaker criteria. The undersigned Vendor hereby certifies that (check the box for only one option below):

☐ **Option 1:** The Vendor is a **Local Business**, but does not qualify as a Locally Based Business or a Locally Based Subsidiary, as each term is defined by Section 1-74, Broward County Code of Ordinances. The Vendor further certifies that:

- A. It has continuously maintained, for at least the one (1) year period immediately preceding the bid posting date (i.e., the date on which the solicitation was advertised),
 - i. a physical business address located within the limits of Broward County, listed on the Vendor's valid business tax receipt issued by Broward County (unless exempt from business tax receipt requirements),
 - ii. in an area zoned for the conduct of such business, iii. that the Vendor owns or has the legal right to use, and
 - iv. from which the Vendor operates and performs on a day-to-day basis business that is a substantial component of the goods or services being offered to Broward County in connection with the applicable competitive solicitation (as so defined, the "Local Business Location").

If Option 1 selected, indicate **Local Business Location**:

Street Address: [Click or tap here to enter text.](#)

City, State, Zip: [Click or tap here to enter text.](#)

☐ **Option 2:** The Vendor is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. The Vendor further certifies that:

- A. The Vendor has continuously maintained, for at least the one (1) year period immediately preceding the bid posting date (i.e., the date on which the solicitation was advertised),
 - i. a physical business address located within the limits of Broward County, listed on the Vendor's valid business tax receipt issued by Broward County (unless exempt from business tax receipt requirements),
 - ii. in an area zoned for the conduct of such business, iii. that the Vendor owns or has the legal right to use, and

LOCATION CERTIFICATION
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

- iv. from which the Vendor operates and performs on a day-to-day basis business that is a substantial component of the goods or services being offered to Broward County in connection with the applicable competitive solicitation as so defined, the “Local Business Location”).
- B. The Local Business Location is the primary business address of the majority of the Vendor’s employees as of the bid posting date, and/or the majority of the work under the solicitation, if awarded to the Vendor, will be performed by employees of the Vendor whose primary business address is the Local Business Location;
- C. The Vendor’s management directs, controls, and coordinates all or substantially all of the day-to-day activities of the entity (such as marketing, finance, accounting, human resources, payroll, and operations) from the Local Business Location;
- D. The Vendor has not claimed any other location as its principal place of business within the one (1) year period immediately preceding the bid posting date; and
- E. Less than fifty percent (50%) of the total equity interests in the business are owned, directly or indirectly, by one or more entities with a principal place of business located outside of Broward County. The Vendor certifies that the total equity interests in the owned, directly or indirectly, by one or more entities with a principal place of business Vendor located outside of Broward County is ____ %.

If Option 2 selected, indicate **Local Business Location**:

Street Address: [Click or tap here to enter text.](#)

City, State, Zip: [Click or tap here to enter text.](#)

- ☒ **Option 3:** The Vendor is both a **Local Business** and a **Locally Based Subsidiary** as each term is defined by Section 1-74, Broward County Code of Ordinances. The Vendor further certifies that: A. The Vendor has continuously maintained:
- i. for at least the one (1) year period immediately preceding the bid posting date (i.e., the date on which the solicitation was advertised),
 - ii. a physical business address located within the limits of Broward County, listed on the Vendor’s valid business tax receipt issued by Broward County (unless exempt from business tax receipt requirements),
 - iii. in an area zoned for the conduct of such business, iv. that the Vendor owns or has the legal right to use, and
 - v. from which the Vendor operates and performs on a day-to-day basis business that is a substantial component of the goods or services being offered to Broward County in connection with the applicable competitive solicitation (as so defined, the “Local Business Location”).
- B. The Local Business Location is the primary business address of the majority of the Vendor’s employees as of the bid posting date, and/or the majority of the work under the solicitation, if awarded to the Vendor, will be performed by employees of the Vendor whose primary business address is the Local Business Location;
 - C. The Vendor’s management directs, controls, and coordinates all or substantially all of the day-to-day activities of the entity (such as marketing, finance, accounting, human resources, payroll, and operations) from the Local Business Location;
 - D. The Vendor has not claimed any other location as its principal place of business within the one (1) year period immediately preceding the bid posting date; and
 - E. At least fifty percent (50%) of the total equity interests in the business are owned, directly or indirectly, by one or more entities with a principal place of business located outside of Broward County. The

LOCATION CERTIFICATION
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

Vendor certifies that the total equity interests in the Vendor owned, directly or indirectly, by one or more entities with a principal place of business located outside of Broward County is ____%.

If Option 3 selected, indicate **Local Business Location**:

Street Address: 2901 N DIXIE HWY

City, State, Zip: OAKLAND PARK, FL, 33334

AT&T Response:

AT&T is a leading American multinational corporation and a publicly traded company. It consistently holds a top position on the Fortune 500 list. Due to its status as a widely held public company, it is virtually impossible to determine the exact percentage of AT&T stock owned by investors outside of Broward County. However, AT&T maintains a significant local presence, currently owning and operating more than 27 locations within Broward County.

☐ **Option 4:** The Vendor is a **joint venture** composed of one or more Local Businesses, Locally Based Businesses, or Locally Based Subsidiaries, as each term is defined by Section 1-74, Broward County Code of Ordinances. Fill in blanks with percentage equity interest or list "N/A" if section does not apply. The Vendor further certifies that:

- A. The proportion of equity interests in the joint venture owned by **Local Business(es)** (each Local Business must comply with all of the requirements stated in Option 1) is _____% of the total equity interests in the joint venture; and/or
- B. The proportion of equity interests in the joint venture owned by **Locally Based Business(es)** (each Locally Based Business must comply with all of the requirements stated in Option 2) is _____% of the total equity interests in the joint venture; and/or
- C. The proportion of equity interests in the joint venture owned by **Locally Based Subsidiary(ies)** (each Locally Based Subsidiary must comply with all of the requirements stated in Option 3) is _____% of the total equity interests in the joint venture.

If Option 4 selected, indicate the Local Business Location(s) on separate sheet.

☐ **Option 5:** Vendor is not a Local Business, a Locally Based Business, or a Locally Based Subsidiary, as each term is defined by Section 1-74, Broward County Code of Ordinances.

Required Supporting Documentation (in addition to this form):

Option 1 or 2 (Local Business or Locally Based Business) 1.
Broward County local business tax receipt.

Option 3 (Locally Based Subsidiary)

LOCATION CERTIFICATION
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

1. Broward County local business tax receipt.
2. Documentation identifying the Vendor's vertical corporate organization and names of parent entities.

Option 4 (joint venture composed of one or more Local Business(es), Locally Based Business(es), or Locally Based Subsidiary(ies):

1. Broward County local business tax receipt(s) for each Local Business(es), Locally Based Business(es), and/or Locally Based Subsidiary(ies).
2. Executed joint venture agreement if the Vendor is a joint venture.
3. If joint venture is comprised of one or more Locally Based Subsidiary(ies), submit documentation identifying the vertical corporate organization and parent entities name(s) of each Locally Based Subsidiary.

If requested by County (any option):

1. Written proof of the Vendor's ownership or right to use the real property at the Local Business Location.
2. Additional documentation relating to the parent entities of the Vendor.
3. Additional documentation demonstrating the applicable percentage of equity interests in the joint venture, if not shown in the joint venture agreement.
4. Any other documentation requested by County regarding the location from which the activities of the Vendor are directed, controlled, and coordinated.

By submitting this form, the Vendor certifies that if awarded a contract, it is the intent of the Vendor to remain at the Local Business Locations listed above, if any (or another qualifying Local Business Location within Broward County), for the duration of the contract term, including any renewals or extensions.

True and Correct Attestations:

Any misleading, inaccurate, or false information or documentation submitted by any party affiliated with this procurement may lead to suspension and/or debarment from doing business with Broward County as authorized by the Broward County Procurement Code. The Vendor understands that, if after contract award, the County learns that any of the information provided by the Vendor on this form was false, and the County determines, upon investigation, that the Vendor's provision of such false information was willful or intentional, the County may exercise any contractual right to terminate the contract. The provision of false or fraudulent information or documentation by a Vendor may subject the Vendor to civil and criminal penalties.

Vendor Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC

Signature:  _____

Printed Name: Erik Lindborg

Title: AVP FL and TX

Date: August 19, 2025



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

Location Certification - Required Supporting Documentation



LOCATION CERTIFICATION

REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR
LETTER OF INTEREST

Required Supporting Documentation

Option 3 (Locally Based Subsidiary)

1. Broward County local business tax receipt.



BellSouth
Telecommunications I

2. Documentation identifying the Vendor's vertical corporate organization and names of parent entities.

Principal Subsidiaries of AT&T Inc. BST is listed after the page break

<https://www.sec.gov/Archives/edgar/data/732717/000073271725000013/ex-21ye2024.htm>

PRINCIPAL SUBSIDIARIES OF

AT&T INC., AS OF DECEMBER 31, 2024

2024 AT&T INC. REPORT TO STOCKHOLDERS

SECURITIES AND EXCHANGE COMMISSION ("SEC")

FORM 10-K filed February 12, 2025

Legal Name	State of Incorporation/Formation	Conducts Business Under
Illinois Bell Telephone Company, LLC	Illinois	AT&T Illinois;
		AT&T Wholesale
Indiana Bell Telephone Company, LLC	Indiana	AT&T Indiana;
		AT&T Wholesale

Legal Name	State of Incorporation/Formation	Conducts Business Under
Michigan Bell Telephone Company, LLC	Michigan	AT&T Michigan;
		AT&T Wholesale
Nevada Bell Telephone Company, LLC	Nevada	AT&T Nevada;
		AT&T Wholesale
Pacific Bell Telephone Company	California	AT&T California;
		AT&T Wholesale;
		AT&T DataComm
AT&T Teleholdings, Inc.	Delaware	AT&T Midwest;
		AT&T West;
		AT&T East
Southwestern Bell Telephone Company, LLC	Delaware	AT&T Arkansas; AT&T Kansas;
		AT&T Missouri; AT&T Oklahoma;
		AT&T Texas; AT&T Southwest;
		AT&T DataComm; AT&T Wholesale
The Ohio Bell Telephone Company, LLC	Ohio	AT&T Ohio;
		AT&T Wholesale
Wisconsin Bell, LLC	Wisconsin	AT&T Wisconsin;
		AT&T Wholesale
AT&T Services, Inc.	Delaware	AT&T Services;
		AT&T Labs
AT&T Enterprises, LLC.	Delaware	ACC Business
Teleport Communications America, LLC	Delaware	same
AT&T DW Holdings, Inc.	New York	same
BellSouth Telecommunications, LLC	Georgia	AT&T Alabama
		AT&T Florida
		AT&T Georgia
		AT&T Kentucky
		AT&T Louisiana
		AT&T Mississippi
		AT&T North Carolina
		AT&T South Carolina

Legal Name	State of Incorporation/Formation	Conducts Business Under
		AT&T Tennessee
		AT&T Southeast
AT&T Mobility LLC	Delaware	same
AT&T Mobility II LLC	Delaware	same
New Cingular Wireless PCS, LLC	Delaware	AT&T Mobility
Cricket Wireless LLC	Delaware	same
AT&T Comunicaciones Digitales, S. de R.L. de C.V.	Mexico City	same
AT&T MVPD Group Holdings, LLC	Delaware	same

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-357-4829

VALID OCTOBER 1, 2024 THROUGH SEPTEMBER 30, 2025

Business Name: BELLSOUTH TELECOMMUNICATIONS LLC

Receipt #: 379-285433
Business Type: ALL OTHERS (SERVICE DISTRIBUTION YARD)

Owner Name: BELLSOUTH LLC
Business Location: 2901 N DIXIE HWY
OAKLAND PARK

Business Opened: 07/21/2017
State/County/Cert/Reg:
Exemption Code:

Business Phone: 561-627-3365

Rooms

Seats

Employees

Machines

Professionals

For Vending Business Only						
Number of Machines:				Vending Type:		
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
45.00	0.00	0.00	0.00	0.00	0.00	45.00

Receipt Fee 45.00
Packing/Processing/Canning Employees 0.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

BELLSOUTH TELECOMMUNICATIONS LLC
1010 N SAINT MARYS ST 15TH
FLR
SAN ANTONIO, TX 78215

Receipt # WWW-23-00287592
Paid 09/06/2024 45.00

2024 - 2025

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-357-4829

VALID OCTOBER 1, 2024 THROUGH SEPTEMBER 30, 2025

Business Name: BELLSOUTH TELECOMMUNICATIONS LLC

Receipt #: 379-285433
Business Type: ALL OTHERS (SERVICE DISTRIBUTION YARD)

Owner Name: BELLSOUTH LLC
Business Location: 2901 N DIXIE HWY
OAKLAND PARK

Business Opened: 07/21/2017
State/County/Cert/Reg:
Exemption Code:

Business Phone: 561-627-3365

Rooms

Seats

Employees

Machines

Professionals

Signature	For Vending Business Only					
	Number of Machines:			Vending Type:		
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
45.00	0.00	0.00	0.00	0.00	0.00	45.00

Receipt # WWW-23-00287592
Paid 09/06/2024 45.00



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

References



VENDOR REFERENCE VERIFICATION
REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

Vendor should provide a minimum of three (3) non-Broward County Board of County Commissioners' references or as per **Evaluation Criteria** instructions. Vendor should provide the **Vendor Reference Verification Form** to its reference organization/firm to complete and return to the Vendor's attention.

Completed **Vendor Reference Verification Forms** should be submitted with submittal. If not provided with submittal, or if reference is not able to be verified, the Vendor must submit form(s) (or a new Vendor Reference Verification Form) within three business days after the County's written request.

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T		
Reference Date:	08/04/2025		
Organization/Firm Providing Reference:			
Contact Name:	Heather Musolff		
Contact Title:	9-1-1 Systems Manager		
Contact Email:	Heather.musolff@brevardfl.gov		
Contact Phone:	321-637-5431		
Name of Referenced Project:	ESInet		
Contract Number:	7477		
Date Range of Services Provided:	Start Date: 11/11/2024	End Date: 11/10/2027	
Project Amount:	\$3,700,000.00		
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)

Provide access to AT&T ESInet at two host sites. Provide RapidDeploy Radius Mapping and Eclipse Analytics and GIS services for hosted GIS

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☐	☒	☐
Timeliness of:				
Project:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☐	☒
Regulatory Agency(ies):	☐	☐	☐	☒

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via:	☐ Email ☐ Verbal	Verified by:		Division:	
				Date:	

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T Enterprises, LLC.		
Reference Date:	August 4, 2025		
Organization/Firm Providing Reference:	Capital Area Emergency Communications District		
Contact Name:	Richard Morales		
Contact Title:	Director – Emergency Communications		
Contact Email:	RMorales@capcog.org		
Contact Phone:	512-916-6044		
Name of Referenced Project:	AT&T ESInet		
Contract Number:	20241122-3422		
Date Range of Services Provided:	Start Date: August 2020	End Date: Ongoing	
Project Amount:	\$12.3M		
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)

Capital Area Emergency Communications District (CAECD) provides oversight, funding and 9-1-1 solutions supporting 10 counties in Central Texas, including the State Capital – Austin, TX. The CAECD network currently consists of 34 9-1-1 PSAPs with over 300 workstations. The solution AT&T provides includes the following components: Intrado VIPER Next Gen 911 Call Handling, RapidDeploy Radius Tactical Mapping, RapidDeploy Eclipse Analytics, Dedicated AT&T Technicians, Dedicated Program Management from AT&T Consulting, AT&T ESInet Reconfiguration to migrate to full i3 Routing and NOC/SOC support from AT&T Public Safety Engineering.

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☐	☒	☐
Timeliness of:				
Project:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☒	☐
Regulatory Agency(ies):	☐	☐	☒	☐

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*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via: ☐ Email ☐ Verbal	Verified by:		Division:	
			Date:	

Vendor Reference Verification – RFP/RLI/RFQ
Form Date 4/1/25

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T Enterprises, LLC.		
Reference Date:	August 4, 2025		
Organization/Firm Providing Reference:	State of Kansas 9-1-1 Board		
Contact Name:	Sherry Massey		
Contact Title:	Executive Director		
Contact Email:	sherry.massey@ks.gov		
Contact Phone:	785-376-5616		
Name of Referenced Project:	AT&T ESInet		
Contract Number:	20170323-2647		
Date Range of Services Provided:	Start Date: March 2017	End Date: Ongoing	
Project Amount:	\$18.7M		
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)

Three forms of connectivity to each PSAP (ASE, local broadband, and FirstNet LTE), Hosted Call Handling servers, datacenters, related PSAP CPE, Vesta 911 software, Radius mapping, Eclipse analytics, Lightning mobile responder app, AT&T ESInet services, and GIS transition services for MSAG maintenance.

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☒	☐	☐
Timeliness of:				
Project:	☐	☒	☐	☐
Deliverables:	☐	☒	☐	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☒	☐	☐
Regulatory Agency(ies):	☐	☐	☒	☐

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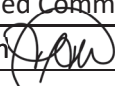
*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via:	☐ Email ☐ Verbal	Verified by:		Division:	
				Date:	



VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T		
Reference Date:	8/11/2025		
Organization/Firm Providing Reference:	DC Office of Unified Communications		
Contact Name:	Heather McGaffin 		
Contact Title:	Director		
Contact Email:	Heather.mcgaffin@dc.gov		
Contact Phone:	202.480.3264		
Name of Referenced Project:	DC Next Generation Core Services and location validation		
Contract Number:			
Date Range of Services Provided:	Start Date:	End Date:	
Project Amount:			
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)

The OUC employs ESInet services from AT&T. The services include management of DC's NGCS and location validation functions.

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☒	☐	☐
Timeliness of:				
Project:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☒	☐
Regulatory Agency(ies):	☐	☐	☒	☐

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

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Verified via: ☐ Email ☐ Verbal	Verified by:	Division:	
		Date:	

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T		
Reference Date:	08/11/2025		
Organization/Firm Providing Reference:	Tennessee Emergency Communications Board		
Contact Name:	Curtis Sutton		
Contact Title:	Executive Director		
Contact Email:	curtis.sutton@tn.gov		
Contact Phone:	615-618-5552		
Name of Referenced Project:	RFP FOR NEXT GENERATION 911 EMERGENCY COMMUNICATION SERVICES		
Contract Number:	RFP # 33501-215002		
Date Range of Services Provided:	Start Date: October 15, 2021	End Date: October 14, 2028	
Project Amount:	\$62,802,362.67		
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)

The State of Tennessee employs AT&T for Next Generation Core Services, ESinet services and NG9-1-1 hosted call handling services.

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☐	☒	☐
Timeliness of:				
Project:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☒	☐
Regulatory Agency(ies):	☐	☐	☒	☐

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via: ☐ Email	Verified by:		Division:	
☐ Verbal			Date:	

VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)

Solicitation No. & Title: GEN2129421P1, Next Generation 911 (NG 911)

Reference For (hereinafter, "Vendor"):	AT&T		
Reference Date:	8/15/2025		
Organization/Firm Providing Reference:	North Carolina 911 Board		
Contact Name:	Pokey Harris		
Contact Title:	Executive Director		
Contact Email:	Pokey.harris@nc.gov		
Contact Phone:	919-754-6621		
Name of Referenced Project:	North Carolina NextGen911		
Contract Number:			
Date Range of Services Provided:	Start Date: 8/29/2017	End Date: Current	
Project Amount:			
Vendor's Role in Project:	☒ Prime	☐ Subconsultant/Subcontractor	
Would you use this Vendor again?	☒ Yes	☐ No	

If you answered no to the question above, please specify below: (attach additional sheet if needed)

Description of services provided by Vendor, please specify below: (attach additional sheet if needed)
 ESInet, Core Services, Hosted Call Handling, Resilient PSAP Connectivity, GIS, Dedicated Tiger Team, Etc.

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service:				
Responsive:	☐	☐	☒	☐
Accuracy:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Vendor's Organization:				
Staff Expertise:	☐	☐	☒	☐
Professionalism:	☐	☐	☒	☐
Turnover:	☐	☐	☒	☐
Timeliness of:				
Project:	☐	☐	☒	☐
Deliverables:	☐	☐	☒	☐
Project completed within budget:	☐	☐	☒	☐
Cooperation with:				
Your Firm:	☐	☐	☒	☐
Subcontractor(s)/Subconsultant(s):	☐	☐	☒	☐
Regulatory Agency(ies):	☐	☐	☒	☐

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.

*****THE SECTION BELOW IS FOR COUNTY USE ONLY*****

Verified via:	☐ Email ☐ Verbal	Verified by:		Division:	
				Date:	

North Carolina's Next Generation 911 Journey

From Implementation to Continued Innovation

Background and Board-directed Legislative Changes:

The North Carolina 911 Board takes its responsibility to serve the citizens and visitors of the State with Next Generation 911 (NG911) services very seriously. To that end, the Board worked to implement statutory changes that mandated the Board to contract for the creation of a single, Statewide NG911 Emergency Services Internet Protocol-based Network (ESInet). The legislation specified that the ESInet must be able to securely receive 911 calls, transfer 911 calls and all associated data, and enable GIS call routing.¹ Each Board-funded PSAP was required by law to migrate to the Board-contracted ESInet by a date certain.² The law further specified that all communication service providers that provided access to 911 services were required to route the 911 calls of their subscribers to the points of interconnection designated by the Board by a date certain.³

In order to fund these innovations, the law governing how the Board spends its revenue included the establishment of a Generation 911 Reserve Fund (NG911 Fund), a special revenue fund that supports the implementation of Next Generation 911 (NG911) systems as approved by the N.C. 911 Board.⁴ The N.C. 911 Board is responsible for managing all 911 service charges collected within the State and allocating a percentage of the funds received to the NG911 Fund established under NC law.⁵ Beginning in 2019, the minimum allocation to the NG911 Fund was established at 15%. The N.C. 911 Board has elected to heavily invest in Next Generation 911 technologies and allocates nearly 40% of the charges to the NG911 fund.

Contracting for the Statewide NG911 Network:

To implement the Next Generation 911 network, the Board entered into a contract in August 2017 with AT&T as the State's NG911 core services provider. This multi-year managed-services contract included AT&T's building of the State's Emergency Services IP Network (ESInet) and provision of hosted call-processing equipment to all interested PSAPs. The contract also included the provision of data analytics to allow the Board and PSAPs to track statistics related to 911 calls. The contract provided the benefits of no upfront capital expenditures and a comprehensive service level agreement covering all maintenance and long-term support costs. The S contract with AT&T ensured high levels of service availability and sophisticated cybersecurity protections for the expanding NG911 environment.

¹ N.C.G.S. 143B-1400(27a)

² N.C.G.S. 143B-1406(e1)(1). The initial date was July 1, 2021, but implementation was delayed for some PSAPs due to COVID and carrier issues. The statute allowed the Board to extend implementation dates for "good cause" and that was necessary for several PSAPs.

³ N.C.G.S. 143B-1406(e1)(2)

⁴ N.C.G.S. 143B-1407(a)

⁵ N.C.G.S. 143B-1404(b)

The N.C. 911 Board has also contracted to provide enhanced geolocation-based 911 call routing throughout the State. In March 2019, the Board awarded a contract for NG911 Geospatial Information Services (GIS) to GeoComm, Inc., to create a merged dataset meeting National Emergency Number Association i3 standards, which specify data management protocols and GIS location accuracy to determine delivery of 911 calls based on the caller's specific geographic location. This managed-service contract included maintaining county/municipal data and county-level service support for the duration of the contract. The contract included for one-time service charge to support Statewide on-site training and program management for each county in North Carolina as they developed high-quality location data suitable for 911 call routing.

Statewide Implementation:

As of February 2024, all 124 Board-funded public safety answering points (PSAPs) had reached NG911 operational status, serving 100% of the State's population. As the use of the Statewide ESInet spread, other partner PSAPs that do not receive Board funding have chosen to contract with AT&T to join the ESInet, including the State Highway Patrol, several universities, and municipalities.

As of the end of fiscal year 2023-2024, 113 of the Board-funded PSAPs were utilizing i3 data for 911 call routing and all jurisdictions Statewide had reached data requirements for i3 compatibility, which is 98% accuracy of GIS data. The remaining 11 PSAPs are expected to utilize i3 data for call routing as they receive refreshed call handling equipment throughout the 2024-2025 fiscal year.

The Board's legislation to implement NG911 mandated that the Board establish a network management center for the State ESInet, to be staffed by the Board.⁶ This is known as the Board's Network Monitoring and Assistance Center (NMAC), and it is the only 24-hour center for 911 in the nation. The NMAC is staffed by 10 individuals, which allows Board staff to be available 24/365 to field concerns from PSAPs about the ESInet and related NG911 technology. NMAC staff can triage the issue and then send those issues to AT&T, the Board is able to be aware of trends impacting NG911 in the State and send notice to any PSAPs that may be impacted. In addition, the technicians at the NMAC have the ability to work with PSAPs and AT&T to redirect calls to another PSAP at any moment if needed, whether due to call volumes exceeding the receiving PSAP's capacity or in the event of an emergency that requires a PSAP to abandon its center. The NMAC provides PSAPs the security of knowing that there are designated resources available at any hour on any day to assist them with issues while monitoring the Board's investment in its ESInet.

2024 Contract Amendment to Continue Innovation:

In September 2024, given the success NC experienced with its implementation, the Board voted to amend its contract with AT&T to extend the contract terms for another

⁶ N.C.G.S. 143B-1402(a)(15)

seven years for all Board-funded primary PSAPs. The contract amendment brought GeoComm's services under the Board's AT&T NG911 contract to allow for the services to be tracked and negotiated together, while continuing the Board's excellent relationship with GeoComm. In order to ensure full network functionality, the Board contracted with AT&T to provide FirstNet to all Board-funded primary PSAPs, to provide a solution to allow 911 calls to reach the local PSAP, even if the local telephony infrastructure is degraded.

The Board's contract amendment, which was executed in November 2024, includes several upgrades to the NG911 environment in NC, including allowing the PSAP to choose its data analytics provider, and adding a third choice of cloud-based hosted call solutions provider. The Board also enhanced the dedicated staffing from AT&T to include a "Tiger Team" of four technicians who are assigned solely to the Board and its NG911 needs. These technicians are each assigned to a designated area in the State to ensure quicker response and that the PSAPs know their technicians better. One technician, who serves the central region of NC, is based in the NMAC's offices. Having the technicians allocated solely to the Board is intended to encourage familiarity among those who are most knowledgeable about the Board's NG911 offerings.

The Board is working with AT&T and its subcontractor vendor partners to educate PSAPs about the offerings available to them under the amendment. In addition, AT&T has deployed FirstNet to 35 locations thus far.

Another key portion of the amendment is that the Board and AT&T agreed to meet at least every 30 months to discuss innovations available for NG911 to determine whether the State and its citizens would benefit from investing in them.

The NG911 Network Worked as Designed During Hurricane Helene:

The Board has seen the positive outcome of its investment in a Statewide NG911 multiple times and is grateful every time 911 works as designed to assist those in need. A true testament of the success of the Board's Statewide NG911 investments was seen during and after the devastation of Hurricane Helene, which battered and destroyed a significant amount of western NC when it arrived on September 27, 2024. The devastation of the entire landscape, to say nothing of its telephony infrastructure, was (and continues to be) significant.

During the hurricane, as key infrastructure elements were destroyed, citizens had difficulty connecting to wireless networks, which make up 87% of 911 calls in NC. Nevertheless, if wireline or wireless callers could reach a carrier network accessing a dial tone, their 911 calls went through as the Statewide ESInet remained functional throughout the State during the event. Calls during the height of the storm on September 27 and 28 increased substantially over 2023 numbers, at 586% and 148% respectively. This was represented by a 55% increase in call volume at a state-wide level.



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

VOLUME OF PREVIOUS PAYMENTS ATTESTATION



VOLUME OF PREVIOUS PAYMENTS ATTESTATION

REQUEST FOR PROPOSALS, REQUEST FOR QUALIFICATIONS, OR REQUEST FOR LETTERS OF INTEREST

The completed form(s) should be returned with the Vendor's submittal. If not provided with the submittal, Vendor must submit the form(s) within three business days after County's request. Failure to timely submit this form and supporting documentation may affect the Vendor's evaluation.

Points assigned for Volume of Previous Payments will be based on the amount paid-to-date by the Broward County Board of County Commissioners (County) to a prime Vendor **MINUS** the Vendor's confirmed payments paid-to-date to approved certified County Business Enterprise (CBE) firms performing services as Vendor's subcontractor/subconsultant to obtain the CBE goal commitment as confirmed by County's Office of Economic and Small Business Development. Reporting must be within five (5) years of the current solicitation's closing date.

Vendor must list all received payments paid-to-date by contract as a prime vendor from Broward County Board of County Commissioners. Reporting must be within five (5) years of the current solicitation's closing date.

Vendor must also list all total confirmed payments paid-to-date by contract, to approved certified CBE firms utilized to obtain the contract's CBE goal commitment. Reporting must be within five (5) years of the current solicitation's closing date.

In accordance with Section [21.41\(h\)\(4\)](#) and [21.42\(d\)\(3\)](#) of the Broward County Procurement Code, the Vendor with the lowest dollar volume of payments previously paid by the County over a five-year period from the current solicitation's closing date will receive the Tie Breaker.

The Vendor attests to the following:

Project Title	Contract No.	Department/Division	Date Awarded	Prime: Paid to Date	CBE: Paid to Date
Data Circuits and Support Master Agreement Between Broward County and AT&T Corp.	154495UA	Broward County – All Depts	2020	\$16,988,876	\$205,350,649 across 40+ business based in Broward County
Master Services Agreement Between Broward County and AT&T Corp.	153326UA	Broward County – All Depts	2020	\$12,385,306	See above
AT&T – Communications Svcs	State Mobility	Broward County – All Depts	2020	\$5,360,493	See above
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Has the Vendor been a member/partner of a Joint Venture firm that was awarded a contract by the County?

☐ Yes (if Yes, Vendor must submit a **Joint Venture Volume of Previous Payments Attestation.**)

☒ No

Vendor Name: Click or tap here to enter text.

Form Date 9/9/24

VOLUME OF PREVIOUS PAYMENTS ATTESTATION
REQUEST FOR PROPOSALS, REQUEST FOR QUALIFICATIONS, OR REQUEST FOR LETTERS OF INTEREST

VOLUME OF PREVIOUS PAYMENTS ATTESTATION FORM FOR JOINT VENTURE

The completed form(s) should be returned with the Vendor's submittal. If not provided with the submittal, Vendor must submit the form(s) within three business days after County's request. Failure to timely submit this form and supporting documentation may affect the Vendor's evaluation.

If a Joint Venture, the payments paid-to-date by contract provided must encompass the Joint Venture and each of the entities forming the Joint Venture. Points assigned for Volume of Previous Payments will be based on the amount paid-to-date by contract to the Joint Venture firm **MINUS** all confirmed payments paid-to-date to approved certified CBE firms utilized to obtain the CBE goal commitment. Reporting must be within five (5) years of the current solicitation's closing date. Amount will then be multiplied by the member firm's equity percentage.

In accordance with Section 21.41(h)(4) and [21.42\(d\)\(3\)](#) of the Broward County Procurement Code, the Vendor with the lowest dollar volume of payments previously paid by the County over a five-year period from current solicitation's closing date will receive the Tie Breaker.

The Vendor attests to the following:

Project Title	Contract No.	Department/ Division	Date Awarded	JV Equity Percent	Prime: Paid to Date	CBE: Paid to Date
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Vendor is required to submit an executed Joint Venture agreement(s) and any amendments for each project listed above. Each agreement must be executed prior to the opening date of this solicitation.

Vendor Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

Criminal History Screening Practices Certification



CRIMINAL HISTORY SCREENING PRACTICES CERTIFICATION

The completed form should be returned with the Vendor's submittal. If not provided with the submittal, Vendor must submit the form within three business days after County's request. Vendor may be deemed nonresponsive for failure to fully comply within the stated timeframe.

Section 26-125(d) of the Broward County Code of Ordinances ("Criminal History Screening Practices") requires that a Vendor seeking a contract in the amount of \$100,000 or more with Broward County shall certify:

- a. Vendor has implemented, or will implement upon award of the contract, policies, practices, and procedures regarding inquiry into the criminal history of an applicant for employment, including a criminal history background check of any such person, that preclude inquiry into an applicant's criminal history until the applicant is selected as a finalist and interviewed for the position.
- b. This requirement shall apply only to positions located within the United States that will foreseeably perform work under a contract with Broward County.
- c. The failure of Vendor to comply with Section 26-125(d) at any time during the contract term shall constitute a material breach of the contract, entitling Broward County to pursue any remedy permitted under the contract and any other remedy provided under applicable law.
- d. If Vendor fails to comply with Section 26-125(d) at any time during the contract term, Broward County may, in addition to all other available remedies, terminate the contract and Vendor may be subject to debarment or suspension proceedings consistent with the procedures in Chapter 21 of the Broward County Administrative Code.

By signing below, Vendor certifies that it is aware of the requirements of Section 26-125(d) of the Broward County Code of Ordinances and certifies the following: (check only one box below).

- ☒ Vendor certifies that, for positions located within the United States that will foreseeably perform work under a contract with Broward County, it has implemented, or will implement upon award of the contract, policies, practices, and procedures regarding inquiry into the criminal history of an applicant for employment, including a criminal history background check of any such person, that preclude inquiry into an applicant's criminal history until the applicant is selected as a finalist and interviewed for the position.
- ☐ Vendor is exempt from the requirements of Section 26-125(d) of the Broward County Code of Ordinances because Vendor is required by applicable federal, state, or local law to conduct a criminal history background check in connection with potential employment at a time or in a manner that would otherwise be prohibited by this section, or because Vendor is a governmental agency.

Vendor Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC

Signature:  _____

Printed Name: Erik Lindborg

Title: AVP FL and TX SLED

Date: August 6, 2025

Form Date 9/9/24



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

Lobbyist Registration Requirement Certification

LOBBYIST REGISTRATION REQUIREMENT CERTIFICATION

The completed form should be submitted with the solicitation response but must be submitted within three business days after County's request. The Vendor may be deemed nonresponsive for failure to fully comply within stated timeframes.

The Vendor certifies that it understands if it has retained a lobbyist(s) to lobby in connection with a competitive solicitation, it shall be deemed nonresponsive unless the firm, in responding to the competitive solicitation, certifies that each lobbyist retained has timely filed the registration or amended registration required under the [Broward County Lobbyist Registration Act, Sections 1-260 through 1-262](#), Broward County Code of Ordinances; and it understands that if, after awarding a contract in connection with the solicitation, the County learns that the certification was erroneous, and upon investigation determines that the error was willful or intentional on the part of the Vendor, the County may, on that basis, exercise any contractual right to terminate the contract for convenience.

The Vendor hereby certifies that: (select one)

- ☒ It has not retained a lobbyist(s) to lobby in connection with this competitive solicitation; however, if retained after the solicitation, the County will be promptly notified.
- ☐ It has retained a lobbyist(s) to lobby in connection with this competitive solicitation and certifies that each lobbyist retained has timely filed the registration or amended registration required under Broward County Lobbyist Registration Act, Sections 1-260 through 1-262, Broward County Code of Ordinances.

It is a requirement of this solicitation that the names of any and all lobbyists retained to lobby in connection with this solicitation be listed below:

Name of Lobbyist: Click or tap here to enter text.	Name of Lobbyist: Click or tap here to enter text.
Lobbyist's Firm: Click or tap here to enter text.	Lobbyist's Firm: Click or tap here to enter text.
Phone: Click or tap here to enter text.	Phone: Click or tap here to enter text.
E-mail: Click or tap here to enter text.	E-mail: Click or tap here to enter text.

Vendor Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC

Signature: 

Printed Name: Erik Lindborg

Title: AVP FL and TX SLED

Date: August 6, 2025

Form Date 9/9/24



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

**OFFICE OF ECONOMIC AND SMALL BUSINESS DEVELOPMENT
REQUIREMENTS – AFFILIATED ENTITIES OF THE PRINCIPAL(S)
CERTIFICATION**



**OFFICE OF ECONOMIC AND SMALL BUSINESS DEVELOPMENT REQUIREMENTS
AFFILIATED ENTITIES OF THE PRINCIPAL(S) CERTIFICATION**

The completed form should be submitted with the solicitation response. If not submitted with the solicitation response, it must be submitted within three business days after of County's request. Failure to timely submit may result in Vendor being deemed non-responsive.

- a. All Vendors are required to disclose the names and addresses of Affiliated Entities (defined below) of the Vendor's principal(s) over the last five years (from the solicitation opening deadline) that have acted as a prime vendor with the County.
- b. The County will review all Affiliated Entities of the Vendor's principal(s) for contract performance evaluations and the compliance history with the County's Small Business Development Program, including County Business Enterprise (CBE), Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE) goal attainment requirements. "Affiliated Entities" of the principal(s) are those entities related to the Vendor by the sharing of stock or other means of control, including but not limited to a subsidiary, parent, or sibling entity.
- c. The County will consider the contract performance evaluations and the compliance history of the Affiliated Entities of the Vendor's principals in its review and determination of responsibility.

The Vendor hereby certifies that: (select one)

- ☐ No principal of the proposing Vendor has prior affiliations that meet the criteria defined as Affiliated Entities.
- ☒ Principal(s) listed below have prior affiliations that meet the criteria defined as Affiliated Entities.

Principal's Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC

Names and addresses of Affiliated Entities: AT&T Corp. (predecessor of AT&T Enterprises Florida, LLC)
208 S. Akard Street, Dallas, Texas 75202

Names and addresses of Affiliated Entities: BellSouth Telecommunications, LLC d/b/a AT&T Florida
1025 Lenox Park Blvd NE, Atlanta, GA 30319

Vendor Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC

Signature:  _____

Printed Name: Erik Lindborg

Title: AVP FL and TX SLED

Date: August 14, 2025

Form Date 9/9/24



AT&T Response to Broward County RFP for Next Generation (NG911) Services

August 22, 2025

VENDOR QUESTIONNAIRE AND STANDARD CERTIFICATIONS

VENDOR QUESTIONNAIRE AND STANDARD CERTIFICATIONS

The completed form, including standard certifications, should be submitted with the solicitation response. If a response requires additional information, the Vendor should upload a written detailed response with submittal; each response should be labeled to match the question number.

If not submitted with solicitation response, it must be submitted within three business days after County's written request. Failure to timely submit may affect Vendor's evaluation.

AT&T Response:

The W-9 for AT&T Enterprises, LLC is attached immediately, below.



AT&T Enterprises,
LLC - W-9.pdf

1. Legal business name: AT&T Enterprises, LLC.
2. Doing Business As/Fictitious Name (if applicable): AT&T Enterprises Florida, LLC (formerly known as AT&T Corp.)
3. Federal Employer I.D. No. (FEIN): 99-1008219
4. Dun and Bradstreet No.: 006980080
5. Website address (if applicable): www.att.com
6. Principal place of business address: 208 Akard St., Dallas, TX 75202
7. Office location responsible for this project: 600 NW 79TH AVE, MIAMI, FL 33126-4018
8. Telephone No.: 954-806-2467 Fax No.: NA
9. Generic e-mail for purchase orders: mr2673@att.com

(Broward County auto distributes purchase orders; to ensure Vendor receives purchase orders, a company accessible e-mail address is suggested.)

10. Type of business (check appropriate box):

- ☐ Corporation (specify the state of incorporation) Delaware
- ☐ Sole Proprietor
- ☒ Limited Liability Company (LLC)
- ☐ Limited Partnership
- ☐ General Partnership
- ☐ Other – Specify: Click or tap here to enter text.

11. Authorized Contact(s):

Name: Mario Ruiz	Name: Erik Lindborg
Title: Client Solutions Executive	Title: Area Vice President FL and TX
E-mail: maruiz@att.com	E-mail: el8335@att.com
Telephone No.: 954-806-3467	Telephone No.: 407-455-1644

12. List name and title of each principal, owner, officer, and majority shareholder:

a) John Stankey - CEO	d) Click or tap here to enter text.
b) Jeff McElfresh - COO	e) Click or tap here to enter text.
c) Pascal Desroches - CFO	f) Click or tap here to enter text.

For Questions 13 – 19, if any answer is “Yes”, specify details in an attached written response with submittal; each response should be labeled to match the question number.

13. Is Vendor or any of its principals or officers currently a principal or officer of another organization?

☐ Yes ☒ No

14. Has Vendor, or any of its principals, officers, or predecessor organization(s), been debarred or suspended by any government entity within the last three years? ☐ Yes ☒ No

AT&T Response:

Notwithstanding anything to the contrary, including the foregoing, in lieu of the foregoing, AT&T certifies that as of the date hereof, the undersigned AT&T representative is unaware of any disqualification or debarment that would negatively affect AT&T’s ability to provide the products and services. AT AT&T, we commit to fully comply with state and Federal regulations.

15. Has Vendor ever failed to complete any services and/or delivery of products during the last three years?

☐ Yes ☐ No

AT&T Response:

AT&T is a worldwide multi-billion-dollar company. AT&T processes millions of transactions daily across the world; therefore, our ability to provide details around this request, with the specificity requested, within the time allowed to respond to this Request for Proposal -- *Has vendor ever failed to complete any services and/or delivery of products during the last three years* -- is so broad when applied to a company of AT&T's scope and scale as to be unmanageable in any practical fashion.

AT&T will be happy to discuss the above-referenced information provided the scope of information requested is narrowed and a non-disclosure agreement is signed.

For more than 140 years, AT&T has made it our goal to provide the best communications services at the best value for all of our customers using the highest ethical and legal standards.

16. Have any voluntary or involuntary bankruptcy petitions been filed by or against Vendor, its parent or subsidiaries or predecessor organizations during the last three years? ☐ Yes ☒ No

17. Has Vendor’s surety ever intervened to assist in the completion of a contract or have Performance and/or Payment Bond claims been made to Vendor’s or its predecessor’s sureties during the last three years?

☐ Yes ☒ No

18. Has Vendor ever failed to complete any services and/or delivery of products during the last three years?

☐ Yes ☐ No

AT&T Response:

AT&T is a worldwide multi-billion-dollar company. AT&T processes millions of transactions daily across the world; therefore, our ability to provide details around this request, with the specificity requested, within the time allowed to respond to this Request for Proposal -- *Has vendor ever failed to complete any services and/or delivery of products during the last three years* -- is so broad when applied to a company of AT&T's scope and scale as to be unmanageable in any practical fashion.

AT&T will be happy to discuss the above-referenced information provided the scope of information requested is narrowed and a non-disclosure agreement is signed.

For more than 140 years, AT&T has made it our goal to provide the best communications services at the best value for all of our customers using the highest ethical and legal standards.

19. Has Vendor been terminated from a contract within the last three years? ☐ Yes ☐ No

AT&T Response:

AT&T and its affiliates process millions of transactions daily across the world; therefore, our ability to provide details around this request, with the specificity requested, within the time allowed to respond to this RFP is so broad when applied to a company of AT&T's scope and scale as to be unmanageable in any practical fashion.

Given the scope and scale of AT&T's operations, governmental contracts are being terminated as a result of term expiration, non-appropriation, or other causes on an ongoing basis.

Past projects that were not completed (for whatever reason) would have no material impact on our ability to perform hereunder.

For more than 140 years, AT&T has made it our goal to provide the best communications services at the best value for all of our customers using the highest ethical and legal standards.

20. Participation in Solicitation Development: By submission of this solicitation response, the Vendor certifies as follows (select one):

- ☒ I have not participated in the preparation or drafting of any language, scope, or specification that would provide my firm or any affiliate an unfair advantage of securing this solicitation.
- ☐ I have provided information regarding the specifications and/or products listed in this solicitation. If this box is checked, provide the following:

Name of Person the information was provided to: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date information provided: Click or tap here to enter text.

For what purpose was the information provided? Click or tap here to enter text.

Standard Certifications:

Drug-Free Workplace Certification

In accordance with Section 287.087, Florida Statutes, whenever two or more submittals are tied, a submittal received from a Vendor that certifies it has implemented a drug-free workplace program shall be given preference in the award process.

The Vendor hereby certifies that: (only if Vendor is certifying it currently complies, check box)

- ☒ The Vendor hereby certifies that it has established a drug-free workplace program in accordance with the requirements of Section 287.087, Florida Statutes, ("Preference to businesses with drug-free workplace programs.")

Non-Collusion Certification

Vendor shall disclose, to their best knowledge, any Broward County officer or employee, or any relative of any such officer or employee as defined in Section 112.3135 (1) (c), Florida Statutes, who is an officer or director of, or has a material interest in, the Vendor's business, who is in a position to influence this procurement. Any Broward County officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement. Failure of a Vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the Broward County Procurement Code.

The Vendor hereby certifies that: (select one)

- ☒ The Vendor certifies that this offer is made independently and free from collusion; or
- ☐ The Vendor is disclosing names of officers or employees who have a material interest in this procurement and is in a position to influence this procurement. Vendor must include a list of name(s), and relationship(s) with its submittal.

Public Entities Crimes Certification

In accordance with Public Entity Crimes, Section 287.133, Florida Statutes, a person or affiliate placed on the convicted vendor list following a conviction for a public entity crime may not submit on a contract: to provide any goods or services; for construction or repair of a public building or public work; for leases of real property to a public entity; and may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in s. 287.017 for Category Two for a period of 36 months following the date of being placed on the convicted vendor list.

The Vendor hereby certifies that: (check box)

- ☒ The Vendor certifies that no person or affiliates of the Vendor are currently on the convicted vendor list and/or has not been found to commit a public entity crime, as described in the statutes.

Scrutinized Companies List Certification

Pursuant to Section 287.135, Florida Statutes, any company or other entity on the **Scrutinized Companies with Activities in Sudan List**, the **Scrutinized Companies with Activities in Iran Terrorism Sectors List**, or the **Scrutinized Companies or Other Entities that Boycott Israel List**, are prohibited from bidding on, submitting a proposal for, or entering into or renewing a contract with an agency or local governmental entity for goods or services of (a) \$100,000 or more if, at the time of bidding on, submitting a proposal for, or entering into or renewing such contract, the company or other entity is on the Scrutinized Companies or Other Entities that Boycott Israel List, created pursuant to Section 215.4725, Florida Statutes, or is engaged in a boycott of Israel; or

(b) \$1,000,000 or more if, at the time of bidding on, submitting a proposal for, or entering into or renewing such contract, the company or other entity is on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in Iran Terrorism Sectors List, created pursuant to Section 215.473, Florida Statutes; or is engaged in business operations in Cuba or Syria.

The Vendor hereby certifies that: (check each box)

- ☒ The company or other entity is aware of the above cited requirements of Sections 287.135, 215.473, and 215.4725, Florida Statutes, regarding the above cited lists; and
- ☒ The company or other entity is eligible to participate in this solicitation and are not listed on the cited lists above; and
- ☒ If awarded the Contract, the company or other entity will immediately notify the County in writing if it is placed on the above cited lists.

I hereby certify the information provided in this Vendor Questionnaire and Standard Certifications is true and correct*:

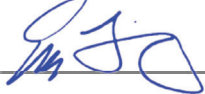
AT&T Response:

Notwithstanding anything to the contrary, AT&T's signature is provided subject to the specific exceptions, qualifications and additional information provided in AT&T's response to Broward County's RFP for Next Generation 911, RFP Number GEN2129421P1, associated with this document.

Further, all affirmations, representations, warranties and similar input from AT&T to this RFP are provided to the best of the undersigned's knowledge and belief.

Should AT&T be selected as your vendor of choice, AT&T will work cooperatively with **Broward County** to finalize and/or clarify any contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.

Vendor Name: AT&T Enterprises, LLC d/b/a AT&T Enterprises Florida, LLC

Signature: 

Printed Name: Erik Lindborg

Title: AVP FL and TX

Date: August 20, 2025

* I certify that I am authorized to sign this solicitation response on behalf of the Vendor as indicated in Certificate as to Corporate Principal, designation letter by Director/Corporate Officer, or other business authorization to bind on behalf of the Vendor. As the Vendor's authorized representative, I attest that any and all statements, oral, written or otherwise, made in support of the Vendor's response, are accurate, true and correct ***** TO THE BEST OF THE UNDERSIGNED'S KNOWLEDGE AND BELIEF *****. I also acknowledge that inaccurate, untruthful, or incorrect statements made in support of the Vendor's response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to PART XI of the Broward County Procurement Code. I certify ***** TO THE BEST OF THE UNDERSIGNED'S KNOWLEDGE AND BELIEF ***** that the Vendor's response is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a response for the same items/services, and is in all respects fair and without collusion or fraud. I also certify that the Vendor agrees to abide by all terms and conditions of this solicitation, acknowledge and accept all of the solicitation pages as well as any special instructions sheet(s) *****subject to the specific exceptions, clarifications and additional information provided in AT&T's Proposal Response *****.

AT&T Response:

AT&T takes Exception to the portion of this provision that implies that bidder's mere execution and submission of a proposal acts as an acceptance of the terms and conditions in the RFP.

Notwithstanding anything to the contrary, AT&T's signature is provided subject to the specific exceptions, qualifications and additional information provided in AT&T's response to Broward County's RFP for Next Generation 911, RFP Number GEN2129421P1, associated with this document.

Further, all affirmations, representations, warranties and similar input from AT&T to this RFP are provided to the best of the undersigned's knowledge and belief.

Should AT&T be selected as your vendor of choice, AT&T will work cooperatively with **Broward County** to finalize and/or clarify any contractual provisions required for compliance with the RFP and AT&T's Response to it, and to expedite any purchases made pursuant to this AT&T offer.

Form Date 7/1/25

**Request for Taxpayer
Identification Number and Certification**

Go to www.irs.gov/FormW9 for instructions and the latest information.

**Give form to the
requester. Do not
send to the IRS.**

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.) <u>AT&T DW Holdings, Inc.</u>	
	2 Business name/disregarded entity name, if different from above. <u>AT&T Enterprises, LLC</u>	
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor ☒ C corporation ☐ S corporation ☐ Partnership ☐ Trust/estate ☐ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) _____ Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) _____	
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ (Applies to accounts maintained outside the United States.)	
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions ☐	
5 Address (number, street, and apt. or suite no.). See instructions. <u>208 S. Akard St.</u>		Requester's name and address (optional)
6 City, state, and ZIP code <u>Dallas, TX 75202</u>		
7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
			-				-		
or									
Employer identification number									
9	9	-	1	0	0	8	2	1	9

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person <u>Lauren Kelly</u>

Date 5/2/24

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

BID BOND

BY THIS BOND, we, AT&T ENTERPRISES, LLC, as Principal ("Principal"), and FEDERAL INSURANCE COMPANY, an entity duly organized under the laws of the State of INDIANA, as Surety ("Surety"), are held and firmly bound unto Broward County, Florida ("County"), in the full and just sum of **five percent (5%)** of the bid/proposal total amount, in lawful money of the United States of America, to be paid to County, to which payment will and truly to be made Principal and Surety hereby bind ourselves, our heirs, executors, administrators, successors and assignees, jointly and severally and firmly be these presents:

WHEREAS, Principal is herewith submitting a bid/proposal for Solicitation No. GEN2129421P1
NEXT GENERATION 911 (NG911)

("Solicitation").

NOW, THEREFORE, THE CONDITION OF THE ABOVE OBLIGATION IS SUCH, that if County accepts the bid/proposal of Principal and Principal either:

- (1) enters into a contract with County in accordance with the terms of the Solicitation, and gives such bond or bonds as may be specified in the Solicitation, with good and sufficient surety, for the faithful performance of such contract and for the prompt payment of labor and materials furnished in the prosecution thereof; or
- (2) pays County the difference, not to exceed the total amount of the bond, between the Principal's bid/proposal total amount and such larger amount for which County may in good faith contract with another entity to perform the work covered by such Solicitation,

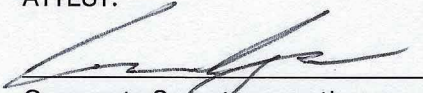
THEN THIS OBLIGATION SHALL BE NULL AND VOID. However, if County accepts the bid/proposal of Principal and Principal fails to timely satisfy at least one of the two conditions stated above, then Principal and Surety, jointly and severally, shall be liable to County for the full payment of this bond, which amount shall be paid to County as liquidated damages, and not as a penalty, as a result of Principal's failure to comply with the Solicitation instructions and conditions, regardless of whether County ultimately decides to modify the Solicitation, resolicit bids, or take any other action with regard to the Solicitation.

The remedies provided herein shall not be construed as County's exclusive remedies for Principal's failure to enter into a contract with County with regard to the solicitation, but shall be deemed supplemental to

all other remedies available to County at law or otherwise. No right of action shall accrue on this bond to or for the use of any person or entity other than County.

Signed, sealed and dated this 15th day of August, 20 25.

ATTEST:



~~Corporate Secretary~~ or other person
authorized to attest

Austin Aguilar
Print Name

PRINCIPAL AT&T ENTERPRISES, LLC

By: Stacy Roth
Authorized Signer



Print Name and Title

15th day of August, 2025

(CORPORATE SEAL OR NOTARY)

IN THE PRESENCE OF:

Cindy Walsh

Signature

Cindy Walsh, Witness

(Print Name)

SURETY: FEDERAL INSURANCE COMPANY

By: 

Agent and Attorney-in-Fact

Elizabeth P. Cervini, Attorney-in-Fact

Non-Resident License #: W297993
(Print Name)



Address: 202B Hall's Mill Road, P.O. Box 1650

(Street)

Whitehouse Station, NJ 08889-1650

(City/State/Zip Code)

Telephone No.: (347) 443-0952



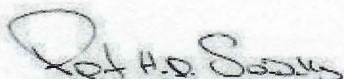
Power of Attorney

Federal Insurance Company | Vigilant Insurance Company | Pacific Indemnity Company
Westchester Fire Insurance Company | ACE American Insurance Company

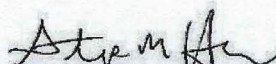
Know All by These Presents, that **FEDERAL INSURANCE COMPANY**, an Indiana corporation, **VIGILANT INSURANCE COMPANY**, a New York corporation, **PACIFIC INDEMNITY COMPANY**, a Delaware corporation, **WESTCHESTER FIRE INSURANCE COMPANY** and **ACE AMERICAN INSURANCE COMPANY** corporations of the Commonwealth of Pennsylvania, do each hereby constitute and appoint Jonathan F. Black, Denise M. Bruno, Julia R. Burnet, Elizabeth P. Cervini, James M. DiSciullo, Stephanie S. Helmig, Melissa J. Hinde, David A. Johnson, Elizabeth B. Pendleton, David C. Rosenberg, Harry C. Rosenberg, John E. Rosenberg, Matthew J. Rosenberg, Austin E. Trimbur and John M. Wescott of Wayne, Pennsylvania-----

each as their true and lawful Attorney-in-Fact to execute under such designation in their names and to affix their corporate seals to and deliver for and on their behalf as surety thereon or otherwise, bonds and undertakings and other writings obligatory in the nature thereof (other than bail bonds) given or executed in the course of business, and any instruments amending or altering the same, and consents to the modification or alteration of any instrument referred to in said bonds or obligations.

In Witness Whereof, said **FEDERAL INSURANCE COMPANY**, **VIGILANT INSURANCE COMPANY**, **PACIFIC INDEMNITY COMPANY**, **WESTCHESTER FIRE INSURANCE COMPANY** and **ACE AMERICAN INSURANCE COMPANY** have each executed and attested these presents and affixed their corporate seals on this 30th day of April, 2025.



Rupert HD Swindells, Assistant Secretary



Stephen M. Haney, Vice President



STATE OF NEW JERSEY
County of Hunterdon

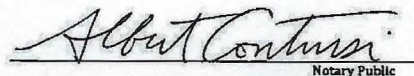
SS.

On this 30th day of April, 2025 before me, a Notary Public of New Jersey, personally came Rupert HD Swindells and Stephen M. Haney, to me known to be Assistant Secretary and Vice President, respectively, of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY, the companies which executed the foregoing Power of Attorney, and the said Rupert HD Swindells and Stephen M. Haney, being by me duly sworn, severally and each for himself did depose and say that they are Assistant Secretary and Vice President, respectively, of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY and know the corporate seals thereof, that the seals affixed to the foregoing Power of Attorney are such corporate seals and were thereto affixed by authority of said Companies; and that their signatures as such officers were duly affixed and subscribed by like authority.

Notarial Seal



Albert Contursi
NOTARY PUBLIC OF NEW JERSEY
No 50202369
Commission Expires August 22, 2027


Notary Public

CERTIFICATION

Resolutions adopted by the Boards of Directors of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY on August 30, 2016; WESTCHESTER FIRE INSURANCE COMPANY on December 11, 2006; and ACE AMERICAN INSURANCE COMPANY on March 20, 2009:

"RESOLVED, that the following authorizations relate to the execution, for and on behalf of the Company, of bonds, undertakings, recognizances, contracts and other written commitments of the Company entered into in the ordinary course of business (each a "Written Commitment"):

- (1) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized to execute any Written Commitment for and on behalf of the Company, under the seal of the Company or otherwise.
- (2) Each duly appointed attorney-in-fact of the Company is hereby authorized to execute any Written Commitment for and on behalf of the Company, under the seal of the Company or otherwise, to the extent that such action is authorized by the grant of powers provided for in such person's written appointment as such attorney-in-fact.
- (3) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized, for and on behalf of the Company, to appoint in writing any person the attorney-in-fact of the Company with full power and authority to execute, for and on behalf of the Company, under the seal of the Company or otherwise, such Written Commitments of the Company as may be specified in such written appointment, which specification may be by general type or class of Written Commitments or by specification of one or more particular Written Commitments.
- (4) Each of the Chairman, the President and the Vice Presidents of the Company is hereby authorized, for and on behalf of the Company, to delegate in writing to any other officer of the Company the authority to execute, for and on behalf of the Company, under the Company's seal or otherwise, such Written Commitments of the Company as are specified in such written delegation, which specification may be by general type or class of Written Commitments or by specification of one or more particular Written Commitments.
- (5) The signature of any officer or other person executing any Written Commitment or appointment or delegation pursuant to this Resolution, and the seal of the Company, may be affixed by facsimile on such Written Commitment or written appointment or delegation.

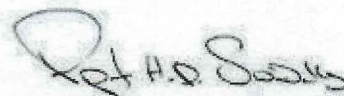
FURTHER RESOLVED, that the foregoing Resolution shall not be deemed to be an exclusive statement of the powers and authority of officers, employees and other persons to act for and on behalf of the Company, and such Resolution shall not limit or otherwise affect the exercise of any such power or authority otherwise validly granted or vested."

I, Rupert HD Swindells, Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, PACIFIC INDEMNITY COMPANY, WESTCHESTER FIRE INSURANCE COMPANY and ACE AMERICAN INSURANCE COMPANY (the "Companies") do hereby certify that

- (i) the foregoing Resolutions adopted by the Board of Directors of the Companies are true, correct and in full force and effect,
- (ii) the foregoing Power of Attorney is true, correct and in full force and effect.

Given under my hand and seals of said Companies at Whitehouse Station, NJ, this 15th day of August, 2025




Rupert HD Swindells, Assistant Secretary

IN THE EVENT YOU WISH TO VERIFY THE AUTHENTICITY OF THIS BOND OR NOTIFY US OF ANY OTHER MATTER, PLEASE CONTACT US AT:
Telephone (908) 903-3493 Fax (908) 903-3656 e-mail: surety@chubb.com



**Florida
Department
of Insurance**

FEDERAL INSURANCE COMPANY

**Is hereby authorized to transact
insurance in the State of Florida.**

**This certificate signifies that the company
has satisfied all requirements of the
Florida Insurance Code for the issuance
of a license and remains subject to
all applicable laws of Florida.**

**Date of Issuance: May 1, 1920
No. 91-13-1963496**

A handwritten signature in cursive script, reading "Tom Gallagher", written over a horizontal line.

**Tom Gallagher
Treasurer and Insurance Commissioner**

FEDERAL INSURANCE COMPANY
STATEMENT OF ASSETS, LIABILITIES AND SURPLUS TO POLICYHOLDERS

Statutory Basis

June 30, 2024

(in thousands)

ASSETS		LIABILITIES AND SURPLUS TO POLICYHOLDERS	
Cash, Cash Equivalents, and ST Investments	\$ 279,440	Outstanding Losses and Loss Expenses	\$ 10,187,786
United States Government, State and Municipal Bonds	3,234,824	Reinsurance Payable on Losses and Expenses	1,288,038
Other Bonds	8,361,556	Unearned Premiums	3,111,981
Stocks	300,279	Ceded Reinsurance Premiums Payable	420,312
Other Invested Assets	1,641,077	Other Liabilities	489,094
TOTAL INVESTMENTS	13,817,176	TOTAL LIABILITIES	15,507,211
Investments in Affiliates:		Capital Stock	20,980
Great Northern Ins. Co.	439,439	Paid-In Surplus	2,711,474
Vigilant Ins. Co.	386,470	Unassigned Funds	2,182,749
Chubb National Ins. Co.	201,672	SURPLUS TO POLICYHOLDERS	4,915,203
Chubb Indemnity Ins. Co.	184,756		
Chubb New Jersey Ins. Co.	40,989		
Chubb Lloyds Ins. Co. of Texas	6,079		
Other Affiliates	71,862		
Premiums Receivable	2,506,477		
Other Assets	2,767,494		
TOTAL ADMITTED ASSETS	\$ 20,422,414	TOTAL LIABILITIES AND SURPLUS	\$20,422,414

Investments are valued in accordance with requirements of the National Association of Insurance Commissioners. At June 30, 2024, investments with a carrying value of \$567,706,857 were deposited with government authorities as required by law.

STATE OF PENNSYLVANIA

COUNTY OF PHILADELPHIA

John Taylor, being duly sworn, says that he is Senior Vice President of Federal Insurance Company and that to the best of his knowledge and belief the foregoing is a true and correct statement of the said Company's financial condition as of the 30th day of June, 2024.

Sworn before me this September 11, 2024


 Senior Vice President


 Notary Public

August 8, 2027
 My commission expires

Commonwealth of Pennsylvania - Notary Seal
 Diane Wright, Notary Public
 Philadelphia County
 My commission expires August 8, 2027
 Commission number 1235745
 Member, Pennsylvania Association of Notaries

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

ELIZABETH PARKE CERVINI

License Number : W297993

Non Resident Insurance License

Issue Date

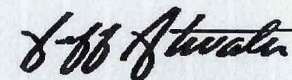
• 0920 - NONRES GEN LINES (PROP & CAS)

12/15/2015

NOTICE - This non-resident license is limited to the classes of insurance reflected above and is further limited to ONLY those classes of insurance for which you are licensed in your home state.

Please Note:

A licensee may only transact insurance with an active appointment by an eligible insurer or employer. If you are acting as a surplus lines agent, public adjuster, or reinsurance intermediary manager/broker, you should have an appointment recorded in your own name on file with the Department. If you are unsure of your license status you should contact the Florida Department of Financial Services immediately. This license will expire if more than 48 months elapse without an appointment for each class of insurance listed. If such expiration occurs, the individual will be required to re-qualify as a first-time applicant. If this license was obtained by passing a licensure examination offered by the Florida Department of Financial Services, the licensee is required to comply with continuing education requirements contained in 626.2815 or 648.385, Florida Statutes. A licensee may track their continuing education requirements completed or needed in their MyProfile account at <https://dice.fidfs.com>. To validate the accuracy of this license you may review the individual license record under "Licensee Search" on the Florida Department of Financial Services website at <http://www.MyFloridaCFO.com/Division/Agents>



Jeff Atwater
Chief Financial Officer
State of Florida

AM Best Rating Services

Federal Insurance Company



AMB #: 002084 NAIC #: 20281 FEIN #: 131963496

Mailing Address

202B Hall'S Mill Road
Whitehouse Station, New Jersey 08889
[United States](#)

Web: www.chubb.com

Phone: 215-640-1000

[View Additional Address Information](#)

AM Best Rating Unit: [AMB #: 058303 - Chubb Limited](#)

Assigned to insurance companies that have, in our opinion, a superior ability to meet their ongoing insurance obligations.



View additional [news, reports and products](#) for this company.

Based on AM Best's analysis, [058303 - Chubb Limited](#) is the **AMB Ultimate Parent** and identifies the topmost entity of the corporate structure. View a list of [operating insurance entities](#) in this structure.

Best's Credit Ratings

Financial Strength View Definition

Rating (Rating Category):	A++ (Superior)
Outlook (or Implication):	Stable
Action:	Affirmed
Effective Date:	December 12, 2024
Initial Rating Date:	December 31, 1907

Best's Credit Rating Analyst

Rating Office: A.M. Best Rating Services, Inc.
Director: Alan Murray
Senior Director: Carlos Wong-Fupuy
Note: See the Disclosure Information Form or Press Release below for the office and analyst at the time of the rating event.

Long-Term Issuer Credit View Definition

Rating (Rating Category):	aa+ (Superior)
Outlook (or Implication):	Stable
Action:	Affirmed
Effective Date:	December 12, 2024
Initial Rating Date:	March 17, 2005

Disclosure Information

Disclosure Information Form

View AM Best's [Rating Disclosure Form](#)

Press Release

[AM Best Affirms Credit Ratings of Chubb Limited and Its Subsidiaries](#)
December 12, 2024

Financial Size Category View Definition

Financial Size Category: XV (Greater than or Equal to USD 2.00 Billion)

Project Questionnaire

Next Generation 911 (NG911)

INSTRUCTIONS: Respond to each requirement with the appropriate selection by indicating a “Yes” under the “Complies” column if the proposed solution “Complies” with the requirement as stated and the information requested is also provided or indicate “Yes” under the “Does Not Comply” column if the proposed solution “Does Not Comply” for each requirement in this document. Vendors may be deemed non-responsible if they fail to demonstrate compliance with each “yes” response in the Project Questionnaire.

Insert Vendor Name: AT&T Enterprises, LLC.

NG911 System			Complies (All requested information associated with the requirements below must also be provided)	Does Not Comply
N o.	NG911 Service Provider Requirements			
Vendor General Requirements				
1	VN002 The NG911 Service Provider shall have experience providing NG911 systems		Yes Many of the components listed below were developed and in use years prior to i3 go-live with other transitional NG services (IP routing, GIS routing, IP call delivery). The majority of dates given below coincide with the first deployment for delivery to an i3 PSAP. • BCF(i3) – In use 2010, Deployed i3 2018 • ECRF(i3) – In use 2012, Deployed i3 2018 • LNG/LSRG - 2010	

	for at least five years: The NG911 Service Provider shall describe the specific NG911 services provided and the year those services were first provided. If subcontractors are to be used for this project, they shall also meet the same requirement.	• ESRP – In use 2012, Deployed i3 2018 • PRF(i3) - 2018 • SI(i3) - In use 2012, Deployed i3 2018 Border Control Function - AT&T ESInet provides a Border Control Function (BCF) to interface with any non-trusted network components. The BCF provides session border control and border firewall functionality in accordance with the National Emergency Number Association (NENA) STA-010.2 (replacing NENA 08-003) specification. The BCF inspects, modifies and controls SIP signaling and associated media where Emergency Services IP Networks (ESInet) and agency networks interconnect and where the ESInet connects with service provider networks. The BCF mitigates security threats, resolves interoperability problems, and ensures reliable SIP-based communications. It is designed to protect and control real-time call sessions as they traverse IP networks between callers and Public Safety Answering Points (PSAPs). Highlights of the key functions provided are: • Border Firewall • Session Border Control functions • Media Anchoring • Stateful Network Firewall (as described in NENA STA-010.2 and 04-503) • VPN • IDS • Limiting access to critical components through the use of VLANs • Call admission control • Signaling protocol interworking • NAT • Support for QoS and priority markings • Media proxy • Codec negotiation	

		XML Gateway (Authentication and Authorization of XML transactions to the LIS, ADR, and ECRF in lieu of establishment of the PSAP Credentialing Agency (PCA) as described in NENA STA-010.2 Each core emergency call processing site includes border control and security functions including firewalls and intrusion detection systems. Security management personnel specialize in managing and operating these facilities and validate their operation. This security architecture employs defenses that include, but are not limited to, stateful packet inspection firewalls, IDS, multi-factor authentication, strong encryption, antivirus/ anti-malware, and vulnerability/patch management solutions. All inter-zone traffic is restricted to only the necessary protocols/destinations, for both ingress and egress. The network is capable of processing all traffic, but administratively denies protocols identified as a threat, or that otherwise fall outside of pre-defined parameters. This is partially managed via routing tables and/or Access Control Lists (ACLs). The solution incorporates physical, network, and application security principles. Traffic between Core emergency call processing sites and distributed sites (e.g., ingress call traffic, PSAPs, management capabilities) is route- and protocol-secure. A combination of route paths, IP address recognition, limited protocols, VPNs, session border controllers, and firewalls secure the various communication elements of the proposed solution. Emergency Call Routing Function (ECRF) - The redundant ECRF design and the overall redundant architecture of the AT&T ESInet solution allows for availability to meet or exceed 99.999%. The ECRFs exist within a highly available and geographically distributed application processing environment. A single hardware component failure at one of the application processing complexes will not interrupt processing of the ECRF. A single geographic site failure (either the communication to the site or elimination of the site itself) will not prevent further call processing from occurring. High availability is achieved through high-availability software design, redundant ECRF instances, and transactions using dynamic client/server connections with ECRF serving entities. The geographically diverse ECRFs use redundant data stores to support high availability. These systems are monitored 24x7x365 by the Network Operating Center (NOC) and supported through the Incident Command System. All transactions are logged. Errors are logged for reporting and analysis and directed to the NOC when immediate action is required.	

		With the ECRF architecture including two separate servers at each geographically diverse location, upgrades and other maintenance can be performed one server at a time so that at no time will the system be one-sided. The ECRF supports the i3 standards and contains the geographic boundaries provided by the customer for 9-1-1 call routing and responder determination. The ECRF LoST protocol interface meets RFC 5222 and NENA STA-010.2 (formerly NENA 08-003) requirements. Emergency Services Routing Proxy (ESRP) - The AT&T ESInet's Emergency Service Routing Proxy (ESRP) supports i3-compliant routing functionality including full integration with geographically determined routing, carrier grade voice quality, and demonstrated reliability. The ESRPs in the AT&T Routing solution are in private domains protected by the Border Control Function. Only authorized traffic is allowed to access the core call processing sites. Core elements are consistently scanned for malware vulnerabilities and operating systems are kept current with updates that protect against known vulnerabilities. Physical and administrative access is limited to authorized vetted employees. The ESRP provides PSAPs with peace of mind by supporting multiple default routing fallback options until carriers transition to i3-compliant call delivery. Fallback to legacy ESN or No Record Found routing is supported to ensure every call is routed as accurately as possible even if VoIP or wireless carriers do not deliver or pre-provision routable location values or if carrier-provisioned records are error treated. If the ESRP has to utilize the fallback ESN or NRF routing scheme, it will continue to deliver the call and location information. This innovative solution provides extreme reliability for the routing of calls. The ESRP supports an option to configure PSAP routing by call type, supporting areas where wireless calls are routed to a different PSAP than would be otherwise determined by PSAP geographical boundaries. Policy route determination includes evaluation of the PSAP-configured routing policy, the time of day, the caller's location (for geospatially determined alternate routing policies), the PSAP operational state, and the ring-no-answer timer configuration. The i3 SIP INVITE delivered to the PSAP (terminating ESRP) includes both geodetic/civic location, as available, and additional data conveyed by value and/or reference from the LIS and ADR interface responses.	

In addition to call delivery to i3-compliant PSAPs, the ESRP supports call delivery to legacy PSAPs. A subset of i3 routing policies can be provisioned for legacy PSAPs along with a 10-digit telephone number for delivery.

- The figure below illustrates the ESRP/PRF functional components and the interfaces with other AT&T ESInet i3 solution elements.



Policy Routing Function (PRF) - The AT&T ESInet i3 policy routing will provide the County's PSAPs with extensive flexibility to define and update standard and alternate routing policies. PSAPs can modify routing policies, set priorities, and modify their operational state. Routing policies can be defined as recurring or one-time. The rules-based routing proxy includes the following elements:

- A repository of PSAP-defined routing policies.
- Customer Management Portal – A feature-rich web tool that allows PSAPs to view their routing policies and operational status (normal, abandoned, back-up). All routing policy changes are automatically verified for syntactical and logical accuracy prior to activation in production. Secure user access is provided via the Customer portal.

The following types of routing policies are supported:

		- Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as ‘Abandoned’. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online. - Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the primary PSAP’s overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout. - Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online. - Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned. AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples. Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies. - Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP’s jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically. - Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs. - Load-balanced – The system can be configured to distribute calls between PSAPs. All policies loaded by the customer are held in a test state (non-active) until the customer confirms that all test calls using the policies perform as expected.	

		Legacy Network Gateway (LNG) AT&T ESInet uses Legacy Network Gateways (LNGs) at the interconnection point between the ESInet and a legacy network provider. • The LNG provides a bridge between existing 9-1-1 call origination networks and the ESInet. • The LNG provides a legacy selective router type interface towards the origination network (such as ISUP or CAMA) and provides a SIP interface towards ESInet. • The LNG performs TDM-to-IP protocol conversion which is an excellent security layer. MPLS segregates IP networks (VRFs) from the TDM ingress sites to the Core call processing sites. VRFs from the LNG to the Core are trusted and can communicate directly with the call processing functions. The LNG LIF will go through a firewall if supporting an external ALI for location queries. • The LNG supports i3 routing on the ESInet and will route calls according to the polygon boundaries in the ECRF and the routing policies in the ESRP. • The LNG supports location Interwork and uses the SIP/HELD interface for Location by Reference queries by the i3 functional elements supported by the AT&T ESInet. The LNG will be a standard component of the AT&T ESInet as long as legacy origination networks are deployed and require TDM access. Legacy Selective Router Gateway (LSRG) - The Legacy Selective Router Gateway (LSRG) is a signaling and media interconnection point between callers in the legacy originating networks and AT&T ESInet. The LSRG converts calls from SIP to TDM signaling for egress from the ESInet to the Legacy Selective Routers. The LSRG provides an interface between a 9-1-1 selective router and the ESInet, enabling calls to be routed and/or transferred and/or handed-off between legacy and AT&T's ESInet. A call hand-off may be required when the ESInet receives a call that it deems should be rerouted to a legacy foreign selective router. The gateway function of the LSRG is housed in secure data centers in which only authorized agents of AT&T are allowed access. Externally facing TDM connections inherently mitigate TDOS impact to the core ESInet and NGCSs. AT&T ESInet interconnects to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information through the LSRG.	

		Interconnections will also allow legacy PSAPs served by legacy selective routers to serve as the abandonment route for PSAPs served by the AT&T ESInet solution. Spatial Interface (SI) - AT&T provides the NENA Spatial Interface (SI) as a function of the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). The SI is a fully hosted, managed service that encompasses all necessary processes to receive GIS data from a single source. Data can be submitted in a GIS database managed by a vendor or by the customer itself. The SI provides data validation, error reporting, and provisioning to the Emergency Services Network (ESInet) functional elements including Emergency Call Routing Function (ECRF) and Location Validation Function (LVF). The SI provides: • NG9-1-1 GIS data compliancy checks • Ongoing GIS data accuracy validation (QA/QC) • GIS data error reporting • Provisioning to i3 systems (ECRF/LVF) The SI undergoes data quality and data integrity checks that ensure that the data complies with all applicable requirements of NENA 02-010, NENA 02-014 and Appendix B of NENA 08-003. Where these requirements conflict with NENA-STA-010.3e-2021 and the NG9-1-1 GIS Data Model (draft), the newer requirements documents will be utilized. Any updates to the GIS data within the ECRF, whether to correct errors within the current data set or enhance it for any other reason, will be uploaded through the Spatial Interface. GIS provisioning is performed through the Spatial Interface, which has the additional ability to perform GIS validations, including validations to ensure routing integrity. The QA/QC processes provided during validation steps in the SI will prevent any unwanted data being provisioned in the ECRF that may introduce ambiguity in the data that would prevent the ECRF from being able to make a definitive response to certain requests. A change control system is established to monitor and manage data discrepancies and to track data change requirements. Validated GIS updates are normalized and applied to the ECRF production instances in a manner that preserves availability and coordinates with other ESInet scheduled updates and activities. Since there is not yet an established standard for the Spatial Interface to provision ECRFs with GIS data, internal or external, the mechanism for provisioning must be negotiated between AT&T, as the Spatial Interface provider, and non-AT&T ECRF providers.	

		Provisioning of the LVF is identical to the ECRF provisioning. It is simply another provisioning target of the Spatial Interface. As such, it will always contain the same GIS data as the ECRF.	
Professional Services Requirements			
1	PS001.1 Project Management Responsibilities: The NG911 Service Provider shall assign a dedicated PM who, for the duration of the project, the PM shall: 1. Ensure the Scope of Work (SOW) is completed (includes a Project Schedule of key milestones). a) Equipment delivery b) Installation and configuration c) Testing schedule	Yes The AT&T solution includes a Dedicated Program Manager for the term of the agreement. The AT&T Program Manager will be the overall lead for the project who will address a wide range of topics ranging from contractual, project timeline, project objectives, technical/operational items, SLAs, and other activities deemed necessary to successfully implement, test, maintain AT&T ESInet for Broward County. The AT&T Program Manager will be a dedicated resource for all activities related to the installation of the AT&T ESInet for Broward County. This resource will be the primary point of contact for the State and PSAPs from conception through implementation, including but not limited: • Manage project team members including independent contractors. • Develop and implement project plans, design schedules • Identify risks and alternate course of action to ensure projects are completed within corporate objectives exceeding customer expectations. • Will coordinate traffic and data migration • Manage Testing • Provide project plan for cutover AT&T's Program Manager works with the PSAP to complete the following tasks prior to and during PSAP migration	

	d) Go-live schedule 2. Ensure that the NG911 Service Provider-assigned resources are scheduled for the activities and deliverables outlined in the Project Plan and Project Schedule. 3. Perform comprehensive risk assessment and mitigation planning. 4. Ensure project status meetings are scheduled, led, and documented, and meeting minutes are distributed within 24 hours of all meetings. 5. Maintain an issues log and ensure all issues are prioritized and worked in a timely	• Customer Kickoff Meetings • Coordinate Systems and Service Migration • PSAP LOA for OSP outreach • PSAP Data Collection • PSAP Site Surveys • GIS kickoff meetings • Delivery and Installation of Network Equipment on PSAPs premises • Operational Readiness Testing • Cutover Testing • Coordinate Training for the PSAP AT&T's Program Manager will also coordinate contact with the OSPs for transition of both data and calls to AT&T ESInet. Some of these tasks are listed below • Initial contact with OSPs for Interconnection to AT&T ESInet • Interconnect Agreements with OSPs (or their aggregation provider) • OSP data collection (Ingress, Core, Egress) • Pre-cutover testing of newly established ingress connections • Cutover testing of each OSP onto AT&T ESInet Project Manager AT&T will have additional Project Managers assigned to the project that will work under the direction of the Dedicated Program Manager. The AT&T Project Manager will engage team members throughout the AT&T organization to help ensure their commitment and understanding of the project requirements. The AT&T Project Manager is directly responsible for the project implementation at the PSAP level and can reach out to other AT&T organizations to help smoothly transform Broward County's service from its current environment to an AT&T i3 ESInet. Broward County and the PSAPs will benefit from the skills and experience of our Public Safety Project Management Team.	

	manner during the life of the project. 6. Maintain all project-related communications and documentation.	The PM will schedule a kickoff meeting within 30 days of contract signing with Broward County and other required AT&T organizations. During the kickoff meeting, the PM will establish roles and responsibilities and reach a mutual agreement with the Broward County on strategic objectives, plan of approach, priorities and timelines. Using the information gathered during the meeting, the PM and the customer will create an integrated master work plan that will be used as the implementation roadmap. Throughout the project, AT&T will focus on project planning and execution to help ensure a successful upgrade with minimal (if any) disruption to the customer's ESInet service. The AT&T Project Manager will conduct regularly scheduled project status calls with the relevant Broward County parties and key AT&T stakeholders. Normally, these status calls are held on a weekly basis and cover the following topics • Overall Project Status – Red/Yellow/Green • Project Timeline and Key Milestones • Issues log review • Key Deliverables status AT&T's experienced Program Managers, Project Managers, Service Delivery Managers, Installation Technicians, Solutions Engineers and other supporting groups have worked together on many successful installations. We are determined to provide each customer with an installation that will exceed expectations. The AT&T ESInet solution is an IP-based system that employs proven technology to deliver robust 9-1-1 services. Given the mission critical nature of the network, greater safeguards are taken during installation, but from a practical point of view it is a network installation, and AT&T is able to leverage best practices of network installations to ensure success. AT&T Project Managers will use the Microsoft suite of products to manage all projects as a standard operating procedure. Tools will include • Microsoft Word • Microsoft Excel • Microsoft Project	

		• Microsoft Visio • Microsoft Outlook • Project Management Institute (PMI) methodology Project Management Methodology The AT&T Worldwide Project Management Methodology is based upon the industry standard <i>A Guide to the Project Management Body of Knowledge</i> (PMBOK Guide®) Fourth Edition, produced by the Project Management Institute (PMI), as well as AT&T specific processes and procedures. The characteristics of a project may be determined by many factors: strategic importance, size, scope, schedule, cost and duration, as well as many others. This methodology is scalable to accommodate all types of projects. The Project Management Methodology uses a four-phase project life cycle: • Project Start Phase. Recognition that a new project is being considered. During this phase, basic information is gathered, evaluated and based upon the information a decision is made to proceed with the project. • Project Plan Phase. Establishing the project's approach and planning how to achieve the desired results and baselines for the project in terms of scope, schedule and cost. • Project Implementation Phase. Implementing the Project Plan to produce the agreed upon deliverables, monitoring the project progress and ensuring that deliverables meet expectations. • Project Completion Phase. Completing the project. Ensuring that the project was delivered as expected and ensuring that there is final/formal acceptance in order to close out the project. These four phases of a project, plus the inputs and activities and deliverables key to the phases, comprise this methodology. Throughout each of the four distinct project phases, the five iterative process groups of Initiating, Planning, Executing, Monitoring and Controlling, and Closing will be used. Each of the five processes is applied within each project phase. Many times, changes occur within the life cycle of a project and process groups must be repeated.	

2	PS002 Project Plan and Schedule: PS002.a The NG911 Service Provider shall provide a draft project plan and timeline (a task-oriented Gantt chart based on the project plan and delivered in Microsoft Project) that shows the entire project calculated from the date of contract signature to go-live. Minimum required elements of the project plan include at a minimum: • Installation all equipment on premise and within the NGCs domain • Schedule and strategy for connecting other ESInets (such as Miami Dade and Palm Beach counties) • Buildout of operational NGCS • Buildout of OSP meet points • Schedule and strategy for connecting OSPs • Operational network operations center	Yes Please see AT&T Attachment F - Implementation Schedule MS Project	

	(NOC)/security operations center (SOC) • Fully functional spatial routing of calls • Implementation of multimedia (e.g. video, picture, sensor, etc.) • Final Design Review Sessions based on Statement of Work • All phases of testing (e.g. NG911 Provider testing, Preliminary Acceptance Testing, Final Acceptance Testing after Go-Live) • Cutover by environment and PSAP (i.e. Regional PSAPs and the Non-Regional PSAPs)		
3	PS003 Final Project Plan: A final project plan, timeline, and a Gantt chart in Microsoft Project format shall be provided by the NG911 Service Provider to the County within ten (10) business days of comments received from the County	Yes AT&T will provide the final project plan in Microsoft Project as requested.	

	regarding the initial plan submitted.		
4	PS004 Project Kickoff Meeting: The Project Kickoff meeting shall be held no later than fifteen (15) business days after issuing the Notice to Proceed. The NG911 Service Provider shall provide a detailed agenda and presentation of the Project Overview, Key Milestones, Key Benefits, Implementation Strategy, Operational, and Technical Resource requirements at this meeting at least five (5) business days prior to the Project Kickoff meeting. The NG911 Service Provider Technical Project Lead and Project Manager shall be onsite during this meeting.	Yes The Project Kickoff Meeting will be scheduled within fifteen (15) business days following the issuance of the Notice to Proceed. We will provide a detailed agenda and comprehensive presentation covering the Project Overview, Key Milestones, Key Benefits, Implementation Strategy, and Operational and Technical Resource requirements at least five (5) business days prior to the meeting. Additionally, our Technical Project Lead and Project Manager will be present onsite to ensure a productive and collaborative kickoff. We look forward to a successful project launch. Please see AT&T Attachment I – Example Monthly Status Report	
5	PS005 Weekly Project Calls: The NG911 Service Provider shall conduct weekly project calls. These project calls shall include an agenda before the	Yes Weekly project calls will be conducted consistently, each accompanied by a detailed agenda distributed in advance. These calls will comprehensively cover work completed to date, planned activities for the next two weeks, and any issues impacting the project, along with associated risks and mitigation strategies. Additionally, our Project Manager will provide timely written reports capturing meeting minutes and action items within 24 hours following each call. We are dedicated to maintaining transparent and effective communication throughout the project.	

	meetings and cover, at a minimum, work to date, work for the next two (2) weeks, and any issues that may impact the project along with risk and mitigation actions to address risk. The NG911 Service Provider PM should provide weekly written reports, distributed within 24 hours of the project call, that capture the minutes and action items from the call.	Please see AT&T Attachment I – Example Monthly Status Report	
6	PS006 Project Monthly Status Reports: PS006.a The NG911 Service Provider shall provide monthly progress reports before the 15th of the next month, until the equipment delivery milestone of the project. Weekly reports will be due following equipment delivery.	Yes Monthly progress reports will be delivered promptly before the 15th of each following month until the equipment delivery milestone is reached. After equipment delivery, we will transition to providing weekly reports as specified. This approach ensures consistent and transparent communication of project status throughout all phases. Please see AT&T Attachment I – Example Monthly Status Report	
7	PS007 Technical Project Lead: PS007.a The NG911 Service Provider shall identify a single Technical Project Lead. This person shall be the primary	Yes Shawn Harris is an accomplished sales engineering leader with over 25 years of experience in telecommunications, including 17 years specializing in 911 public safety solutions for AT&T. Proven ability to lead sales strategies, mentor cross-functional teams, and deliver innovative technical solutions that drive multi-million-dollar deals across ten states. Skilled in bridging complex technical solutions with business goals to influence key decision-makers and accelerate revenue growth. Recognized for designing resilient emergency communication systems, guiding stakeholders through large-scale	

	point of contact for technical issues and lead the technical aspects of the planning, design, installation, migration, and operation of the NG911 System. The County will review and approve the Technical Lead and, if the Technical Lead needs to be replaced, the County will review and approve the replacement.	implementations, and delivering measurable impact in highly regulated, mission-critical environments. Shawn has been the lead architect on a number of large, highly visible projects including, but not limited to State of Arkansas' NGCS/ESInet deployment for over 80 PSAPs, Gulf Coast Regional ECD, TX's NGCS/ESInet and hosted VIPER 7 implementation covering 25 PSAPs, the City of Dallas' NGCS/ESInet and Vesta system deployment and a number of other large scale, highly complex implementations. The technical lead's resume can be found in AT&T Attachment C – Technical Lead Resume	
8	PS008 Client Services Representative: PS008. a The NG911 Service Provider shall provide a Client Service Representative (CSR) after final acceptance. This person shall be the primary point of contact for all issues for the operation of the NG911 System for the period of performance. The County will review and approve the CSR and, if the CSR needs to be replaced, the County will review and approve the replacement.	Yes The AT&T 911 Service Manager (SM) will act as the ongoing AT&T liaison to Broward County and its represented PSAPs in support of the AT&T ESInet™ when it is fully operational. The AT&T 911 SM will collaborate with county and PSAP representatives to act as the customer advocate with AT&T organizations, both internal teams and external vendor partners, on behalf of Broward County. The AT&T SM has a minimum of 15 years of AT&T employment and over 5 years of experience working with AT&T 911 Services and Systems. The CSR's resume can be found in AT&T Attachment D – AT&T Service Manager Resume	

9	PS010	Staff CJIS Certification Requirements: All NG911 Service Provider's staff and subcontractors with access to the components of the NG911 System shall have a background check and Criminal Justice Information Services (CJIS) Level 1 basic security awareness certification. All staff that will be onsite at a County PSAP shall also have CJIS Level 4 advanced security awareness certification which requires Levels 1, 2, and 3 certifications.	Yes	
Equipment and Hardware				
1	SR-EH003	Onsite Equipment Requirements: All components installed by the NG911 Service Provider in the PSAPs shall meet the following requirements: All components shall be locally redundant at the hardware and	Yes AT&T ESInet is delivered as a service and requires minimal network equipment onsite. The following network equipment will be new and installed at each VIPER Node where the AT&T ESInet AVPN circuits terminate. - PSAP Router A – Cisco 8300 Series - PSAP Router B – Cisco 8300 Series - Switched Power Distribution Unit (PDU) – CyberPower The County will provide power, ground, and environmental controls for the Network Edge Equipment to be installed in the equipment room, as follows:	

	software application layers • All hardware and software shall be: – New not used – Currently available on the open market – Not identified as end of life by the manufacturer during the period of performance • All powered devices shall include a minimum of two redundant power supplies (each of which shall be able to power the device alone and which 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)	• Two (2) dedicated 110 volt/20 AMP power feeds are required with A & B feed (separate power source) and receptacle plug type NEMA L5 20R twist lock All network routing infrastructure is designed and deployed in an N+1 model. N+1 redundancy provides a minimum of one additional unit, module, path, or system in addition to the minimum required to satisfy the base connectivity, ensuring that a failure of any single component at a given diverse site, such as an LNG, will not render the location inoperative. All network connectivity is established via dynamic routing protocols. The use of dynamic routing protocols allows the routers to automatically discover each connected network and adapt to changes in the network topology. All network equipment can use IPv4 and IPv6 addresses and is configurable to support dual stack operation. AT&T's ESInet service is fully deployed with call-processing capacity that exceeds 100% of the County's busy hour call traffic. AT&T's ESInet service is a National solution that provides geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disaster scenarios, with scalable capacity capable of supporting more than twice the 9-1-1 busy hour call for the entire United States. In addition to the call processing scalability described above, our AT&T network has the scalability to adjust bandwidth by 50 percent or more. It scales to changing needs easily, quickly, and with minimal operational impact to the PSAP. All circuits delivering voice and data for emergency services will be marked with TSP to ensure restoral prioritization should an outage occur.	

	with automatic, uninterrupted failover if the primary circuit fails • Failure of any single instance of a hardware or software element or physical connection shall not negatively impact the overall System performance • All network-connected elements shall support at least two redundant network interfaces • Capacity to handle 50% growth without requiring the replacement of any hardware or software components • Voice and data circuits delivered from diverse providers to each call-handling host location • Must properly flag emergency services		

	circuits and provide Telecommunications Service Priority (TSP) for repair and installation of voice and data circuits		
2	SR-EH004 Onsite Equipment Spare Parts: All spare parts for onsite equipment shall be located within Broward County to allow the replacement of critical parts not functioning within the response times listed in the Service Level Agreements (SLAs). The NG911 Service Provider shall describe the process to determine which parts are needed, and how they are stored and replaced as needed. The NG911 Service Provider shall provide a list of all spare part inventory items maintained at the nearby facility within ten business days after installation for each environment.	Yes AT&T recognizes the importance of maintaining system reliability and minimizing downtime for Broward County's NG911 system. To meet the requirements outlined in SR-EH004, AT&T will implement a comprehensive spare parts management process tailored to the County's needs. This process will include: 1. Critical Spare Parts Inventory: Collaborating with Broward County to identify and maintain an inventory of critical spare parts based on system design, equipment specifications, and historical failure data. 2. Strategic Storage: Storing spare parts at a secure, strategically located facility within Broward County to ensure rapid access and replacement in alignment with the response times specified in the Service Level Agreements (SLAs). 3. Regular Audits and Replenishment: Conducting regular audits of the spare parts inventory and replenishing stock to account for usage and evolving system needs. 4. 24x7x365 Support: Leveraging AT&T's Network Operations Center (NOC) and field technicians to manage the replacement process, ensuring non-functioning components are promptly swapped out and the system is restored to full operational capacity. This proactive approach ensures that Broward County's NG911 system remains resilient, reliable, and capable of delivering uninterrupted service, even in the event of equipment failures.	
General System Requirements			

1	SR-GN002 NENA i3 Standard-Based Systems: SR-GN002.a All components and systems provided by the NG911 Service Provider shall be standards-based systems that comply with nationally accepted standards and requirements applicable to NG911 IP network architecture, security, and interface functionality, including the NENA i3 standards.	Yes AT&T ESInet release plan is focused on delivery of NENA i3 v3 feature functionality; we have incorporated implementation of i3 v3 features over the past 12 months, with our final i3 v3 release planned for December 2025. AT&T has identified the following list of i3 v3 features that are not fully implemented due to external dependencies: <table><tr><th>i3 v3 Function</th><th>NENA i3 v3 Requirement</th></tr><tr><td>Non-Human Initiated Calls</td><td>3.1.11 Non-interactive calls</td></tr><tr><td>SIP Presence for Location</td><td>4.2.2.4 LIS Dereference Interface The ESRP MUST implement both SIP Presence Event Package and HELD dereferencing interfaces</td></tr><tr><td>Support for incoming identity validation</td><td>4.21.1 STI Verification for Emergency 9-1-1 Calls</td></tr><tr><td>LNG supports P-Preferred-Identity + ESN/IMEI for non-initialized mobile</td><td>6.2.2.3 Internal Interface to the PIF Component</td></tr></table>	i3 v3 Function	NENA i3 v3 Requirement	Non-Human Initiated Calls	3.1.11 Non-interactive calls	SIP Presence for Location	4.2.2.4 LIS Dereference Interface The ESRP MUST implement both SIP Presence Event Package and HELD dereferencing interfaces	Support for incoming identity validation	4.21.1 STI Verification for Emergency 9-1-1 Calls	LNG supports P-Preferred-Identity + ESN/IMEI for non-initialized mobile	6.2.2.3 Internal Interface to the PIF Component	
i3 v3 Function	NENA i3 v3 Requirement												
Non-Human Initiated Calls	3.1.11 Non-interactive calls												
SIP Presence for Location	4.2.2.4 LIS Dereference Interface The ESRP MUST implement both SIP Presence Event Package and HELD dereferencing interfaces												
Support for incoming identity validation	4.21.1 STI Verification for Emergency 9-1-1 Calls												
LNG supports P-Preferred-Identity + ESN/IMEI for non-initialized mobile	6.2.2.3 Internal Interface to the PIF Component												
2	SR-GN006 Multi-factor Authentication (MFA): MFA should be implemented for any access to externally accessible portals, user interfaces (UIs), and functional elements of NG911 (e.g., Policy Routing Function [PRF] portal, reporting portal, system dashboards, etc.). The NG911 Service Provider shall describe the types of MFA	Yes											

	(e.g., text, email, token, etc.) that will be used and the process to manage access and devices for the NG911 System proposed for the County.		
3	SR-GN007 Change Control Process: SR-GN007.a A formal change control process shall be documented for both scheduled and emergency changes with rollback procedures, notifications, and management approvals that are strictly followed by technicians to prevent unnecessary and/or uncontrolled changes from negatively impacting the 911 system in the County.	Yes The key benefits of AT&T ESInet's change control process in ensuring system reliability include: 1. Risk Mitigation: By adhering to industry best practices such as ITIL standards and utilizing tools like the BMC Remedy Change Management Module, AT&T minimizes risks associated with system changes, ensuring stability and predictability. 2. Comprehensive Documentation: All changes are thoroughly documented, including Methods of Procedure (MOPs), rollback plans, and impact assessments, ensuring clarity and preparedness for any scenario. 3. Governance and Oversight: Changes impacting 9-1-1 systems are reviewed by a centralized 9-1-1 Governance Review Board and, for significant impacts, by an executive-level Governance Approval Board. This ensures that all changes are carefully evaluated and approved. 4. Rollback Procedures: Detailed back-out plans are established for every change, allowing technicians to revert to the previous configuration if issues arise during implementation, minimizing service disruptions. 5. Deconfliction: The process reduces concurrent changes that could impair service, ensuring that modifications are implemented in a controlled and non-disruptive manner. 6. Proactive Communication: Advance notifications for scheduled changes and immediate alerts for emergency changes ensure transparency and collaboration with stakeholders. High Availability: The process is designed to protect the production environment, ensuring high availability for applications, network, services, and infrastructure.	
4	SR-GN008 Implementation and Change	Yes	

	Method of Procedure: SR-GN008.a The NG911 Service Provider shall provide a step-by-step method of procedure (MOP) with a backout plan for review by the County a minimum of 60 calendar days prior to initial go-live for each PSAP and seven calendar days for all other changes.	AT&T's implementation and change management process aligns seamlessly with Broward County's requirements for NG911 system modifications. The process ensures structured, transparent, and proactive planning, minimizing service disruptions and maintaining system reliability. For each PSAP transition and system change, AT&T will provide a comprehensive Method of Procedure (MOP), including: • Step-by-Step Instructions: Detailed procedures for each phase of implementation or change, ensuring clarity and precision. • Backout Plan: A fully documented rollback strategy to revert to the previous configuration in case of unforeseen issues. • Advance Submission: MOPs for initial PSAP go-live events will be submitted to the County for review at least 60 calendar days prior to implementation, and seven calendar days in advance for all other changes. • County Review and Approval: Collaboration with the County to address feedback and ensure alignment with operational standards. • Proactive Communication: Regular updates and notifications throughout the review and implementation process. This approach ensures meticulous planning, review, and execution, fostering collaboration and transparency while maintaining the reliability and performance of Broward County's NG911 system. See AT&T Attachment J - Example MOP	
5	SR-GN010 All Changes Tested in Lab: SR-GN010.a The NG911 Service Provider shall test all new features, functions, equipment, and software (including patches and upgrades) in the lab	Yes AT&T performs thorough Operational Readiness and cutover testing prior to PSAP migration to AT&T ESInet. AT&T can provide test cases to NGCS for review. AT&T's ESInet has a dedicated lab located in San Ramon, CA that is used for testing upgrades, third party interfaces, and applications prior to releasing the enhancements to the live ESInet environment. Once tested without errors, these enhancements are implemented in production. This lab environment utilizes the same hardware/software as in the production environment to ensure testing done in the lab environment will validate the components used in production. This non-production environment is also used for training of personnel and administrators of the system.	

	environments before being deployed.	Additionally, AT&T would be happy to coordinate periodic visits to the AT&T Lab where the County' environment is simulated. AT&T Labs will be responsible for testing and exercising the AT&T ESInet and interfaces. This includes not only software upgrade and release testing on an on-going basis, but also forward-looking initiatives e.g., new standards development. Test engineers will collaborate with all relevant parties in the creation, review, and execution of test cases as part of the implementation process. • Application Testing. Each application is individually tested to ensure its stability and lack of critical defects. • Integration Testing. After each application is tested individually, integration testing is performed. This helps ensure that each version of our application works well together. • Hardware/Software Validation. Products are constantly validated against new hardware and software, including operating systems, service packs and updates. • Load Testing. Load testing is performed to ensure that the system stays stable and consistent even under peak demand. Specialized software allows us to create any number of simultaneous calls. Performance is benchmarked both with statistics as well as having users navigate the application interface and answer calls while under load. This assures that not only are the statistical values acceptable, but perhaps more importantly, the user experiences no negative behavior. AT&T Labs: • Develops test plan in conjunction with equipment and software vendors • Maintains identical lab ESInet architecture to production environment • Schedules and conducts all testing for the introduction of new hardware and/or software releases • Coordinates with vendor to address any problems related with new product or software releases • Oversees the First Office Application of all newly introduced hardware or software releases • Monitors in conjunction with ATS organization after FOA Provides Approval for Use and certifies new hardware or software release upon successful completion of FOA soak period	

6	SR-GN013 As-Built/System Documentation: SR-GN013.a Prior to beginning installation, the NG911 Service Provider shall provide an architecture diagram depicting the network and all components for the Regional and Non-Regional PSAP environments, detailed network design drawings reflecting the physical and virtual IP paths, all NG911 System components, and devices provided to each PSAP, including what is provided by subcontracted last-mile providers and/or resellers. This documentation shall remain current for the contract period.	Yes AT&T will provide relevant documentation for the ESInet and NGCS as listed below. AT&T will provide and maintain as-built diagrams of the system and services. In the as-built diagrams, diversity will be clearly identified from the ingress BCFs to the PSAPs. Documentation will be maintained for all ingress and egress connections to the ESInet. Every ingress and egress connection will have at least one paired diverse connection to or from the ESInet. AT&T will work with the County to adjust documentation and “as-built” diagrams to meet the County’s requirements. All documentation and as-built diagrams are viewed as living documents and kept current, updated, and distributed as changes are made. Documentation will also include the following: • Detailed project plan • Escalation procedure • Circuit identification • Single points of failure • Network path diversity drawings into each PSAP • Network path diversity drawings into each non-PSAP site or structure housing any element or device that is part of the overall system • PSAP backroom as-built drawings • PSAP demarcation point drawings • All user interface training and reference materials Network As-Built Documentation AT&T will maintain the master as-built technical documentation for the program which includes the architecture of the provided system and will deliver it to the County within 30 days of system acceptance.	
7	SR-GN014 Not a First Application Site: The County does not want to be a first application site to introduce new applications,	Yes AT&T will ensure that Broward County will not be a First Application Site.	

	components, or features. The NG911 Service Provider shall use the new applications, components, and features in a production environment for at least 30 business days and provide documentation of the results before being provisioned in the County system.		
8	SR-GN015 Avoid PSAP Disruption: The NG911 Service Provider shall schedule all activities to avoid PSAP disruption or impacts to the County's PSAP operation for all changes. This includes onsite work as well as availability of systems. The NG911 Service Provider shall describe the process to prioritize, schedule, and coordinate work with the County and PSAPs.	Yes Recognizing the imperative for PSAP operations to continue uninterrupted during the implementation process, AT&T's coordination methodology approach prescribes the communications and activities necessary to ensure a safe and timely migration of services while paying special attention to identifying and implementing the network arrangements necessary to support all aspects of ongoing PSAP interoperations with the legacy 9-1-1 service provider. During the coordination phase, the joint AT&T and County team members verify legacy and existing service installations to include in the system application and implementation requirements and refine the solution architecture to include and accommodate those existing systems and finalize the plan for end-to-end solution deployment. Working closely with stakeholder groups, the project team designs customized provisioning plans including incoming trunk route plans, bridge lists, and dialing plans. Additionally, the documentation and training developers customize the user and process documents and various training courseware, if needed, to meet the needs of the customer.	
9	SR-GN016 Terminate Legacy 911 components:	Yes Upon receipt of the Letter of Authorization from the PSAP, AT&T sends an introductory packet to the incumbent 9-1-1 System Service Provider (SSP). The packet includes the LOA, Interconnection agreement, trunk plan and timelines.	

	The NG911 Service Provider shall manage the termination of the legacy systems at the direction of the County. The NG911 Service Provider shall describe the step-by-step process used in other implementations to speedily terminate legacy systems.	The Parties work cooperatively to establish the connections necessary to migrate traffic to the AT&T ESInet™. (est. 6-8 months) The Interconnection agreements include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, terms and conditions, split rate centers, Point of Ingress and NNI specifications. All terms, conditions, and procedures follow applicable County guidelines and rules as well as applicable telephone industry practices, NENA standards and all applicable US telecommunication law. A typical implementation with a legacy 9-1-1 service provider follows the following process: 1. Contract execution with the County 2. Overall project implementation plan mutually agreed to with the PSAP (State) 3. Letter of Authorization from the Customer to act of their behalf to migrate to AT&T ESInet™ 4. AT&T sends notification (new NG 911 provider) and request to establish connection to AT&T ESInet™ 5. Interconnection Agreements mutually agreed to executed by the Parties 6. Circuits orders for interconnection 7. Test/Turn up on circuits 8. Operational Readiness (ORT) testing with the PSAP	
10	SR-GN017 Spare Parts: SR-GN017.a Spare parts to restore service shall be located to allow the replacement of parts not functioning within the response times listed in the SLAs.	Yes AT&T recognizes the importance of maintaining system reliability and minimizing downtime for Broward County's NG911 system. To meet the requirements outlined in SR-GN017, AT&T will implement a comprehensive spare parts management process tailored to the County's needs. This process will include: • Critical Spare Parts Inventory: Collaborating with Broward County to identify and maintain an inventory of critical spare parts based on system design, equipment specifications, and historical failure data.	

		• Strategic Storage: Storing spare parts at a secure, strategically located facility within Broward County to ensure rapid access and replacement in alignment with the response times specified in the Service Level Agreements (SLAs). • Regular Audits and Replenishment: Conducting regular audits of the spare parts inventory and replenishing stock to account for usage and evolving system needs. • 24x7x365 Support: Leveraging AT&T's Network Operations Center (NOC) and field technicians to manage the replacement process, ensuring non-functioning components are promptly swapped out and the system is restored to full operational capacity. This proactive approach ensures that Broward County's NG911 system remains resilient, reliable, and capable of delivering uninterrupted service, even in the event of equipment failures.	
11	SR-GN019 System and Network Time Changes: The NG911 Service Provider shall ensure that all software, firmware, functional elements, and components of the proposed NG911 System are configured to ensure that there are no adverse impacts to the systems, software or the operation as a result of date and time changes.	Yes AT&T ensures that all software, firmware, functional elements, and components of the proposed NG911 system are configured to handle date and time changes seamlessly, without causing adverse impacts to system operations. The AT&T ESInet™ platform is designed with robust safeguards to maintain system integrity during time adjustments, including daylight saving time changes, leap years, and other date-related events. AT&T employs rigorous testing and validation processes to ensure that all system components, including call routing, logging, and data synchronization, function correctly during time changes. Additionally, AT&T's Network Operations Center (NOC) and Security Operations Center (SOC) monitor the system 24x7x365 to proactively identify and address any anomalies. This proactive approach ensures uninterrupted service and operational reliability for Broward County's NG911 system, even during time-related transitions.	
12	SR-GN020 Single Points of Failure: The NG911 Service Provider shall ensure there is no single	Yes The AT&T solution provides geo-diverse and locally redundant NGCS. The AT&T ESInet™ implements a design strategy of redundancy upon redundancy. Individual processing elements are redundant at each Core Site and Core Sites are redundant to each other. The six (6) Core Sites that make up the AT&T ESInet™ architecture are more than capable of processing all the 9-1-1 calls in the United States. Each processing element at a core incorporates a redundancy and high availability strategy. The failure of any	

point of failure in the design and implementation of the NG911 equipment and network within or outside of Broward County.	given component at a Core Site will not prevent that Core Site from processing 9-1-1 calls. If a dual failure does occur at a Core Site, or a Core Site somehow becomes unavailable, calls are processed at another Core Site. Any Core Site can process any 9-1-1 call. There is no geographic requirement to have calls sent to a specific Core Site. A geographic disaster will not remove the ability for the AT&T ESInet™ to process 9-1-1 calls assuming telecommunication transport services for the impacted region are operable. All redundancy mechanisms for core applications and network elements that support delivery of emergency 9-1-1 calls across the AT&T ESInet solution (Routing LNG, ESRP, and ESInet components, LIS, ECRF, ADR, and ALI) employ “failover” procedures which are automatic and do not require human intervention. AT&T leverages the use of Bidirectional Forwarding Detection (BFD) on all network backbone links for fast failover purposes. Two LPGs are deployed to each PSAP for redundancy and failover. All supporting network routing infrastructure connected to the LPGs is designed and deployed in an N+1 model. All mission-critical systems provide at least two geographically redundant systems that are each capable of processing 100 percent of the potential system load. The AT&T ESInet™ implements a design strategy of redundancy upon redundancy. Individual processing elements are redundant at each Core Site and Core Sites are redundant to each other. The six (6) Core Sites that make up the AT&T ESInet™ architecture are more than capable of processing all the 9-1-1 calls in the United States. The AT&T solution is locally redundant at hardware and software application layers. N+1 redundancy provides a minimum of one additional unit, module, path, or system in addition to the minimum required to satisfy the base connectivity, ensuring that a failure of any single component, such as an LPG, at a given diverse site will not render the location inoperative. The AT&T solution maintains 99.999% availability. AT&T ESInet achieves 99.999% service availability 24x7x365 for call processing and has no single point of failure that will disrupt the ability to provide on-going call processing. All i3 functions necessary for call processing are deployed in a highly available configuration. Each i3 element has multiple instances within a single core to provide redundancy for that core. The same redundant configuration is replicated at each of the six geo-diverse core sites. The nine Aggregation sites use the same design approach of redundancy within each individual site mirrored at the other sites. Transactions or call traffic divert to available components on failure or degradation of service of a given functional component or loss of a physical site. IP transport paths for critical service components are redundant and designed for multipath IP packet delivery so the failure of a given IP transport mechanism does not affect overall service availability. The AT&T ESInet components are designed and configured for continuous operation.	

		AT&T ESInet availability is calculated from the time the outage begins that impacts call processing ability, until such time that the AT&T ESInet call processing ability is restored. This includes all AT&T ESInet downtime for the end-to-end service. Failure of any single instance of a hardware or software element instance or physical connection does not negatively impact overall solution performance. Failure of any single instance of a hardware or software element instance or physical connection will not negatively impact overall solution performance. Individual processing elements are redundant at each core site and core sites are redundant to each other. The failure of any given component at a core site will not prevent that core site from processing 9-1-1 calls. If a dual failure does occur at a single core site, or a single core site somehow becomes unavailable, calls are processed at an alternate geographically diverse core site—giving the solution multiple levels of redundancy. Any core site can process any 9-1-1 call. For example, ESRP high availability is achieved through an application processing complex consisting of multiple application servers, each of which operates independently of the others so that a single application processor failure does not disrupt the processing of the complex. There are six application processing complexes that operate independently of each other and are geographically distributed. Each component at an application processing complex has redundancy and high availability within its own domain. The ESRP application is highly redundant within each of the geographically separate sites. There are multiple computers running the ESRP application and the failure of any one or two of those computers do not affect calls in progress. Failure of a data center results in all future calls being processed by another geographically diverse data center and will still provide the total required call processing capacity requirement. All network-connected elements support at least two redundant and geographically diverse network interfaces. The AT&T ESInet uses a fully redundant, multi-path, multi-protocol network linking all ESInet Routing elements. Within each redundant node, there are redundant network elements. All powered systems include a minimum of two redundant power supplies (each of which must be able to power the system alone, and which 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, if the primary circuit fails. Each of the Core sites is equipped with multiple battery backups, as well as generators permanently located at each site. Each facility is required to have priority fuel contracts in place, guaranteeing constant fuel supplies during extended outages. Regular maintenance and full load testing is required at each site to provide reliability.	

13	SR-GN022 System Backups: The NG911 Service Provider shall maintain backups of the entire System and every associated component for the County with a minimum of two copies maintained at geo diverse sites. The NG911 Service Provider shall provide a copy of the proposed backup plan.	Yes AT&T has a robust and consistent system to perform and save daily backups of AT&T ESInet network elements using a tool called Riverbed and then, also daily, those backups are copied to a different system where they are saved for at least three months. Every change MOP and following change management requirements will have back-out steps to restore from these backups if/when needed. Any updates/configuration changes are done on the inactive side. Once the changes are validated, the system is flipped such that the inactive side now becomes the active side. There is a soak period of 48 hours during which data changes are replicated between the active and inactive sides such that if there needs to be a return to the old configuration, any interim data changes have been captured The AT&T ESInet network configuration tools provide version control and “rollback” functionality to all network elements. This allows the restoration of previously “known good” configurations or timely restoration of stored configurations in the event of equipment failure or disaster recovery. AT&T can provide reports confirming regularly scheduled daily backup and restoration files archived and provide additional details on backup and restoration activity as required. AT&T can provide copies of all data upon request. AT&T can perform on-demand backups and provide reports confirming on-demand backup and restoration files archived and provide additional details on backup and restoration activity as required. AT&T can provide copies of all data upon request. The NG911 Service Provider maintains comprehensive backups of the entire NG911 system and all associated components. The backup strategy includes: • Minimum of two full backup copies stored at geo-diverse sites to ensure data availability in the event of a regional disruption. • Daily incremental backups and weekly full backups of all system data, configurations, and logs. • Automated backup verification and integrity checks to ensure recoverability. • Encrypted storage using AES-256 standards and access controls aligned with NIST CSF 2.0. • Retention policies that comply with County and regulatory requirements.	

		A copy of the proposed backup plan that outlines procedures for backup scheduling, storage, access, and restoration can be found in AT&T Attachment N – Proposed Backup Plan .	
14	SR-GN023 System Restoration: The NG911 Service Provider shall provide a documented restoration process for the NG911 System for the Regional and Non-Regional environments. A test run of the restoration process should be executed semi-annually. The NG911 Service Provide shall provide a copy of the proposed restoration plan.	Yes The AT&T ESInet network configuration tools provide version control and “rollback” functionality to all network elements. This allows the restoration of previously “known good” configurations or timely restoration of stored configurations in the event of equipment failure or disaster recovery. Our network configuration management tools perform the following functions: • Detect and report on configuration policy violations to provide compliance with corporate standards • Utilize configuration templates and command templates, custom scripts, and configuration changes to provide consistent implementation of network configurations across similar site types • Simultaneously modify configurations, change community strings, update ACLs, and block MAC addresses across many devices • Compare start-up and running configuration files to troubleshoot device configurations issues • Automatically check all network elements for changes and perform backup for all changed network device configurations daily • Network configuration management tools have been implemented with geo-diversity in place	
	Technical Requirements		
General Technical Requirements			
Security/Notification			
1	SN001 Network Operation Center (NOC)/Security Operation Center (SOC):	Yes The AT&T ESInet solution is backed by our Network Operations Center (NOC), Security Operations Center (SOC) and 9-1-1 Resolution Center teams that provide unified, comprehensive and continuous 24 x 7 x 365 customer support. The AT&T ESInet Network Operations Center (NOC) is staffed 24 x 7 x 365 days a year to actively monitor and manage the AT&T ESInet™ associated services and connectivity. When a potential or actual Customer-affecting issue is detected and determined to be an incident, the 9-1-1 Resolution Center	

	SN001.a The NG911 provider shall provide a NOC/SOC staffed 24 X 7 X 365 to support for the proposed NG911 System for the County PSAPs.	team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. AT&T's MPLS core network (AVPN) is supported from eight Security Operations Centers (SOCs) in North America, Latin America, Europe and Asia Pacific. The SOC team also performs vulnerability assessment on our network to continually assess our systems security posture. AT&T also brings deep security expertise and methodologies across several disciplines to customer engagements, with a support team of more than 9,000 AT&T badged sales personnel who are trained in security as well as 1,500+ dedicated security experts. AT&T's security portfolio capabilities are used to protect our data centers and networks that carry more than 670 Petabytes of data traffic on an average business day. The AT&T 9-1-1 Resolution Center is responsible for accepting incoming trouble reports. The Resolution Center team consists of Tier 1, Tier 2 and Tier 3 technical staff responsible for identification, isolation, and mitigation in the event of an incident. Tier 1 support engages Tier 2 and Tier 3 personnel as needed to assist in resolution of high-priority tickets and complex alarms. Resolution Center operation is staffed from two geographically diverse facilities located in Atlanta and Chicago. The Resolution Center provides the first line of support for PSAPs and Originating Service Providers (OSPs). In situations where the Originating Service Provider (OSP) needs to be engaged for troubleshooting, AT&T contacts the appropriate wireline, wireless, and/or VoIP carriers to initiate the troubleshooting process for full turn-key 24x7x365 support. Should an onsite dispatch be required, the 9-1-1 Resolution Center shall dispatch resources as soon as possible to take the necessary corrective measures, either on-site or via remote access.	
2	SN002 U.S.-Based Support: All access to the County systems shall be U.S.-based; there shall be no offshore remote access into the systems installed within the County network for monitoring, general system administration, maintenance, or troubleshooting.	Yes AT&T is fully committed to meeting Broward County's requirement for U.S.-based support for its NG911 system. All access to the County's systems, including monitoring, general system administration, maintenance, and troubleshooting, is conducted exclusively within the United States. AT&T does not utilize offshore resources for any aspect of the support or management of the ESInet™ platform. This ensures compliance with the County's security and operational standards while maintaining the integrity and reliability of the NG911 system. This commitment aligns with Broward County's vision as outlined in their RFP, which emphasizes the importance of system reliability, security, and compliance with industry standards. By ensuring that all support and management activities are conducted within the U.S., AT&T reinforces its dedication to delivering a secure, resilient, and future-ready NG911 solution that meets the County's public safety needs.	

3	SN003 All System Changes Tested: SN003.a All routine patches, updates, or new application software, hardware or configurations shall be tested in the lab environment before being put into production. Detailed reports of the testing shall be available to the County.	Yes Yes, AT&T ensures that all routine patches, updates, new application software, hardware, or configurations for the NG911 system are rigorously tested in a controlled lab environment prior to deployment in production. This testing process is designed to validate functionality, compatibility, and performance, minimizing risks and ensuring system reliability. Detailed reports documenting the testing process, results, and any identified issues can be made available to Broward County for review upon request. These reports provide transparency and assurance that all changes have been thoroughly vetted before implementation. By adhering to this structured approach, AT&T maintains the integrity and stability of Broward County's NG911 system while aligning with the County's expectations for proactive and reliable system management.	
4	SN004 All Systems Monitored: All networks, hardware, and software shall be monitored and have alarms to notify of out-of-normal operations.	Yes AT&T ensures continuous monitoring and reliability of its NG911 systems through its Network Operations Center (NOC) and Security Operations Center (SOC), staffed by technical experts and supported by advanced tools and processes. This aligns with AT&T's commitment to 24x7x365 operations, redundancy, and proactive incident management to maintain uninterrupted service.	
5	SN005 Edge Security: The NG911 Service Provider shall deploy Border Control Function (BCFs) at all network edges to include	Yes AT&T ensures robust edge security for its NG911 system by deploying Border Control Functions (BCFs) at all network edges. These BCFs are equipped with advanced intrusion detection and prevention systems, as well as firewall functionality, to safeguard the network against unauthorized access, cyber threats, and other vulnerabilities. By implementing these security measures, AT&T maintains the integrity, confidentiality, and availability of Broward County's NG911 system, aligning with the County's requirements for a secure and resilient emergency communication infrastructure.	

	intrusion detection and prevention Systems.		
6	SN008 Proactive Cybersecurity Analysis: The NG911 Service Provider shall perform proactive analysis of the network for vulnerabilities regularly. The NG911 Service Provider shall provide the frequency at which routine full and partial assessments are done.	Yes [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] [REDACTED]	
7	SN010 System Logging: SN010.a The NG911 Service Provider shall maintain logs of all changes made in the policy store with information of the user who made each change. The information logged should be available for up to one year with the option for the County to purge the logs on demand without additional costs.	Yes AT&T will meet Broward County's requirements for system logging as outlined in SN010. The NG911 system will maintain detailed logs of all changes made in the policy store, including information about the user who made each change. These logs will be retained for up to one year, ensuring transparency and accountability. Additionally, AT&T will provide Broward County with the capability to purge these logs on demand without incurring any additional costs. This commitment aligns with AT&T's dedication to delivering a secure, reliable, and compliant NG911 solution for the County.	

8	SN014 Meet Florida CS/HB 7055 (2022) Cybersecurity Requirements: All cybersecurity on the systems used by the County shall meet Florida CS/HB 7055 Cybersecurity Operating Procedures Standard Operating Procedure (SOP) (following objectives stipulated as Florida Statute Section 282.3185, cited as the “Local Government Act” [any county or municipality]), which will be adopted as operating procedures and processes by the County.		
9	SN018 NENA NG-SEC Compliance: The NG911 Service Provider shall be NENA NG-SEC-compliant. The NG911 Service Provider shall provide	SN014 Meet Florida CS/HB 7055 (2022) Cybersecurity Requirements: Could not be filled by AT&T due to formatting restrictions. Please see the response below: SN014 Meet Florida CS/HB 7055 (2022) Cybersecurity Requirements: Yes, AT&T's cybersecurity strategy aligns with Broward County's requirements for NG911 infrastructure. AT&T employs a defense-in-depth security strategy, adheres to industry standards such as NENA NG-SEC, ISO 27001, and the NIST Cybersecurity Framework, and implements robust measures like intrusion detection/prevention systems, encryption protocols, and continuous monitoring through its Security Operations Center (SOC). These measures ensure compliance with Florida CS/HB 7055 (2022) and the	

	a completed NENA NG-SEC compliance matrix.	associated Cybersecurity Operating Procedures SOP, meeting Broward County's objectives for a secure and resilient NG911 system. SN018 NENA NG-SEC Compliance: Yes, The NG911 Service Provider is fully familiar and compliant with the NENA NG-SEC standard, which establishes the minimal guidelines and requirements for security applicable to NG9-1-1 entities. The proposed NG911 System adheres to the following NG-SEC components: • NENA STA-040.2: Security for Next Generation 9-1-1, which outlines the foundational security architecture for NGCS 1. • NENA 75-502 Audit Checklist: Used to document and validate NG-SEC compliance across all system components 1 3. • NENA INF-015.1-2016: Provides mechanisms and best practices for cybersecurity in i3 systems 1 2. • NENA INF-040.2-2022: Offers guidance on monitoring and managing NG9-1-1 services and infrastructure 1 3. • NIST FIPS 140-3: Ensures cryptographic modules meet federal security requirements 1. • NIOC PCA Validation Guidelines: Supports secure certificate issuance and validation within NG9-1-1 Public Key Infrastructure 1. A completed NENA NG-SEC Compliance Matrix is included below and outlines how each requirement is met across the proposed NG911 System. See AT&T Attachment O - NENA NG-SEC ATT ESInet Audit Checklist	
SR-IN 911 Call Ingress			
1	SR-IN002 OSP Integration: For the integration of all OSPs' connectivity for	Yes AT&T will coordinate with the County to obtain a letter of authority/agency and establish interconnection, commercial agreements, and trunking with all OSPs. Interface Control Documents (ICDs) will be provided for all OSPs, CHE, and third-party providers requiring ESInet connectivity. The provider will:	

	wireline, wireless, and VoIP traffic, as well as multiline telephone systems (MLTSS), the NG911 Service Provider shall: • Coordinate with the County to obtain a letter of authority/agency • Establish interconnection, commercial agreements, and trunking • Provide interface control documents (ICDs) for all OSPs, CHE, and other third-party providers requiring ESInet connectivity • Coordinate with all telecommunications providers and manage circuit order processes, including testing and integration	• Manage circuit orders, testing, and integration with all telecommunications providers. • Analyze current trunk engineering and validate trunk rebalancing for public-safety-grade service. • Provide migration status updates and interface types for all OSPs. AT&T has included examples of OSP tracking and ICDs in our response. See AT&T Attachment R - OSP Tracking Report Template	

	- Analyze current trunk engineering for 911 traffic and validate any trunk rebalancing for public-safety-grade service - Provide updates to the County on the migration status and interface types for all OSPs The NG911 Service Provider shall provide proposed examples of OSP tracking and ICDs.		
2	SR-IN003 Multiple POIs: The NG911 Service Provider shall provide multiple POIs for OSPs both locally and nationally with a minimum of four POIs—at least two within Broward County. Having local and national POIs will provide OSPs with interconnection choices. The NG911 Service Provider shall	Yes AT&T ESInet OSP interconnection strategy consists of a combination of local and national POI locations. AT&T has successfully interconnected with the wireless carriers using our national POI locations. For Broward County's NGCS/ESInet deployment, AT&T will have POIs established in the following cities: █ [REDACTED] █ [REDACTED] █ [REDACTED] AT&T is in the process of finalizing POI locations local to Broward County. AT&T does not disclose actual locations of critical infrastructure due to security concerns. AT&T will work with Broward Co. to disclose additional details upon award and under a non-disclosure agreement.	

	list the locations of all POIs that will be used.		
3	SR-IN004 OSP Connections to POIs: The NG911 Service Provider shall interconnect each OSP with at least two POIs for call receipt. POIs shall permit all OSPs to interconnect to more than two POIs for diversity at an OSP's discretion. The NG911 Service Provider shall describe the process used to interconnect OSPs to the NGCS.	Yes Each OSP will be interconnected with at least two POIs for call receipt. The system architecture permits OSPs to connect to more than two POIs for added diversity. The interconnection process includes: • Coordination of SIP trunk provisioning. • Validation of call routing and failover paths. • Compliance with SIP header requirements for ANI and pANI as outlined in OSP Network Interface Specification SIP Basic_v.2.3.1_Final 4. Testing and certification of call flows prior to production cutover	
4	SR-IN005 ALI Migration: The County is seeking a true NENA i3 system but understands that there will be some transitional steps. The NG911 Service Provider shall manage the ALI transition, including the following as needed:	Yes AT&T has migrated many disparate ALI databases into the LDB. We have extensive experience performing the necessary data analysis to ensure that the user experience is not impacted by the transition activities. Shared rate center analysis, overlapping jurisdictional boundary identification and resolution, identification and mitigation of call routing ESNs conflict and identification and transition of Private Switch ALI data are among the numerous data related activities encompassed in transitions of this type. Following contract award, AT&T will work with OSPs to migrate records from the existing ALI databases into the AT&T ESInet™ LDB. As part of the migration, AT&T will load or create MSAG records to support ongoing database validations and perform data validations against an initial load file of the ALI records from the various OSPs in advance the production load into the LDB. Any records that error during the pre-validation process will be proactively resolved or referred back to the OSPs for correction.	

	• Master Street Address Guide (MSAG) maintenance during the migration of OSPs • MSAG Conversion Service (MCS) • Service order input (SOI) process for subscriber records to include and moves, adds, and changes of ALI records • Integration and provisioning for MLTS databases • Pseudo automatic number identification (pANI) provisioning and shell records management • Coordination of all provider records from the legacy ALI database to the replacement LDB and any dual provisioning necessary during the transitional phases of the project	During carrier transition to NENA i3 compliance, AT&T will maintain the HELD interface into the ALI platform to simultaneously support legacy PSAPs and i3 PSAPs. The HELD interface into the AT&T Location Database is leveraged by the LNG to retrieve PIDF-LO, by value and/or reference, to be delivered to the PSAP within the SIP messaging. The HELD interface is also presented to the PSAP CPE to provide dereferencing services and/or provide location updates for wireless calls. Note that not all ALI fields map to PIDF-LO, for example, Class of Service and Customer Name. As such, AT&T will also provide an ADR interface to retrieve this information to be included in the SIP signaling. For these fields, the LNG supports the Additional Data protocol (draft-ietf-ecrit-additional-data-28) to provide these data fields via the Call Additional Data Repository (ADR), formerly known as the Call Information Database (CIDB). The Additional Data specification was recently finalized as RFC 7852. The differences between draft 28 and the final RFC are minor, and updates will be placed on the roadmap, as it is critical that the implementations are coordinated with the different i3 functional elements (ADR, LNG, Terminating ESRP) that leverage this protocol. Carriers providing their own LIS services must continue to send their SOI records to be validated and provisioned to the AT&T ALI system until all PSAPs in the County are served by i3-compliant TSPs. Once compliant, all calls originating from their network will leverage their LIS to provide location information server functions, including dereferencing of locations provided by reference to the LNG or PSAP. At this time, the ALI database will no longer be needed and carriers providing their own LIS will no longer have to send SOI to AT&T for ALI provisioning, though they will be required to utilize the ESInet LVF for location validation before provisioning records to their LIS. Carriers who still do not have a LIS will continue to send SOI records for validation and provisioning into the ALI database. A carrier LIS is considered outside of the ESInet, while the jurisdiction's ALI and its associated LIS interface is located inside the ESInet within the secured zone protected by firewalls and authentication. AT&T's system will also support i3v3 MCS services at the time of Broward's deployment which will allow for CIVIC to MSAG location data conversion. Support for Legacy Interfaces The AT&T ALI database systems are deployed in a redundant, geographically diverse configuration to ensure the highest reliability and survivability. All critical system components are redundant, and the application employs application level monitoring and automated failover to recover from system failures without impact to 9-1-1 call processing. The AT&T ALI database systems meet or exceed legacy interface standards including relevant sections of NENA 02-010, 02-011, 02-015, 04-005, 08-501 and 08-502 related to ALI DBMS and NENA standards (J-036, E2, E2+, NCAS, CAS). The AT&T ALI database systems include the following features:	

	• Provide reporting for all data within the LDB via a web-based tool • Migration plan and migration to i3 call ingress The NG911 Service provider shall describe the step-by-step process used to accomplish all required items above.	• Query response verification messaging between ALI systems and heart beating/application monitoring systems are employed to ensure high availability. Dynamic ALI updates retrieved from selective routers and wireless/VoIP Mobile Positioning Center (MPC)/ VoIP Positioning Center (VPC) systems are shared between ALI systems to help prevent network and system outages. • Retrieval of wireless and Voice over Internet Protocol (VOIP) location updates via the E2 or PAM (PSAP to ALI Message specification) interfaces. • Steering to retrieve location information for Wireline calls from multiple external database systems. ALI steering is highly configurable and supports Function of Code R (FOC-R) steering, trunk steering, Telephone Number (TN) range steering, and No Record Found (NRF) steering. • A highly configurable ALI format editor and services to support customized ALI formats. AT&T will provide a feature-rich, highly configurable web-based data management system that allows PSAPs to fully self-manage their private MSAG and ALI DB records and to resolve any error fallout. AT&T Public Safety Platform (PSP) functionality includes MSAG Query and MSAG Change Requests (CRs) allowing users to make changes to the MSAG for their jurisdiction/region. AT&T PSP also allows users to manage ALI discrepancy requests including No Record Found (NRF), incorrect address, and other discrepancies associated with an entry that is loaded in the LDB. AT&T PSP is accessed via a web-based portal following secure sign-on. AT&T's Location Database Services (ALDS) provide a suite of feature rich services that allows for the eventual replacement of legacy ALI services, while continuing to support all legacy ALI services in the interim. Database management via a unified portal, providing access to a web-based data management system, reports, and file transfer is included in this suite. AT&T will provide a feature rich, highly configurable web-based data management system (AT&T PSP) that allows PSAPs to fully self-manage their private MSAG and ALI DB records and to resolve any error fallout. AT&T PSP functionality includes MSAG Query, MSAG Change Requests (CRs) allowing users to make changes to the MSAG for their jurisdiction/region. AT&T PSP also allows users to manage ALI discrepancy requests including No Record Found (NRF), incorrect address, and other discrepancies associated to an entry that is loaded in the LDB, as well as reporting services off that platform. AT&T PSP is accessed via a web-based portal following secure sign-on. 9-1-1NET is also an interface used by Originating Service Providers (OSPs) to manage their own 9-1-1 data, as well as work with PSAPs on corrective action and updates. AT&T LDB supports the provisioning of pANIs (shell records used for provisioning ESRKs/ESQKs for Wireless and VoIP OSPs. Finally, MLTS management can be accomplished via AT&T PSP, allowing those users to provision and maintain location information on their records. As part of the service transition from the legacy 9-1-1 infrastructure to the AT&T ESInet™, AT&T will continue to manage and coordinate location data management services. AT&T will work collaboratively with the County, other ALI database providers, and all wireless/VoIP providers to validate IP selective	

		routing data records and pANI (ESRK/ESQK) records through the DBMS and post to the AT&T ESInet™ routing database and ALI/LIS systems. AT&T will work with OSPs and neighboring ALI providers to load pANI shell records (ESRK/ESQKs) and provision ALI steering tables upon receipt of said pANIs to enable ALI retrieval using the E2 interface. AT&T will also send pANI shell records received from wireless and VoIP CSPs operating in the customer's service area to other ALI providers. In conjunction with pANI shell record provisioning through the DBMS, AT&T will provision the ALI steering tables to ensure that the ALI databases dynamically retrieve updated wireless/VoIP location information directly from the MSC/GMLC/VPC provider and are not ALI steered. The AT&T web-based reporting suite is a business intelligence reporting tool for metrics reporting supplies authorized users with AT&T ESInet™ Routing and Location Data Management reports. Our web-based reporting tool provides the following reports. ALI Management • Primary Metrics Summary Reports • TSS Error Reports • Monthly TN Census Report • SOI Reports • Monthly ALI Retrieval Report Monthly ANI Failure Report • NRF Reports • System Performance Reports Users can view summary data for a "big picture" view, and in many cases, drill down to the detail for a more "granular" view. Users can also download a report as a comma-delimited file, which can be imported into Excel or another database application. The AT&T tool gives users the ability to drill down and capture additional contextual information that can be used to more efficiently manage ongoing 9-1-1 operations. A secure web portal in a standardized HTML format, customized to each authorized user's profile, access level, and preferences, provides access to more than 270 compliance reports and other existing reports. Users can create customized reports and perform real-time data and trend analysis, including graphing, based on daily data updates. AT&T gives 9-1-1 officials the ability to convert static data into actionable information anywhere and at any time. As shown in the following sample screenshots of the reporting tool, hyperlinks allow the user to easily drill down to further levels of detail. For example, clicking on the Company A link in the example below	

		allows the user to see further detail on Service Order processing. The results are typically returned within one second. 	
		At every level of each report the user can:	

		Click on the "Export to Excel" hyperlink to produce an Excel version of the data displayed on the screen. Click on the "Printer-friendly version" hyperlink to produce an HTML version of the data as displayed on the screen without headers and footers for printing simplicity.	
5	SR-IN006 Manage OSP Migration: The County is seeking a true NENA i3 system but understands that there will be some transitional steps. The NG911 Service Provider shall manage all adds, moves, changes, and deletions of connections to OSPs, both Time Division Multiplex (TDM) and IP-based; monitor these connections; and proactively work with the respective OSPs to resolve problems as they occur. The NG911 Service Provider shall provide weekly progress reports associated with the transition. Please describe the step-by-step process used to accomplish this requirement.	Yes Interconnection Agreements mutually agreed to executed by the Parties - Circuits orders for interconnection - Test/Turn up on circuits - Operational Readiness (ORT) testing with the PSAP Upon receipt of the Letter of Authorization from the PSAP, AT&T sends an introductory packet to the incumbent 9-1-1 System Service Provider (SSP). The packet includes the LOA, Interconnection agreement, trunk plan and timelines. The Parties work cooperatively to establish the connections necessary to migrate traffic to the AT&T ESInet™. (est. 6-8 months) The Interconnection agreements include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, terms and conditions, split rate centers, Point of Ingress and NNI specifications. All terms, conditions, and procedures follow applicable County guidelines and rules as well as applicable telephone industry practices, NENA standards and all applicable US telecommunication law. A typical implementation with a legacy 9-1-1 service provider follows the following process: - Contract execution with the County - Overall project implementation plan mutually agreed to with the PSAP (State) - Letter of Authorization from the Customer to act of their behalf to migrate to AT&T ESInet™ - AT&T sends notification (new NG 911 provider) and request to establish connection to AT&T ESInet™	

6	SR-IN007 Integrated Text to 911 The NG911 Service Provider shall integrate with the Text Control Center (TCC) to provide text-to-911 via the NG911 System, including the ability to process Real-Time Text (RTT), transfer text sessions, and bridge text sessions. Please provide a list of sites implemented with Text-to-911 with VIPER 7 CHE.	Yes Today, AT&T ESInet is deployed using i3 call delivery to over 400 Intrado VIPER call handling PSAPs. AT&T has provided three reference customers within this response that are currently deployed using VIPER 7 with integrated text connected to AT&T ESInet: • Brevard County, FL • Capital Area Emergency Communications District • State of North Carolina See AT&T Attachment Q - Viper 7 PSAPs With Text	
SR-GI NG911 Processing			
1	SR-GI001 Governing GIS Standards: SR-GI001.a The NG911 Service Provider shall comply with all applicable NENA standards and technical documents pertaining to GIS, including but not limited to (in the event a standard is updated between authoring this document and release by the County, the latest version of the standard shall apply):	Yes We fully acknowledge and commit to adhering to all applicable NENA standards and technical documents related to GIS as outlined in SR-GI001.a. Our processes will incorporate the latest versions of these standards, including but not limited to the NG9-1-1 GIS Data Model (NENA-STA-006.2a-2022), Additional Data (NENA-STA-012.2 2017), Civic Location Data Exchange Format (NENA-STA 004.1.1-2014), and other relevant NENA GIS and data collection standards. This commitment ensures that our GIS data management aligns with industry best practices and supports the highest levels of accuracy and interoperability for NG911 services.	

	• NENA Standard for NG9-1-1 GIS Data Model, NENA-STA-006.2a-2022 • NENA Standard for NG9-1-1 Additional Data, NENA-STA-012.2 2017 • NENA NG9-1-1 United States Civic Location Data Exchange Format (CLDXF) Standard, NENA-STA 004.1.1-2014 • NENA GIS and Data Collection Standards, NENA 02-014 • NENA Information Document for Synchronizing Geographic Information System Databases with MSAG & ALI, NENA 71-501 • NENA Information Document for Development of Site/Structure Address Point GIS		

	Data for 9-1-1, NENA-INF-014.1 2015 NENA Standard Data Formats for E9-1-1 Data Exchange & GIS Mapping, NENA-STA-015.10-2018		
2	SR-GI002 GIS Datum: The NG911 Service Provider shall accept GIS data in the datum and projection used by the County. The County currently maintains GIS data in World Geodetic System 84 (WGS84) (NG911 GIS data layers) and Florida State Plane North American Datum of 1983 (NAD83) for multi-use GIS data layers.	Yes We confirm our full compliance with the GIS Datum requirement. AT&T will accept and work with GIS data in the datum and projection formats used by the County, specifically World Geodetic System 84 (WGS84) for NG911 GIS data layers and Florida State Plane North American Datum of 1983 (NAD83) for multi-use GIS data layers. This approach ensures seamless integration and accuracy of GIS data within the County's existing systems.	
3	SR-GI003 GIS Transformations and Projections: Transformations between datums require complex calculations and can seriously degrade the accuracy of the	Yes The GIS transformation and projections are handled and managed by the EGDMS system. AT&T will work with Broward's GIS authority to fully train and familiarize the system with its capabilities, configurations and data validation processes and procedures.	

	GIS data. The County shall retain oversight of all transformations and reprojection of GIS data. The NG911 Service Provider shall coordinate all datum transformations with the County and shall defer to the County on every transformation setting to ensure the most accurate transformation possible.		
4	SR-GI004 GIS Schema: The County will not update the native schema for any GIS dataset used by other applications or agencies within Broward County. The NG911 Service Provider shall provide field mapping or Extract, Transform, Load (ETL) scripts required to convert the County's GIS data into the NG911 schema if needed.	Yes We fully agree to comply with the SR-GI004 requirement. Understanding that the County will not modify the native schema of any GIS dataset used by other applications or agencies, AT&T will provide the necessary field mapping and/or Extract, Transform, Load (ETL) scripts to convert the County's GIS data into the NG911 schema as required. This ensures data integrity and smooth interoperability without impacting existing County systems.	

5	SR-GI005 GIS Data Validation Settings: The NG911 Service Provider shall make available to the County all validation settings; x, y cluster tolerances; topology tolerances; and all transformation pathways and shall notify the County prior to any changes in these settings or the validation process.	Yes We fully commit to meeting the SR-GI005 requirement. AT&T will provide the County with complete access to all validation settings, including x and y cluster tolerances, topology tolerances, and all transformation pathways. Additionally, we will proactively notify the County in advance of any changes to these settings or to the validation process, ensuring transparency and collaborative management of GIS data quality.	
6	SR-GI006 Legacy Location Data: The County has invested heavily in improving the GIS data necessary for the NG911 transition. The County certifies that as of the release of this RFP, the match rate between the County's GIS data and the legacy location tables meets or exceeds NENA recommendations. The NG911 Service Provider shall	Yes AT&T acknowledges the County's significant investment in GIS data quality and certify our commitment to support this effort. AT&T will collaborate closely with the legacy Service Provider(s) to acquire ALI and MSAG records as needed for NGCS GIS and legacy data validation. Additionally, we accept responsibility for all costs associated with legacy data acquisition, ensuring a seamless and compliant transition to NG911 services.	

	work with the legacy Service Provider(s) to acquire ALI and MSAG records as necessary for NGCS GIS and legacy data validation as required by the NG911 Service Provider. The NG911 Service Provider shall assume all costs associated with legacy data acquisition.		
7	SR-GI007 Orphaned ALI Records: The NG911 Service Provider shall resolve orphaned ALI records (invalid civic address) with the ALI provider. The NG911 Service Provider understands that the County shall not be responsible for updating or deleting ALI records.	Yes We confirm our commitment to fully comply with SR-GI007. AT&T will take responsibility for identifying and resolving orphaned ALI records (invalid civic addresses) in coordination with the ALI provider. We understand and acknowledge that the County will not be responsible for updating or deleting these ALI records. Our proactive approach ensures the integrity and accuracy of location data within the NG911 system.	
8	SR-GI008 Transition-Related Costs: The NG911 Service Provider shall assume all costs associated with transitioning to geospatial call routing and	Yes The GIS Onboarding service is included with AT&T ESInet without any additional charges and is managed by AT&T's GIS resources. The Onboarding services included with NG9-1-1 GIS Managed Services can also be purchased as a standalone service. AT&T's NG9-1-1 GIS Onboarding delivers essential services, training, and support needed to successfully deploy NG9-1-1 GIS data and the EGDMS within a NG9-1-1 environment. AT&T will provide web-based training and setup of the Enterprise Geo Data Management System (EGDMS) system and assist with the initial GIS data load, clarifying the role of the EGDMS as the NENA Spatial Interface, and defining its features and functionality. NG9-1-1 GIS Onboarding services establish communication between the end customer, AT&T, and the NG9-1-1 service provider	

	location validation and shall plan for such costs in the original proposal. This includes GIS-based MSAG conversion and maintenance during the transition period.	throughout the GIS onboarding phase and the EGDMS implementation. NG9-1-1 GIS Onboarding includes EGDMS setup and the following services: • Assignment of an i3 GIS Coach • NG9-1-1 GIS Onboarding kickoff meeting • EGDMS overview, user training, and field mapping training (web-based) • EGDMS report interpretation and error correction consultation training (web-based) • ALI-to-GIS report review and error correction consultation training (web-based) • GIS data testing and remediation • General NG9-1-1 GIS Q&A support EGDMS and NG9-1-1 GIS go-live support	
9	SR-GI009 SI GIS Data Uploads: The County maintains GIS data in Esri file geodatabase format. The NG911 Service Provider shall accept Esri file geodatabase uploads from the County through the SI.	Yes We fully commit to meeting the SR-GI009 requirement. AT&T will accept GIS data uploads from the County in Esri file geodatabase format through the SI, ensuring seamless data transfer and integration in accordance with the County's established GIS data management practices.	
10	SR-GI010 SI and NGCS Provisioning: The NG911 Service Provider shall include all tools necessary for the GIS data upload, validation, and publishing to the NGCS. This shall include licensing and maintenance fees (where necessary, not including Esri	Yes No additional software applications are required. The Spatial Interface application should be the only additional tool and is covered under standard pricing.	

	software already in use at the County) for the term of the agreement and migration to NG911.		
11	SR-GI011 Nonduplicative GIS Data: The County intends to continue maintaining a single set of GIS data for NG911 and the CAD system. The NG911 Service Provider shall work with the County to ensure all fields necessary to support both applications are contained and maintained in the GIS dataset attribution tables. Where NG911 requirements contradict CAD requirements, CAD standards shall be considered (e.g., one-way streets versus drawing centerlines in the direction of increasing addresses).	Yes AT&T fully commits to supporting the County's intent to maintain a single, nonduplicative set of GIS data for both NG911 and the CAD system. AT&T will collaborate closely with the County to ensure all necessary fields to support both applications are accurately included and maintained within the GIS dataset attribution tables. In cases where NG911 requirements conflict with CAD requirements, AT&T will prioritize CAD standards to maintain consistency and operational integrity, as exemplified by handling one-way street representations. This approach ensures streamlined data management and optimal functionality for both systems.	
12	SR-GI012 Exception Codes:	Yes AT&T fully agrees to comply with SR-GI012. We will provide a mechanism to apply persistent exception codes to non-critical errors, ensuring these are excluded from discrepancy reports and do not negatively	

	The NG911 Service Provider shall provide a means for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates.	impact legacy data to GIS match rates. This functionality will help maintain data accuracy while allowing for effective management of acceptable variances.	
13	SR-GI014 SI Message Logging: The NG911 Service Provider shall provide and retain message logging of all SI transactions, success and failures, caller phone numbers, caller addresses, and date and time stamps for 30 days at a minimum.	Yes AT&T fully commits to meeting the SR-GI014 requirement. We will provide comprehensive message logging for all SI transactions, including successes and failures, caller phone numbers, caller addresses, and date and time stamps. These logs will be securely retained for a minimum of 30 days, ensuring traceability, accountability, and support for troubleshooting and auditing needs.	
14	SR-GI015 GIS Database: The NG911 Service Provider's GIS database shall support updates from Esri geodatabases.	Yes AT&T fully commits to the SR-GI015 requirement. Our GIS database will support and seamlessly integrate updates from Esri geodatabases, ensuring compatibility and efficient synchronization with the County's GIS data management systems.	

15	SR-GI016 GIS Database Verification and Validation: The NG911 Service Provider's SI shall validate GIS database changes before they are implemented. Exceptions should be produced from the SI of any records that failed the validation process.	Yes AT&T fully commits to the SR-GI016 requirement. Our SI will rigorously validate all GIS database changes prior to implementation, ensuring data integrity and accuracy. Additionally, the system will generate exceptions for any records that fail the validation process, enabling prompt identification and resolution of issues.	
16	SR-GI017 GIS Data: The NG911 Service Provider understands that all GIS data is the property of the County and none of the data shall be shared with anyone without the County's consent.	Yes AT&T fully acknowledges and respects that all GIS data is the property of the County. We commit to strict data confidentiality and will not share any GIS data with third parties without explicit consent from the County, ensuring the security and privacy of the County's information at all times.	
DAT - Data Processing			
1	DAT001 GIS Upload: DAT001.a The NG911 Service Provider shall provide a user-friendly method to upload GIS files as well as the data requirements from the County's GIS repository.	Yes AT&T ESInet includes a user-friendly interface that allows authorized users to upload GIS files seamlessly. AT&T will also provide clear documentation detailing the data requirements for GIS uploads, ensuring compatibility with the County's GIS repository. This approach ensures efficient integration and management of GIS data, supporting accurate geospatial call routing and alignment with Broward County's NG911 objectives.	

2	DAT002 Alternate Routing Data: Routing configurations for all alternate routing plans and decisions may require additional GIS layers. The NG911 Service Provider shall provide a method to upload GIS files with clearly documented data requirements from the County's GIS repository. The NG911 Service Provider shall describe the upload process.	Yes AT&T's SI provides a GUI interface which allows for alternate routing layer uploads. Once validated by the system, the layers will be available for use. With coordination of AT&T project management resources, PRF policies are built to correspond to the layer. Specific PRF policies can be activated through AT&T project/program management, the AT&T Res Center, and/or (with proper permission and user validation) through the AT&T user portal.	
3	DAT003 Data for the PRF: DAT003.a The NG911 Service Provider shall provide a process and portal to manage the PRF routing plans.	Yes AT&T confirms that it will meet Broward County's requirements for managing Policy Routing Function (PRF) routing plans as outlined in DAT003. AT&T ESInet includes a secure, user-friendly portal that allows authorized users to create, modify, and manage PRF routing plans efficiently. This portal will provide the necessary tools and processes to ensure that routing policies are accurately configured and maintained, supporting seamless call routing and alignment with Broward County's operational needs. The AT&T ESInet Customer Management Portal (CMP) is a secure, web-based tool available 24x7x365, designed to empower Public Safety Answering Points (PSAPs) with extensive control over their routing policies. The portal allows PSAPs to define and update standard and alternate routing policies, set priorities, and modify their operational state. This flexibility ensures that Broward County can adapt to changing operational needs in real time. Additionally, the integration of the AT&T ESInet PRF with Emergency Services Routing Proxy (ESRP) call processing logic ensures that only valid routing policies can be configured, reducing the risk of errors and enhancing system reliability. Training on the portal will further enable Broward County personnel to define recurring or one-time policies, ensuring alignment with operational requirements.	

		CMP's secure user access ensures that only authorized personnel can manage routing configurations, providing an additional layer of security.	
4	DAT004 Call Handling Equipment Configuration Data: The NG911 Service Provider shall provide a process to manage the configuration data for the CHE needed to implement and operate the NG911 System. The NG911 Service Provider shall describe the process to manage the configuration data for the CHE.	Yes The NG911 solution collects and stores hundreds of data points such as performance counters, performance data, event log messages and configuration data in a centralized database to assist in tracking and troubleshooting.	
5	DAT005 Routing and Configuration Data: The NG911 Service Provider shall provide a process to manage the configuration data from the NG911 systems needed by the CHE and other PSAP systems to interoperate on the NG911 System. The NG911 Service Provider shall describe the process to manage the configuration data from the NG911 System.	Yes The NG911 solution collects and stores hundreds of data points such as performance counters, performance data, event log messages and configuration data in a centralized database to assist in tracking and troubleshooting.	

SR-CR Call Routing			
1	SR-CR001	Legacy systems connectivity: The NG911 Service Provider shall coordinate and execute connectivity to legacy selective routers to support transfers to neighboring agencies not served by the County's or another NG911 System. The NG911 Service Provider shall describe how the connectivity will be accomplished and estimate how many legacy systems will need to be interconnected.	Yes AT&T confirms that it will meet Broward County's requirements for legacy systems connectivity as outlined in SR-CR001. AT&T will coordinate and execute connectivity to legacy selective routers to ensure seamless call transfers to neighboring agencies not yet served by Broward County's NG911 system or another NG911 system. To achieve this, AT&T will leverage its extensive experience in managing transitional NG911 environments. Connectivity will be accomplished through the deployment of gateways that enable interoperability between the NG911 Emergency Services IP Network (ESInet™) and legacy Time Division Multiplexing (TDM)-based selective routers. These gateways will facilitate the conversion of IP-based calls to legacy formats, ensuring compatibility and uninterrupted communication with neighboring agencies. AT&T will work closely with Broward County to identify the number of legacy systems requiring interconnection and develop a detailed implementation plan. This plan will include timelines, testing procedures, and validation steps to ensure successful integration. By proactively managing these connections, AT&T ensures that Broward County's NG911 system can maintain interoperability with legacy systems while transitioning to a fully NENA i3-compliant environment.
2	SR-CR002	NG911 Systems Connectivity: SR-CR002.a The NG911 Service Provider shall coordinate and execute connectivity to all neighboring ESInets (i.e. Collier, Miami Dade, Palm Beach, Monroe, Orange, and Hillsborough counties) not served by the County's NG911 System to support i3 transfers to neighboring agencies and future backup plans.	Yes AT&T confirms that it will meet Broward County's requirements for NG911 systems connectivity as outlined in SR-CR002. AT&T will coordinate and execute connectivity to all neighboring Emergency Services IP Networks (ESInets), including those in Collier, Miami-Dade, Palm Beach, Monroe, Orange, and Hillsborough counties, to support i3-compliant call transfers and future backup plans. To achieve this, AT&T will leverage its proven expertise in establishing Network-to-Network Interconnection (NNI) agreements with other NG911 service providers. These connections will enable seamless i3 call transfers between Broward County's NG911 system and neighboring ESInets, ensuring interoperability and compliance with NENA i3 standards. AT&T will work collaboratively with the County and neighboring agencies to define technical requirements, establish secure connections, and conduct rigorous testing to validate functionality. Additionally, AT&T's ESInet™ platform is designed to support future scalability and redundancy, enabling the development of robust backup plans that enhance regional resiliency. By proactively managing these interconnections, AT&T ensures that Broward County's NG911 system remains interoperable, reliable, and aligned with the County's vision for a modern and interconnected emergency communication infrastructure.

3	SR-CR003 Rules, Policies and Algorithms: SR-CR003.a The NG911 Service Provider shall provide all the rules, policies, and algorithms that will be available to route calls similar to the routing groups currently in place.	Yes AT&T confirms that it will meet Broward County's requirements for providing rules, policies, and algorithms for call routing as outlined in SR-CR003. The AT&T ESInet™ platform includes a robust Policy Routing Function (PRF) integrated with Emergency Services Routing Proxy (ESRP) logic, enabling advanced call routing capabilities such as geospatial routing, alternate routing, overflow routing, and more. AT&T will collaborate closely with Broward County to replicate and enhance existing routing groups, ensuring alignment with operational needs while leveraging the advanced capabilities of the ESInet™. Additionally, the Customer Management Portal (CMP) will provide authorized users with secure, real-time access to define, modify, and manage routing policies, ensuring flexibility and transparency in system operations. By delivering a comprehensive set of routing rules, policies, and algorithms, AT&T ensures that Broward County's NG911 system will meet its current requirements while supporting future scalability and innovation.	
4	SR-CR005 Credentialing: The NG911 Service Provider shall provide or acquire credentialing that will permit the exchange of data and calls with surrounding jurisdictions. Credentialing is an important component for interoperability with other systems. Some ways to accomplish this are: • Capability to acquire certificates from a NIOC PCA-vetted Intermediate	Yes The PCA PKI Architecture for PSAP Credentialing Agency (PCA) Certificate Policy graphic is shown below in figure 1 from the PSAP Credentialing Agency (PCA) Certificate Policy V1.01. The NIOC PCA is established and has developed processes for issuing certificates. Once it is officially ready to support production environments, expected very soon, AT&T will contract with an approved PCA Intermediate Certificate Authority who will provide a process for ordering, managing and updating the certificates to support the ESInet elements or on behalf of each End Entities (EE) requiring proper trusted credentials. AT&T is aware and understands NIOC, Eonti and DigiCert's PCA process roles to begin and manage through the PCA management process. As part of this process, AT&T and any of its vendors providing untrusted access to data or 9-1-1 network routing elements will require Agency validation and certifications. Validation is the starting part of the trust chain. Once each entity is validated, they can be granted an explicitly trusted NG9-1-1 PCA PKI certificate. The PCA is the tier-1 root of trust Certificate Authority (CA) which becomes the root of trust for PKI. The PCA CA root is anchor of trust used to sign Intermediate Certificate Authority (ICA). Validation will follow the Certificate Policy (CP) and will be performed by Eonti as the Registration Authority (RA) on behalf of NIOC who is the Policy Authority (PA) establishing the PCA whom will work	

	Certificate Authority (ICA) and ability to validate NIOC PCA Certificates for authenticity • Interoperate with the NIOC PCA for credentialing (vendor NIOC PCA implementation through its own ICA or a state or regional NIOC ICA) • Provide a system that utilizes certificate-based role authentication in accordance with the PCA outlined in NENA-STA-010.3 2021 and in deployment with the NIOC Certificate Policy • Support the authentication of roles using the certificate obtained from the NIOC PCA	through NENA as the managing authority (MA). Eonti (RA) validations will be performed when the element certificates are issued from a DigiCert Hosted ICA who will provide the ability to manage certificates on their hosted platform or can be obtained from a PCA Agency approved (Eonti Approved) Certificate Authority (CA) operating their Tier-2 Discrete ICA. AT&T will leverage either the Hosted Tier-2 provided by DigiCert or, an alternatively approved Discrete ICA to provide PCA approved End Entity (EE) certificates when required. Figure 1: PCA PKI Architecture Until then, AT&T will continue to issue digital certificates to clients for authenticated access to resources such as LIS, ADR, ECRF and LVF. Following are devices and/or protocols used to restrict access. • AT&T ESInet uses a security border API gateway for i3 data traffic. This device controls access to its services by using client trusted certificates. • Session Border Controllers (SBC) are used for all SIP and SIP related communications.	

	Support credentialing with the Forest Guide and hierarchical ECRFs when integrated with state or adjacent NG911 systems	AT&T verifies credentialed devices or that carriers are authorized access in the following manner: - Client certificates, issued by a trusted Certificate Authority (CA), are required in order to access i3 services such as LIS, ADR, and ECRF. - The trusted CA role is currently provided by AT&T, which will be transitioned to leveraging DigiCert as the authorized Hosted ICA providing the hosted platform to manage, maintain, and protect the PCA content required for use by the AT&T ESInet. - The IP address of any far end SIP endpoint must be provisioned in the SBC. The endpoint is also required to send all traffic to a uniquely assigned IP: port combination on the SBC. - All SIP signaling is done over direct connections or VPNs. - IP connections to the ESInet are only allowed by vetted OSPs and/or data sources. - Connectivity to the ESInet is only by signed and approved agreement with data encapsulated by IPSEC MPLS VPN. The NIOC PCA is established and has developed processes for issuing certificates. Once it is officially ready to support production environments, expected very soon, AT&T will contract with an approved PCA Intermediate Certificate Authority who will provide a process for ordering, managing, and updating the certificates to support the ESInet elements or on behalf of End Entities (EE) requiring proper trusted credentials. AT&T is aware and understands NIOC, Eonti and DigiCert's PCA process roles to begin and manage through the PCA management process. As part of this process, AT&T and any of its vendors providing untrusted access to data or 9-1-1 network routing elements will require Agency validation and certifications. Validation is the starting part of the trust chain. Once each entity is validated, they can be granted an explicitly trusted NG9-1-1 PCA PKI certificate. The PCA is the tier-1 root of trust Certificate Authority (CA) which becomes the root of trust for PKI. The PCA CA root is anchor of trust used to sign Intermediate Certificate Authority (ICA). The trusted CA role is currently provided by AT&T, which will be transitioned to leveraging DigiCert as the authorized Hosted ICA providing the hosted platform to manage, maintain, and protect the PCA content required for use by the AT&T ESInet. AT&T will update the current processes used to provide the digital certificates with the PCA approved EE certificates for any 3rd parties connecting to AT&T ESInet. As a multi-tenant solution with adjoining PSAPs already using AT&T ESInet, the AT&T ECRF is serving as a Forest Guide today.	

		At time the NFG is available, and ECRF receives a request for a location outside its coverage area, it will send a recursive (parent ECRF) or iterative (National Forest Guide) query to a parent/state ECRF or the National Forest Guide, once available. Absent a parent ECRF or the National Forest Guide, the ECRF is capable of supporting coverage areas for other ECRFs. When a request for a location that falls outside of its own coverage area is received, the ECRF will check to see if the location falls within another known coverage area and send a recursive query to that ECRF and per RFC 5222, pass that response along to the requesting system.	
5	SR-CR006 Call Routing Configurations: SR-CR006.a The NG911 Service Provider shall implement call-routing configurations, rules, policies, and algorithms to distribute calls to the two environments (Regional and Non-Regional) and multiple hosts, similar to the current distribution model.		
6	SR-CR007 Services, Applications, and/or Functional Elements Anticipated: The NG911 Service Provider shall provide the following NENA i3-compliant Functional	SR-CR006 Call Routing Configurations: Due to formatting restrictions, AT&T is unable to respond to this section, please see AT&T's response below: SR-CR006 Call Routing Configurations: Yes, The following diagram depicts the AT&T NGCS solution. We describe each component in more detail below. SR-CR007 Services, Applications, and/or Functional Elements Anticipated: Yes	

Elements as part of the overall NG911 System: <i>SR-CR007.1</i> <i>Legacy</i> <i>Network Gateway (LNG)/Legacy Selective Router Gateway (LSRG) – An LNG provides a signaling and media interconnection point between callers in legacy wireline/wireless originating networks and the i3 architecture. The LNG logically resides between the originating network and the ESInet and allows i3 PSAPs to receive emergency calls from legacy originating networks. An LSRG provides an interface between a 911 selective router and an ESInet, enabling calls to be</i>	 Figure 2: NGCS Solution SR-CR007.1 Legacy Network Gateway (LNG) AT&T ESInet uses Legacy Network Gateways (LNG) at the interconnection point between the ESInet and a legacy network provider. • The LNG provides a bridge between existing 9-1-1 call origination networks and the ESInet. • The LNG provides a legacy selective router type interface towards the origination network (such as ISUP or CAMA) and provides a SIP interface towards ESInet. • The LNG performs TDM to IP protocol conversion which is an excellent security layer. MPLS is leveraged to segregate IP networks (VRFs) from the TDM ingress sites to the Core call processing sites. VRFs from the LNG to the Core are trusted and can communicate directly with the call processing functions. The LNG LIF will go through a firewall if supporting an external ALI for location queries. • The LNG supports i3 routing on the ESInet and will route calls according to the polygon boundaries in the ECRF and the routing policies in the ESRP. • The LNG supports location Interwork and uses the SIP/HELD interface for Location by Reference queries by the i3 functional elements supported by the AT&T ESInet.	

	routed and/or transferred between legacy and NG911 networks. Both an LNG and an LSRG are transitional elements and are decommissioned once all legacy routing systems have transitioned to SIP-based traffic. <i>SR-CR007.2</i> <i>Border Control Function (BCF)</i> – A BCF provides secure entry into the ESInet for emergency calls presented to the network. The BCF incorporates firewall, admission control, and may include anchoring of sessions and media as well as other security mechanisms to	The LNG will be a standard component of the AT&T ESInet as long as legacy origination networks are deployed and require TDM access. Legacy Selective Router Gateways (LSRG) The Legacy Selective Router Gateway (LSRG) is a signaling and media interconnection point between callers in the legacy originating networks and AT&T ESInet. The LSRG converts calls from SIP to TDM signaling for egress from the ESInet to the Legacy Selective Routers. The LSRG provides an interface between a 9-1-1 selective router and the ESInet, enabling calls to be routed and/or transferred and/or handed-off between legacy and AT&T's ESInet. A call hand-off may be required when the ESInet receives a call that it deems should be rerouted to a legacy foreign selective router. The gateway function of the LSRG is housed in secure data centers in which only authorized agents of AT&T are allowed access. Externally facing TDM connections inherently mitigate TDOS impact to the core ESInet and NGCSs. AT&T ESInet interconnects to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information through the LSRG. Interconnections will also allow legacy PSAPs served by legacy selective routers to serve as the abandonment route for PSAPs served by the AT&T ESInet solution. Legacy PSAP Gateway (LPG) The Legacy PSAP Gateway (LPG) is deployed to support existing PSAPs that are operating with legacy 9-1-1 services to connect to and use ESInet services. In the AT&T solution, the Legacy PSAP Gateway (LPG) is used at the interconnection point between the ESInet and a PSAP that is not yet capable of i3 call handling. • The LPG is deployed to support existing PSAPs that are operating with legacy 9-1-1 services to connect to and use the ESInet services. • The LPG provides a SIP interface towards the ESInet and a selective router-based ALI interface towards the PSAP. • The LPG does not require the PSAP to upgrade to i3 NG 9-1-1 and does not require the PSAP to be GIS compatible with i3 NG 9-1-1 service. • LPG deployment may be considered a temporary measure until selective routing is discontinued and the PSAP modifies its infrastructure to accommodate NG 9-1-1.	

	prevent deliberate or malicious attacks. <i>SR-CR007.3 Emergency Services Routing Proxy (ESRP)</i> – An ESRP provides a SIP proxy service that selects the next-hop routing within the ESInet based on location, service Uniform Resource Name (URN), and policy. The Originating ESRP receives calls from the BCF at the edge of the ESInet and one or more Intermediary ESRPs may exist that route to the Terminating ESRP. <i>SR-CR007.4 Policy-based Routing Function (PRF)</i> – A PRF stores Policy Routing Rules (PRRs) that are used	SR-CR007.2 Border Control Function (BCF) AT&T ESInet provides a Border Control Function (BCF) to interface with any non-trusted network components. The BCF provides session border control and border firewall functionality in accordance with the National Emergency Number Association (NENA) STA-010.3 specification. The BCF inspects, modifies and controls SIP signaling and associated media where Emergency Services IP Networks (ESInet) and agency networks interconnect and where the ESInet connects with service provider networks. The BCF mitigates security threats, resolves interoperability problems, and ensures reliable SIP-based communications. It is designed to protect and control real-time call sessions as they traverse IP networks between callers and Public Safety Answering Points (PSAPs). Highlights of the key functions provided are: • Border Firewall • Session Border Control functions • Media Anchoring • Stateful Network Firewall (as described in NENA STA-010.3 and 04-503) • VPN • IDS • Limiting access to critical components through the use of VLANs • Call admission control • Signaling protocol interworking • NAT • Support for QoS and priority markings • Media proxy • Codec negotiation • XML Gateway (Authentication and Authorization of XML transactions to the LIS, ADR, and ECRF in lieu of establishment of the PSAP Credentialing Agency (PCA) as described in NENA STA-010.3	

	by the ESRP to make policy-based call routing decisions in the delivery of a call to a PSAP. The PRF shall be used to dynamically modify call routing based on various conditions, including network state, PSAP state, caller location, media type, and/or language preference. <i>SR-CR007.5</i> <i>Emergency Call Routing Function (ECRF) – An ECRF provides a Location-to-Service Translation (LoST) protocol server where location information (either civic address or geo-coordinates) and a Service URN serve as input to a mapping function that returns a Uniform Resource Identifier (URI) used</i>	Each core emergency call processing site includes border control and security functions including firewalls and intrusion detection systems. Security management personnel specialize in managing and operating these facilities and validate their operation. This security architecture employs defenses that include, but are not limited to, stateful packet inspection firewalls, IDS, multi-factor authentication, strong encryption, antivirus/ anti-malware, and vulnerability/patch management solutions. All inter-zone traffic is restricted to only the necessary protocols/destinations, for both ingress and egress. The network is capable of processing all traffic, but administratively denies protocols identified as a threat, or that otherwise fall outside of pre-defined parameters. This is partially managed via routing tables and/or Access Control Lists (ACLs). The solution incorporates physical, network, and application security principals. Traffic between Core emergency call processing sites and distributed sites (e.g., ingress call traffic, PSAPs, management capabilities) is route- and protocol-secure. A combination of route paths, IP address recognition, limited protocols, VPNs, session border controllers, and firewalls secure the various communication elements of the proposed solution. The following diagram depicts how AT&T ESInet's BCF is deployed.	

	to route an emergency call to the appropriate PSAP for the caller's location or to a responder agency. <i>SR-CR007.6</i> <i>Location Validation Function (LVF)</i> – A LVF provides a LoST protocol server where civic location information is validated against the authoritative GIS database information. <i>SR-CR007.7</i> <i>Spatial Interface (SI)</i> – The SI provides a standardized interface between the GIS data and the functional elements that consume GIS data (i.e., ECRF, LVF, and mapping data service).	 Figure 3: ESInet Border Control Function SR-CR007.3 Emergency Services Routing Proxy (ESRP) The AT&T ESInet's Emergency Service Routing Proxy (ESRP) supports i3-compliant routing functionality including full integration with geographically determined routing, carrier grade voice quality, and demonstrated reliability. The ESRPs in the AT&T Routing solution are in private domains protected by the Border Control Function. Only authorized traffic is allowed to access the core call processing sites. Physical and administrative access is limited to authorized vetted employees of AT&T. The ESRP provides PSAPs with peace of mind by supporting multiple default routing fallback options until carriers transition to i3-compliant call delivery. Fallback to legacy ESN or No Record Found routing	

	<i>SR-CR007.8</i> <i>Location Database (LDB)</i> – The LDB provides the current information, functionality, and interfaces of legacy 911’s ALI database but can also use the new protocols required in an NG911 deployment. <i>SR-CR007.9</i> <i>Network Time Protocol (NTP) and Time Source</i> – An NTP service synchronizes network time between servers, clients, and applications across a network. The time source provides consistent, credible, and accurate time synchronization to ensure system performance. This time shall also be	is supported to ensure every call is routed as accurately as possible even if VoIP or wireless carriers do not deliver or pre-provision routable location values or if carrier-provisioned records are error treated. If the ESRP has to utilize the fallback ESN or NRF routing scheme, it will continue to deliver the call and location information. This innovative solution provides extreme reliability for the routing of calls. The ESRP supports an option to configure PSAP routing by call type, supporting areas where wireless calls are routed to a different PSAP than would be otherwise determined by PSAP geographical boundaries, such as the State Patrol. Policy route determination includes evaluation of the PSAP-configured routing policy, the time of day, the caller’s location (for geospatially determined alternate routing policies), the PSAP operational state, and the ring-no-answer timer configuration. The i3 SIP INVITE delivered to the PSAP (terminating ESRP) includes both geodetic/civic location, as available, and additional data conveyed by value and/or reference from the LIS and ADR interface responses. In addition to call delivery to i3-compliant PSAPs, the ESRP supports call delivery to legacy PSAPs. A subset of i3 routing policies can be provisioned for legacy PSAPs along with a 10-digit telephone number for delivery. The figure below illustrates the ESRP/PRF functional components and the interfaces with other AT&T ESInet i3 solution elements.	

synchronized with the internal CHE. <i>SR-CR007.10</i> <i>Master Street Address Guide (MSAG) Conversion Service (MCS)</i> – An MCS is a service that provides conversion between Presence Information Data Format – Location Object (PIDF-LO) and MSAG data. <i>SR-CR007.11</i> <i>Network-to-Network Interface (NNI) to Other Neighboring NG911 Systems</i> – An NNI enables the interconnection and exchange of data between different distinct networks or NG911 systems typically operated by different service providers or	Figure 4: ESRP/PRF Diagram When the ESRP receives an ingress call, it evaluates the SIP INVITE geolocation header within the PIDF-LO. If the geolocation header contains location by reference, the ESRP queries the LIS or LDB via the HELD interface to dereference the location and obtain a routable location provided as a geodetic and/or civic location value. The ESRP then queries the ECRF via the LoST protocol with the caller’s geodetic or civic address location to identify the destination URI for the call. Using the location-determined URI retrieved from the ECRF via the LoST protocol, the ESRP interacts with the Policy Routing Function to determine call routing. SR-CR007.4 Policy Routing Function (PRF) The AT&T ESInet™ i3 policy routing will provide TC9-1-1 PSAPs with extensive flexibility to define and update standard and alternate routing policies. PSAPs can modify routing policies, set priorities, and	

	organizations. An NNI allows disparate networks to seamlessly communicate with each other, facilitating the transmission of voice, data, and multimedia traffic. The NG911 Service Provider shall provide all services, applications, and functions as described above for the County, inclusive of all routing and call handling requirements outlined in the SOW.	modify their operational state. Routing policies can be defined as recurring or one-time. The rules-based routing proxy includes the following elements: • A repository of PSAP-defined routing policies. • Customer Management Portal – A feature-rich web tool that allows PSAPs to view their routing policies and operational status (normal, abandoned, back-up). All routing policy changes are automatically verified for syntactical and logical prior to activation in production. Secure user access is provided via the Customer portal. The following types of routing policies are supported: • Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as ‘Abandoned’. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online. • Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the primary PSAP’s overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout. • Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online. • Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned. AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples. Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies. • Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP’s	

		jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically. • Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs. • Load-balanced – The system can be configured to distribute calls between PSAPs. All policies loaded by the customer are held in a test state (non-active) until the customer confirms that all test calls using the policies perform as expected. SR-CR007.5 Emergency Call Routing Function (ECRF) The redundant ECRF design and the overall redundant architecture of the AT&T ESInet solution allows for availability to meet or exceed 99.999%. The ECRFs exist within a highly available and geographically distributed application processing environment. A single hardware component failure at one of the application processing complexes will not interrupt processing of the ECRF. A single geographic site failure (either the communication to the site or elimination of the site itself) will not prevent further call processing from occurring. High availability is achieved through high-availability software design, redundant ECRF instances, and transactions using dynamic client/server connections with ECRF serving entities. The geographically diverse ECRFs use redundant data stores to support high availability. These systems are monitored 24x7x365 by the Network Operating Center (NOC) and supported through the Incident Command System. All transactions are logged. Errors are logged for reporting and analysis and directed to the NOC when immediate action is required. With the ECRF architecture including two separate servers at each geographically diverse location, upgrades and other maintenance can be performed one server at a time so that at no time will the system be one-sided. The ECRF supports the i3 standards and contains the geographic boundaries provided by the customer for 9-1-1 call routing and responder determination. The ECRF LoST protocol interface meets RFC 5222 and NENA STA-010.3 requirements. In addition, the ECRF supports the following:	

		• Logging of all connections, connection attempts, data updates, ECRF query results and LoST transactions. • All transactions are logged. Errors are logged for reporting and analysis and directed to the NOC when immediate action is required. • Boundary updates from the SI in near real-time with no degradation of LoST services. The update must be error free • When time is critical, it is recommended that boundary updates are submitted independently of Site Structure/Address Point and Road Centerline updates as the validation process on these can take longer, depending on the number of changes that have been made since the previous data update. • Each ECRF element maintains two copies of each map layer, an active one that processes the LoST queries and an inactive one. New updates are applied to the inactive directory. • Once processing is complete for all ECRF computing elements (two per geographically diverse location), the ECRF system will notify the Spatial Interface that the load was successful and make the inactive map layer active. If for some reason the load was unsuccessful, alarm notifications are sent to relevant operations teams. If this occurs the previously active map layer will remain active. • ECRF prescribed functions that are not directly related to call-time activities (e.g., gap/overlap detection) are performed on separate servers to prevent any “administrative” oriented ECRF functions from interfering with the call-time functions. • Routing of calls based on geographic coordinates, geodetic shapes and civic addresses. • For expediency during call processing, the geodetic location, if available, is utilized by the ESRP for routing determination of using a point-in-polygon lookup. Latitude and longitude (XY) circle and sphere are the geodetic shapes currently supported. Other geodetic shapes will be considered in future developments as the market demands. Routing and other services can also be determined based on civic address when geodetic locations are unavailable. • Utilization of common GIS boundaries, including, but not limited to, PSAP, law enforcement, fire, and emergency medical services (EMS). • The GIS data layer(s) that are used to identify the PSAP, emergency, and additional service types are configured on a per-service basis, e.g., urn:service:sos. When there is only a civic location element available in the PIDF-LO, the ECRF will follow the LoST protocol to locate a matching address point feature or, if one cannot be determined from the address point layer,	

		the ECRF will attempt to locate a matching Road Centerline feature. If either is located, the ECRF will return the URI associated with the URN also specified in the LoST request. • The ECRF supports provisioning of separate boundary layers for first responder service types for police, fire, and emergency medical services, as long as the polygon datasets are provided with the GIS data. The ECRF is not limited to these minimum data sets and will support additional boundary layers, each identified with a unique URN. The ECRF client may query the ECRF for additional service URNs associated with the location. • The ECRF and LVF are implemented independently even though they provide similar functions, due to the provisioning nature of the LVF function and the real-time call processing nature of the ECRF. This architecture ensures that the Location Validation Function does not interfere with the critical call routing functions provided by the ECRF. • Validation of GIS updates before they are provisioned into the ECRF • Any updates to the GIS data within the ECRF, whether to correct errors within the current data set or enhance it for any other reason, will be uploaded through the AT&T ESInet™ Spatial Interface branded EGDMS. • The GIS updates are provisioned through the Spatial Interface which has the additional ability to perform GIS validations, including validations to ensure routing integrity. The QA/QC processes provided during validation steps in the SI will prevent any unwanted data being provisioned in the ECRF that may introduce ambiguity in the data that would prevent the ECRF from being able to make a definitive response to certain requests. A change control system is established to monitor and manage data discrepancies and to track data change requirements. Validated GIS updates are normalized and applied to the ECRF production instances in a manner that preserves availability and coordinates with other ESInet scheduled updates and activities. • The SI validation engine refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the 9-1-1EGDMS portal. Validation errors must be corrected by the 9-1-1 Authority within their own GIS database and resubmitted to the Spatial Interface. Ongoing 9-1-1 EGDMS validations include road centerline, address point, and polygon for each data upload. SR-CR007.6 Location Validation Function (LVF) The LVF is a NENA-compliant LoST protocol server, compliant with RFC 5222. As part of the AT&T ESInet™ solution, the Location Validation Function (LVF) is available to OSPs operating in the State via the LoST protocol (RFC 5222). This will allow them to pre-validate customer records against GIS data to	

		ensure that the civic addresses are 9-1-1 valid and will route and plot properly. The LVF is functionally identical to the ECRF but implemented 100% independently from the ECRF as to not interfere with the critical call path functions of the ECRF. Since the ECRF and LVF share a common code base, the customer is ensured that a location that has passed LVF validation will also route properly when the civic location element is presented to the ECRF because the exact same logic is used for both purposes. Functionally, the address elements that are presented in the LoST request are validated against the GIS data provisioned to the LVF. The LVF can be configured to look at the Address Point layer followed by the Road Centerline layer to locate a match OR to only look at the Address Points. While the LoST findService transaction with validate Location set to “true” only supports civic location validation, the LVF will also support findService transactions for routing and first responder URIs. As such, a “standard” routing query using the routing URN along with a geodetic location will return the PSAP URI if available. AT&T has developed a LoST interworking specification which identifies the specifics of the implementation along with LoST Request and Response examples to aid the carriers with their LVF client implementations. AT&T ESInet’s LVF is secured, in lieu of the NENA PSAP Credentialing Agency (PCA), which does not exist at this time, AT&T will issue digital certificates to LVF clients for authenticated access to the LVF. SR-CR007.7 Spatial Interface (SI) AT&T provides the NENA Spatial Interface (SI) as a function of the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). The SI is a fully hosted, managed service that encompasses all necessary processes to receive GIS data from a single source. Data can be submitted in a GIS database managed by a vendor or by the A itself. The SI provides data validation, error reporting, and provisioning to the Emergency Services Network (ESInet) functional elements including Emergency Call Routing Function (ECRF) and Location Validation Function (LVF). The SI provides: • NG9-1-1 GIS data compliancy checks • Ongoing GIS data accuracy validation (QA/QC)	

		• GIS data error reporting • Provisioning to i3 systems (ECRF/LVF) The SI undergoes data quality and data integrity checks that ensures that the data complies with all applicable requirements of NENA 02-010, NENA 02-014 and Appendix B of NENA 08-003. Where these requirements conflict with STA-010.2 and the NG9-1-1 GIS Data Model (draft), the newer requirements documents will be utilized. Any updates to the GIS data within the ECRF, whether to correct errors within the current data set or enhance it for any other reason, will be uploaded through the Spatial Interface. GIS provisioning is performed through the Spatial Interface, which has the additional ability to perform GIS validations, including validations to ensure routing integrity. The QA/QC processes provided during validation steps in the SI will prevent any unwanted data being provisioned in the ECRF that may introduce ambiguity in the data that would prevent the ECRF from being able to make a definitive response to certain requests. A change control system is established to monitor and manage data discrepancies and to track data change requirements. Validated GIS updates are normalized and applied to the ECRF production instances in a manner that preserves availability and coordinates with other ESInet scheduled updates and activities. Since there is not yet an established standard for the Spatial Interface to provision ECRFs with GIS data, internal or external, the mechanism for provisioning must be negotiated between AT&T, as the Spatial Interface provider, and non-AT&T ECRF providers. Provisioning of the LVF is identical to the ECRF provisioning. It is simply another provisioning target of the Spatial Interface. As such, it will always contain the same GIS data as the ECRF. SR-CR007.8 Location Database (LDB) Currently, the AT&T LDB retains all of the current information, functionality, and interfaces of today's ALI, but also can support the new protocols required in an NG9-1-1 deployment. The LDB supports the protocols for legacy ALI query and ALI query service, the protocols required to obtain information for wireless calls by querying the mobile positioning center (MPC) or gateway mobile location center (GMLC), and the protocols required for i3 location information retrieval and conveyance, such as HTTP-Enabled Location Delivery (HELD) or other proprietary protocols.	

		AT&T's Location Database Services (ALDS) provides a suite of feature rich services that allows for the eventual replacement of legacy ALI services, while continuing to support all legacy ALI services in the interim. AT&T Location Database Services, in conjunction with AT&T's Emergency Call Routing Services, provides all the necessary services to eliminate any need for a fully featured i3 end point to interface with a legacy ALI database. The AT&T transitional LIS solution supports HELD queries in conformance with RFC 5985 as well as Additional Data queries in conformance with RFC 7852. It leverages the legacy ALI database, which also functions as the LDB by providing the location information to the LIS Interface, which formats the HELD response to the LNG or PSAP CPE. Connectivity for E9-1-1 PSAPs remains unchanged. The LIS Interface receives and responds per the HELD protocol for i3-compliant CPE, allowing simultaneous support for both NG9-1-1/i3 and legacy standards for PSAPs throughout the migration timeline. The AT&T ESInet uses a Legacy Network Gateway (LNG) that provides a mechanism to obtain the caller's location at the time of the call by using the Location Interwork Function (LIF) to query the caller's appropriate Location Information Server (LIS) database. Interactions between the LIS interface and the LNG are secured within the ESInet. Interactions with external LIS systems will use digital certificate-based authentication as defined by NENA and managed by the PSAP Credentialing Agency (PCA), once available. Until that time, Credentialing and the issuance of digital certificates will be managed by AT&T to ensure protection and security. This mechanism will also be used for PSAP access to systems within the AT&T ESInet, including access to the LIS interface, ADR interface, and ECRF. During carrier transition to NENA i3 compliance, AT&T will maintain the HELD interface into the ALI platform to simultaneously support legacy PSAPs and i3 PSAPs. The HELD interface into the AT&T Location Database is leveraged by the LNG to retrieve PIDF-LO, by value and/or reference, to be delivered to the PSAP within the SIP messaging. The HELD interface is also presented to the PSAP CPE to provide dereferencing services and/or provide location updates for wireless calls. Note that not all ALI fields map to PIDF-LO, for example, Class of Service and Customer Name. As such, AT&T will also provide an ADR interface to retrieve this information to be included in the SIP signaling. For these fields, the LNG supports the Additional Data protocol (draft-ietf-ecrit-additional-data-28) to provide these data fields via the Call Additional Data Repository (ADR), formerly known as the Call Information Database (CIDB). The Additional Data specification was recently finalized as RFC 7852. The differences between draft 28 and the final RFC are minor, and updates will be placed on the roadmap,	

		as it is critical that the implementations are coordinated with the different i3 functional elements (ADR, LNG, Terminating-ESRP) that leverage this protocol. While the AT&T ALI/LDB previously supported NENA 04-005 which defines ALI Query Service (AQS), that service has been retired due to lack of market demand and increased demand for support of the i3 protocols. The AT&T LDB also supports all data retrieval protocols required to obtain information for wireless calls by querying the MPC, GMLC or VPC and returning the information retrieved in the format required by the PSAP CPE. Regardless of the legacy data source, the LIS Interface follows Appendix A of NENA STA-010.3-2021 Section 3 describing the mapping of data elements between legacy and NG9-1-1 when forming a HELD response for delivery to i3 compliant CPE. SR-CR007.9 Network Time Protocol and Time Source AT&T ESInet processing elements achieve time synchronization via Network Time Protocol (NTP) from redundant and geographically distributed sources within the NG9-1-1 domain. The Stratum 1 clock is self-contained within the ESInet and managed as part of the overall infrastructure. Time stamps are included in logs, system traces, and user reports. Notwithstanding anything contained in this RFP to the contrary, AT&T submits this Response subject to the terms of the Proposed Contract Documents. All provisions relating to SLAs must be mutually agreed to and are as set out in the Proposed Contract Documents and this Response. AT&T is proposing a well-established and industry leading AT&T service that will comply with the specifications, service levels, warranties and all other terms and conditions in this Response and the Proposed Contract Documents SR-CR007.10 Master Street Address Guide (MSAG) conversion service, if required AT&T provides a MSAG Conversion Service that provides the capabilities as described in NENA-STA-010.3 but in a slightly different manner. We allow the OSPs to validate their data using geoMSAGs but still allow the calls to geospatially route via the customer-provided GIS data. As part of the implementation, we will train the Board on how to use our systems and solutions to validate, load, and maintain the GIS Database systems. We have provided our AT&T Appendix R - ESInet GIS Data Roles and	

Expectations document, which details how, in what format, and what data should be included in order to transition from an ESN/tabular-based deployment into the geospatial i3 routing solution.



Figure

5: Location Database and GIS systems

SR-CR007.11 Network-to-Network Interface (NNI) to Other Neighboring NG911 Systems

AT&T has developed and will provide interface and interconnection specifications that will allow other ESInets to operate with the County's NG911 system. AT&T will execute a commercial agreement, such as a memorandum of agreement, with IP Network provider(s). The agreement will identify the POI with the County's ESInet. The agreement includes lines of responsibility for network management and monitoring function between the authorized networks.

		AT&T establishes NNI commercial agreements with each ESInet provider with which it exchanges traffic. After receipt of the Letter of Authorization from the PSAP, AT&T sends an introductory package to the ESInet providers identified by Broward County. The package includes the LOA, notification, Interconnection agreement, NNI specifications and timelines. The Parties work cooperatively to establish the connections necessary to exchange IP traffic between the parties (6-9 months). The Interconnection agreements include but are not limited to the following: • Roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic. • Terms and Conditions. • Establishing facilities and Exchange traffic. • Basic SIP and i3 SIP interfaces • Network Architecture • Point of Interconnection (IP locations) • Bandwidth (Concurrent Call Sessions) traffic volume • IP network level • Application level • Call transfers • Split rate centers • Call transfers • Database • Troubleshooting • Fault Management and escalation procedures The Interconnection agreements include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, terms and conditions, split rate centers, Point of Ingress and NNI specifications. All terms, conditions, and procedures follow applicable State guidelines and rules as well as applicable telephone industry practices, NENA standards and all applicable US telecommunication law.	

7	SR-CR010 Emergency Call Routing: SR-CR010.a The NG911 Service Provider shall implement call-routing configurations, rules, policies, and algorithms to change the distribution of calls to the two environments (Regional and Non-Regional) and multiple hosts for the emergency routing scenarios.	Yes Yes, AT&T confirms that it will meet Broward County's requirements for emergency call routing as outlined in SR-CR010. The AT&T ESInet™ platform is designed to implement advanced call-routing configurations, rules, policies, and algorithms to support dynamic distribution of calls between Regional and Non-Regional environments and multiple hosts during emergency scenarios. AT&T will collaborate with Broward County to define and configure routing policies that align with the County's operational needs. This includes geospatial routing, alternate routing, overflow routing, and failover mechanisms to ensure uninterrupted call delivery during emergencies. The Policy Routing Function (PRF) integrated with the Emergency Services Routing Proxy (ESRP) will enable precise and flexible call routing based on predefined criteria. Additionally, the AT&T Customer Management Portal (CMP) will provide authorized users with real-time access to manage and modify routing configurations as needed, ensuring adaptability to changing emergency scenarios. By leveraging these capabilities, AT&T ensures that Broward County's NG911 system remains resilient, reliable, and capable of handling complex emergency routing requirements.	
8	SR-CR012 Overflow Notification: The NG911 System shall provide overflow notification to backup/alternate PSAPs that an incoming call is being routed to the alternate PSAP due to the primary PSAP(s) being unable to handle the incoming call load. The NG911 Service Provider shall describe what information will be displayed to the call taker with call delivery.	Yes AT&T will provide all of the originating caller information to the alternate PSAPs that are on-net and/or support i3 ESInet-to-ESInet delivery. In addition to the standard call information, History info will be provided within the i3 format to alert the CPE that the call is a "re-routed" call. Most CPEs are configurable to display a special message, flash, or ring using the history info as a trigger. For those PSAPs off net and/or legacy, the caller's TN is provided a key for the legacy solution. If that caller's TN is a Pseudo ANI, the Pseudo ANI can be used as a query key to retrieve address information. For bordering legacy areas, AT&T will work with the legacy provider to dual provision Pseudo ANIs to enable the functionality.	
SR-NR Network Redundancy and Resiliency			

1	SR-NR001 Redundant Circuits into the VIPER Load Balancers: The NG911 Service Provider shall provision two redundant circuits into each location to terminate at the VIPER load balancers.	Yes AT&T acknowledges the requirement to provision two redundant circuits into each location terminating at the VIPER load balancers. We confirm that AT&T will comply with this requirement to ensure redundancy and reliability in the NG911 system.	
2	SR-NR002 Redundant Circuits into the VIPER Servers: The NG911 Service Provider shall provision two circuits into two locations in each environment (Regional and Non-Regional) to terminate at the VIPER servers.	Yes AT&T acknowledges the requirement to provision two redundant circuits into each location terminating at the VIPER servers. We confirm that AT&T will comply with this requirement to ensure redundancy and reliability in the NG911 system.	
3	SR-NR003 Diverse Power: All power shall be redundant and diverse (i.e., at least two separate circuits) with a UPS system and generator backup for each component of the NG911 System.	Yes AT&T confirms that it will meet Broward County's requirements for diverse and redundant power as outlined in SR-NR003. The AT&T ESInet™ platform is supported by a robust infrastructure that includes multiple power circuits, Uninterruptible Power Supply (UPS) systems, and generator backups for each critical component of the NG911 system. AT&T's geographically diverse core sites are designed to ensure continuous operation even during power disruptions. Each site is equipped with redundant power sources and failover mechanisms to maintain system reliability. Additionally, AT&T's Network Operations Center (NOC) and Security Operations Center (SOC) monitor power systems 24x7x365, ensuring rapid response to any issues. This commitment to power redundancy and diversity aligns with Broward County's vision for a resilient and reliable NG911 system.	

4	SR-NR004 Diverse and Redundant Circuits: All voice and data circuits shall be redundant and delivered via diverse entrances into all facilities.	Yes, Core sites include redundant network transport and redundant network interfacing elements to ensure optimal operation and availability. Network interfacing elements include switches, routers, SBCs, firewalls, and other security devices. AT&T has designed the host connections with diverse access paths utilizing existing dual entrances at all Broward County locations. As the industry adoption has evolved and new threats emerged, it is recommended to deploy two diverse circuits to each Host site. Diversity can only be achieved by fully engineering the entire physical and logical paths to the customer sites. Multi-vendor network solutions may not guarantee actual diversity. Particularly if the vendors are leasing common conduit at any point in the delivery path. While there may be two separate carriers providing circuits to the end point, if there is a cable cut at any point where the two carriers are sharing a common leased conduit, all ESInet service to the host would be severed. AT&T's proposal includes two AVPN connections per Host that have been engineered with Access Path Diversity and will take advantage of the County's existing dual entrances to the facilities. The dual AVPN circuits per Host will terminate on two separate managed and monitored routers. In addition, AT&T has looked further into the network and designed these network services to utilize diverse Serving Wire Centers, Layer 2 and Layer 3 POPs, thus providing the greatest level of resiliency offered. 	





5	SR-NR006	Maintain Active Calls:	Yes AT&T confirms that it will meet Broward County's requirements for maintaining active calls during IP circuit failures as outlined in SR-NR006. The AT&T ESInet™ platform is designed with fully redundant IP	

	When the IP circuits between the NGCS and PSAPs fail for any reason during an active call, the voice or data shall failover to the redundant IP circuit without dropping the call.	circuits and advanced failover mechanisms to ensure that active calls are not dropped in the event of a circuit failure. When an IP circuit between the NGCS and PSAPs experiences a disruption, the system automatically reroutes the voice or data traffic to the redundant IP circuit in real time, ensuring seamless continuity of the call. This failover process is managed by AT&T's robust network architecture, which includes geographically diverse core sites and a fully meshed MPLS network. Additionally, AT&T's Network Operations Center (NOC) monitors the system 24x7x365 to proactively address any issues, ensuring uninterrupted service and alignment with Broward County's operational needs.	
6	SR-NR008 Circuits Monitored: SR-NR008.a All circuits shall always be monitored to ensure they are available when needed.	Yes AT&T confirms that it will meet Broward County's requirements for circuit monitoring as outlined in SR-NR008. All circuits supporting the NG911 system will be continuously monitored 24x7x365 by AT&T's Network Operations Center (NOC) and Security Operations Center (SOC). These centers utilize advanced monitoring tools and processes to ensure that all circuits remain operational and available when needed. In the event of any anomalies or potential issues, AT&T's proactive monitoring systems will generate immediate alerts, enabling rapid identification and resolution. This approach ensures the reliability and availability of the NG911 system, aligning with Broward County's expectations for a resilient and dependable emergency communication infrastructure.	
NG911 Call Delivery			
SR-DL 911 Call Egress/Call Delivery to All PSAPs			
1	SR-DL002 NG911 Circuit Bandwidth: The NG911 Service Provider shall provide bandwidth to the CHE at each host to be capable of operating the entire system plus 25% growth. The NG911 Service Provider shall ensure that in the event of a failure of the ESInet or CHE, a single connection to a single host	Yes AT&T ESInet is built to support bandwidth growth at both the core sites and the network. The AT&T ESInet™ implements twice the amount of bandwidth required to serve the total number of simultaneous calls that traverse the network. For example, a PSAP that requires 10 call paths will be provisioned with two access facilities that can support 10 simultaneous call paths. Should one access facility fail, the second one continues to provide the full call capacity required. Ingress and egress capacity is not oversubscribed. The AT&T ESInet™ calculation of bandwidth takes into account a N+1 design, a 120kps per call standard, and a 200% capacity capability at each element. Our backbone network has the scalability to adjust bandwidth by 50 percent or more. It scales to changing needs easily, quickly, and with minimal operational impact. Specifically for the AT&T ESInet design for Broward County, we have included the following network connectivity for each of the Host locations. AT&T will install a <u>fully diverse</u> local access circuit with	

	configurations and settings needed. The County's VIPER system includes the use of ACD and interactive voice response (IVR) capabilities. The NG911 Service Provider shall work cooperatively with the CHE vendor (Intrado) to interface and test these connections and interconnect the NGCS to the CHE in each environment. The NG911 Service Provider shall provide a list of similar projects that interfaced with VIPER 7.		
3	SR-DL005 Policy-based Rules: SR-DL005.a The NG911 Service Provider shall provide a policy-based rules function and a user-accessible tool to manage the policy rule's function.	Yes, AT&T confirms that it will meet Broward County's requirements for a policy-based rules function as outlined in SR-DL005. The AT&T ESInet™ platform includes a robust Policy Routing Function (PRF) that enables the creation, management, and execution of policy-based rules for call routing. To support this functionality, AT&T provides a secure, user-friendly tool—the Customer Management Portal (CMP)—that allows authorized users to define, modify, and manage policy rules in real time. This tool ensures flexibility and transparency, enabling Broward County to adapt routing policies to meet operational needs efficiently. By leveraging this capability, AT&T ensures that Broward County's NG911 system remains dynamic, reliable, and aligned with the County's requirements for advanced call management.	
4	SR-DL008 Early Media and Ring Back: To permit the functions in the VIPER, the NGCS shall support	Yes The standard VIPER configuration is to provide a 183 (early media) ring back for all calls into the VIPER system. AT&T has successfully deployed 421 PSAPs initially using this configuration.	

	early media and ring back from the CHE. The NG911 Service Provider shall provide at least three other VIPER 7 implementations where the proposed NG911 System has been successful.	The VIPER system is a dynamic system, and sometimes unique configurations may apply. It was discovered during some of the early OSP IP deployments, that OSPs have different SIP-based failover configurations and timeout scenarios on their side. In some cases, particularly around longer wait times (2+minutes), an additional CPE configuration of replying with a 200 answer message may be more beneficial to the PSAP, allowing them to retain the call within their IVR, while resources become available, versus having the OSP retry or reroute a call. These options for configuration will be discussed during the architecture, and implementation phases of the project with Broward and fully tested prior to go-live. AT&T and VIPER will support the necessary changes to allow for the best and most desirable outcome for Broward County.	
5	SR-DL009 Early Media and Ring No Answer: The NG911 Service Provider shall coordinate configuration of the Regional environment to include early media and ring no answer to not impact the ACD in use. The NG911 Service Provider shall provide at least three other VIPER 7 implementations where the proposed NG911 System has been successful.	Yes, The standard VIPER configuration is to provide a 183 (early media) ring back for all calls into the VIPER system. AT&T has successfully deployed 421 PSAPs initially using this configuration. A list of VIPER 7 deployments can found in: AT&T Attachment K – VIPER 7 i3 Deployments. Additionally, a Ring no answer configuration is set for every PSAP. These times are configurable by PSAP to allow for longer failover times for some, and shorter for others. THE RNO (Ring no Answer) configuration has proved to be vital feature for areas with longer wait times and/or CPE failure scenarios where the network has acted normally, but additional messaging has been blocked from an equipment, network, or application perspective from the PSAP.	
6	SR-DL010 Call Back and Bridging: The NGCS shall support the ability to call back 911 callers and to bridge the calls to	Yes, AT&T confirms that it will meet Broward County's requirements for call back and bridging functionality as outlined in SR-DL010. The AT&T ESInet™ platform is designed to support the ability to call back 911 callers seamlessly, ensuring that emergency responders can re-establish contact with callers if a call is disconnected. Additionally, the system enables bridging of calls to various agencies within and outside of Broward County, facilitating effective coordination and communication across jurisdictions.	

	various agencies within and outside of Broward County.	This functionality is supported by the platform's adherence to NENA i3 standards, which ensure interoperability and compatibility with other NG911 systems. By leveraging advanced call routing and management capabilities, AT&T ensures that Broward County's NG911 system can handle complex call scenarios while maintaining the highest levels of reliability and operational efficiency.	
7	SR-DL011 Call Back and Transfer: The NG911 Service Provider shall provide an Outbound Call Interface Function (OCIF) to permit the call back and transfer of calls. The NG911 Service Provider shall describe how this function has been integrated to VIPER 7 implementations to enable the transfer of calls to various agencies within and outside Broward County.	Yes, The Outbound Call Interface Function (OCIF) is responsible for handling calls originating from i3 PSAPs over their serving ESInet/NGCS, including call back calls, official calls from one public safety agency to another (on the same or different ESInet), and administrative calls that have been promoted to emergency calls, as described in NENA-STA-010.3f-2021. OCIF to support 911 call back is a road-mapped capability for AT&T ESInet and is planned for 2026. AT&T would like to discuss use cases of OCIF with Broward during contract negotiations. AT&T ESInet currently supports transfers via i3 protocols. When receiving a transfer request via a SIP refer, AT&T ESInet will examine the URI (SIP or TEL) to identify the destination. These destinations can include both on-net and off-net locations including transfers to PSAPs on legacy selective routers and other ESInets. AT&T ESInet also supports call transfers to services that utilize the PSTN such as poison control or language lines. This functionality has been tested and deployed for all PSAPs using Intrado VIPER.	
8	SR-DL012 Bridging: The NG911 Service Provider shall provide a bridging function that will allow the conferencing of at least five callers. The NG911 Service Provider shall describe how this function has been integrated to VIPER 7 implementations.	Yes, The AT&T ESRP supports N-way bridging and call transfers using i3 SIP REFER and subscribe/notify messaging. i3 PSAPs can transfer calls to both i3 and non-i3 PSAPs. Subscribe/notify messaging allows the PSAP or secondary PSAP to take control over the call bridge once the call has been transferred. AT&T has enabled PSAPs to transfer calls to PSAPs both on-net (connected to AT&T ESInet) and PSAPs off-net (connected to an LSR or ESInet). The bridging function has been integrated to VIPER 7 using the prescribed i3 protocols. AT&T ESInet uses the conference-aware UA method to support bridging. When a bridge or transfer request is initiated by the call taker, VIPER 7 will send an i3-compliant SIP-REFER message to the AT&T ESInet. AT&T ESInet will inspect the URI delivered and support both SIP URI and TEL URIs. SIP URIs typically identify another PSAP. The AT&T ESInet's conference-aware UA will start a new leg to the call to bridge in the destination identified in the SIP REFER message. AT&T ESInet can support more than five participants for each call. This functionality is tested during Operational Readiness Testing and is utilized by all i3 PSAPs connected to AT&T ESInet.	

9	SR-DL013 Legacy Selective Router Retirement: The NG911 Service Provider shall coordinate and execute plans to remove the legacy selective routers from the call delivery call flow to reduce future costs. The NG911 Service Provider shall describe the process used to accomplish this.	Yes As a telecommunication provider, AT&T is uniquely qualified to coordinate the migration of OSPs from the legacy Selective Router to the AT&T ESInet. AT&T provides 9-1-1 Services in over 25 other states across the USA. AT&T has the appropriate agreements, relationships, licenses, and interconnection agreements necessary to provide 9-1-1 services statewide. All terms, conditions, and procedures follow applicable State guidelines and rules as well as applicable telephone industry practices, NENA standards, and all applicable US telecommunication law. AT&T will work with Broward to develop a joint communication plan to each PSAP, government organization, and appropriate Originating Service Providers (OSPs) outlining the scope of services to be implemented, a high-level implementation schedule, and key contact information for each entity. AT&T can distribute this communication on behalf of Broward. A data collection effort is conducted to gather information from the Originating Service Provider (OSP). Much of this information is first obtained from public or proprietary industry databases and subsequently augmented and annotated with feedback from service provider representatives. Information collected from or validated with OSP representatives during the Solution Definition phase includes: • Comprehensive Inventory of OSPs serving ACOG; ILECs; Independent Operating Companies (ICOs); CLECs; Wireless; VoIP; Private Switch Customers • OSP Contact Information; Network Planning; Trunk Ordering; ALI Data • OSP Code Sets; CLLI Codes; Point Codes; ACNAs; OCN; NENA IDs • OSP Switch Information; Type, CLLI Codes; Rate Centers Served • OSP Trunk Information; Quantities; SS7; CAMA; PRI; SIP • Embedded existing 9-1-1 service provider system interconnection • Tariff Information • Interconnection Agreements Most OSPs are likely to order trunk groups in quantities and configurations that replicate their existing connectivity to the legacy selective routers. OSPs may be able to aggregate more trunk groups on fewer overall facilities due to changes in the number and location of the LNGs. OSPs will be instructed to order diverse (primary and alternate) trunk groups to the next generation Points of Interconnect (POI). OSPs	

		will be instructed to configure their primary and alternate call paths so as to achieve a balance between the AT&T ESInet point codes in order to distribute the load between the pairs. AT&T will facilitate the establishment of OSP communication guidelines with Broward and adhere to these guidelines for the project implementation and service duration. AT&T establishes expectations with each OSP and manages communication to the OSP for items related to the AT&T ESInet services on behalf Broward. AT&T has commercial agreements with most major OSPs to allow them to connect to AT&T ESInet. AT&T will execute a commercial agreement with any OSP or aggregation provider that does not already have an agreement in place. The parties will work together on the migration, timelines, and implementation process. AT&T will manage the OSP migrations after contract execution and upon receipt of the Letter of Authorization from the PSAP. The Interconnection agreements include but not limited to the following: • Roles and responsibilities of the Parties • Terms and Conditions • Establishing facilities and Exchange traffic • Point of Interconnection (IP locations) • Call transfers • Split rate centers • Call transfers • Database • Troubleshooting • Fault Management and escalation procedures AT&T ESInet supports both TDM and SIP ingress to the ESInet. While AT&T's preference is that all OSPs connect via IP, AT&T ESInet also includes TDM POIs for OSPs not currently capable of IP. OSPs utilizing TDM will connect to the local TDM POIs. OSPs utilizing transitional protocols such as Basic SIP or OSPs ready to deploy i3 will connect to the IP POIs. Basic SIP allows OSPs to utilize IP connections which are not mileage sensitive like TDM circuits and continue to use tabular based routing using ANI/pANI. AT&T ESInet will work with OSPs to determine the most appropriate connection type. AT&T's Originating Service Provider Network SIP Interconnection Specification outlines the use of both Basic SIP and i3 SIP including interconnection alternatives, interface methods, SIP profile, SIP invite examples, and other details to assist OSPs on a smooth transition to IP ingress. AT&T ESInet utilizes the core site locations as	

		well as in-state locations as the IP POIs and recommends OSPs connect to at least two of the POIs. AT&T will work with each OSP to determine mutually agreed upon core site locations for IP ingress. As OSPs are migrated to the AT&T ESInet POIs, the OSPs will disconnect their trunks to the Selective Routers. Once all OSPs have been migrated to the AT&T ESInet, the Selective Router will no longer be used as an aggregation point for OSP traffic.	
10	SR-DL014 Call Delivery Monitoring and Notifications: SR-DL014.a The NG911 Service Provider shall monitor the processing of 911 calls through the Functional Elements of the NG911 System to the PSAPs.	Yes AT&T provides 24X7 monitoring of the functional elements within the NGCS, the network within the NGCS, and the equipment located on site at the PSAP CPE host. There are multiple levels of alarming resulting from normal call processing. Some are “acceptable” errors, such as a busy system or an SRDB fallback routing decision. In any case that a call could not be delivered to a primary PSAP due to an equipment or network failure, trouble tickets are created, and an incident team is established to immediately investigate and resolve the issue. If primary PSAP endpoints are unavailable, the AT&T system has multiple alternate routes established to seamlessly re-route a call. These routes are established with the PSAP prior to go live, and can be modified, real time, by the AT&T Res Center, and (with proper permission) the PSAP through the AT&T Customer Management Portal (CMP). Standard alternate routes can include alternate 911 PSAP delivery (a neighboring PSAP or Operations center) via the AT&T ESInet, or a PSTN route designated by the PSAP. An example of a typical configuration would include a primary PSAP route associated to an alternate PSAP. If that alternate PSAP is down/busy, configurations allow for the call to be further routed to a dialable PSTN. PSAPs typically use a phone bank/PBX non-associated directly to the PSAP CPE in case of a total CPE failure. Other examples include additional routes to a specified GIS area for alternate or abandonment re-routing, rerouting due to time of day or special events, and re-routing to the same physical PSAP with an alternate URI for prioritization.	
SR-AF Alternate Call Routing/Failure			
1	SR-AF001 Activation of Alternate and Failover Routing: The NG911 System provided by the NG911 Service	Yes All redundancy mechanisms for core applications and network elements that support delivery of emergency 9-1-1 calls across the AT&T ESInet solution (Routing LNG, ESRP, and ESInet components, LIS, ECRF, ADR, and ALI) employ “failover” procedures which are automatic and do not require human intervention. AT&T leverages the use of Bidirectional Forwarding Detection (BFD) on all network backbone links for fast failover purposes.	

	Provider shall permit the activation of alternate and failover routing to, at a minimum, mirror the current County routing by using passive (e.g., CHE status, etc.) and active (e.g., abandonment switch) methods. The NG911 Service Provider shall describe the proposed methods to accomplish this requirement.	The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as 'Abandoned'. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online.	
2	SR-AF002 Regional Environment Failover: The NG911 System provided by the NG911 Service Provider shall support the activation of a Regional PSAP failover for a single PSAP or two PSAP failures with VIPER in service. Calls shall have tags or other methods of identification for the VIPER to be able to route the call appropriately. CAD failure scenarios will be managed by VIPER as it is now. The NG911	Yes AT&T ESInet has multiple capabilities to allow failover from the primary PSAP to another PSAP, including those designated as an alternative or for failover. AT&T ESInet supports multiple route lists such as a Primary/Alternate Route list as well as separate route lists for Abandonment, Backup Routing, or even special event routing. AT&T ESInet provides two ways to mark the calls for failover routing. The first involves the marking of the call to route to the failover PSAP. The second involves marking the call to indicate this was a failover call from one PSAP to another. AT&T ESInet accomplishes the routing by using SIP URIs as prescribed by NENA STA-010.3 to indicate which PSAP the call is directed to. If a call needs to failover to another PSAP, AT&T ESInet updates the URI being sent to the CHE. AT&T ESInet also includes the NENA STA-010.3 prescribed History-Info Header with the call. Should a call need to failover to another PSAP, the History-Info header provides additional information that VIPER can utilize to notify the PSAP that the call was an alternately routed call and not originally intended for them. AT&T ESInet has utilized the described markings in all of our i3 deployments nationwide. AT&T's largest experience of alternate routing to destinations across multiple PSAPs was during the 2024 Hurricane Helene disaster in North Carolina. During this catastrophic event, AT&T was able to successfully alternate route calls throughout the County for PSAPs impacted by the hurricane. This included routing calls from PSAPs in the western portion of the County to PSAPs on the eastern portion that were not impacted. The flexibility of the route lists allowed the County to update these specifically for this event and in a timely fashion in order to allow for PSAPs to failover to PSAPs they do not normally utilize.	

	Service Provider shall describe the method of marking the calls and list other locations where this has been accomplished.		
3	SR-AF003 Non-Regional Environment Failover: The NG911 System provided by the NG911 Service Provider shall support the activation of a Non-Regional PSAP failover for a single PSAP not functioning with VIPER in service; it will be managed by VIPER as it is now. Calls shall have tags or other methods of identification for the VIPER to be able to route the calls appropriately. The NG911 Service Provider shall describe the method of marking the calls, and list other locations where this has been accomplished.	Yes AT&T ESInet has multiple capabilities to allow failover from the primary PSAP to another destination, including PSAPs not part of the County environment. AT&T ESInet route lists used for failover can have destinations on other ESInets, legacy Selective Routers, or even PSTN destinations. AT&T ESInet provides two ways to mark the calls for failover routing for i3 PSAPs. The first involves the marking of the call to route to the failover PSAP. The second involves marking of the call to indicate this was a failover call from one PSAP to another. AT&T can use steering digits to alternately route calls to a PSAP on a legacy selective router and can also route to a 10-digit number via the PSTN. AT&T ESInet accomplishes the routing for i3 PSAPs by using SIP URIs as prescribed by NENA STA-010.3 to indicate which PSAP the call is directed to. If a call needs to failover to another PSAP, AT&T ESInet updates the URI being sent to the CHE. AT&T ESInet also includes the NENA STA-010.3 prescribed History-Info Header with the call. Should a call need to failover to another PSAP, the History-Info header provides additional information that VIPER can utilize to notify the PSAP that the call was an alternately routed call and not originally intended for them. AT&T ESInet has utilized the described markings in all of our i3 deployments nationwide. AT&T allows for alternate routing to destinations not on ESInet and this has been implanted nationwide in various capacities.	

4	SR-AF004 Automatic Activation of Call Routing to the Other Environment: The NG911 System provided by the NG911 Service Provider shall permit the automatic activation of call routing from one environment to the other environment when VIPER in one environment (Regional or Non-Regional) is unable to process 911 calls (e.g., no users logged in, equipment failure, manual switch, etc.). The NG911 Service Provider shall describe the method of accomplishing this requirement to include how the routing is signaled to the NG911 System from the PSAP and list where this has been implemented.	Yes AT&T ESInet is configured to automatically failover calls in the event that a PSAP and/or their CHE is unable to process a call. AT&T ESInet's Primary/Alternate Route list allows for the PSAP to have up to ten destinations to route the call to. If the primary PSAP is unavailable, the ESInet can route the call to the remaining nine destinations. PSAPs do not have to fill all nine alternate destinations, but this allows PSAPs to customize their route lists to their choosing. Destinations can include PSAPs on the same CHE, PSAPs on-net (AT&T ESInet) or off-net which includes other ESInets, Legacy Selective Routers, or even destinations on the PSTN (such as admin lines). During implementation, the assigned Project Manager will work with each PSAP to define their Primary/Alternate Route list. This list can be modified at any time after implementation to allow the PSAP's route lists to evolve. Automatic routing to another PSAP can be triggered by many different situations including but not limited to the following scenarios: • Ring No Answer Timers – AT&T ESInet can define a Ring No Answer timer setting that allows the call to automatically route to a different destination if the call is not answered within a predetermined amount of time • PSAP busy – VIPER allows the PSAP to configure how many concurrent calls they would like to take. Once this limit is achieved, the VIPER will send back a SIP busy message back to AT&T ESInet to indicate the call should automatically reroute to another destination • PSAP unreachable – if a remote PSAP is not reachable by the PSAP's CHE system, VIPER will send an error message which allows the AT&T ESInet to reroute the calls to a different destination in the route list • CHE unreachable – if the AT&T ESInet cannot reach the PSAP's CHE because of a network issue, the calls will automatically failover to the next destination in the route list. These can be based on a network error received in response to our network invite or a timeout. These are some of the scenarios that would cause the AT&T ESInet to automatically reroute a call to another destination. During the data collection process, AT&T works with each PSAP to define the route lists. Automatic alternate routing is used by every PSAP on AT&T ESInet and is tested during Operational Readiness Testing to insure that the failover routing is working to the destinations in the route list. As changes are made to the route list, AT&T uses test call functionality to validate changes.	

5	SR-AF005 Activation of Call Routing to Other NG911 Systems: The NG911 System provided by the NG911 Service Provider shall permit the activation of call routing to other jurisdictions and can be implemented using interconnectivity to neighboring counties. The NG911 Service Provider shall describe the method of marking the calls and routing the calls to other jurisdictions and list other locations where this has been accomplished.	Yes AT&T ESInet supports alternate routing to other NG911 systems. AT&T ESInet supports alternate routing to both on-net (PSAPs on AT&T ESInet) and off-net (PSAPs on other NG911 systems). Routing to PSAPs on a different NG911 system are configured differently within the AT&T ESInet, but activation to use this route is similar to any other alternate routing destination on AT&T ESInet. Call routing to other NG911 systems can be done automatically if the PSAPs on the NG911 system are provisioned in the Primary/Alternate route list. As calls are not able to be delivered to the primary PSAP, calls can automatically route to a PSAP on another NG911 system. AT&T ESInet also allows Broward to provision PSAPs on a different NG911 system in the Abandonment and Backup Route lists. Abandonment and Backup routing has multiple options to activate the route list. This can be done by calling the AT&T Resolution Center who will activate Abandonment or Backup routing. In addition, AT&T provides the Customer Management Portal (CMP) to allow PSAPs to activate Abandonment or Backup Routing. Authorized users can access the CMP via a web browser. The CMP provides dual factor authentication and supports user-based roles meaning that giving users access to enable abandonment or backup routing is login-specific. Broward can select certain users to have access to activate these route lists while others do not.	
6	SR-AF006 Legacy Selective Router Connectivity to Neighboring Agencies: The NG911 Service Provider shall coordinate and execute connectivity to legacy selective routers to support		

	call transfers to neighboring agencies not served by the County's or other NG911 Systems. The NG911 System should support the use of star codes and provide the ability to modify star codes. A list of star codes will be provided by the County. The NG911 Service Provider shall describe how this requirement will be accomplished.		
7	SR-AF007 NG911 System Connectivity to Neighboring Agencies: The NG911 Service Provider shall coordinate and execute connectivity to neighboring NG911 systems to support call transfers and alternate routing to neighboring agencies not served by the County's NG911 System. The NG911 Service Provider shall describe how this	6 SR-AF006 Legacy Selective Router Connectivity to Neighboring Agencies: *AT&T is unable to fill out section SR-AF006 Legacy Selective Router Connectivity to Neighboring Agencies: due to formatting restrictions, please see response below: Yes For PSAPs still on a legacy Selective Router (L-SR), AT&T will establish TDM trunks to the L-SR. During the setup, AT&T will work with the L-SR provider to determine routing digits for each PSAP that is still on the L-SR for which Broward needs to send calls. These routing digits will be sent with the call from AT&T ESInet to the L-SR to provide the necessary routing instructions allowing the L-SR to steer the calls. The AT&T ESInet also supports transferring calls from a PSAP on an L-SR to the AT&T ESInet. In this case, the L-SR sends routing digits to the AT&T ESInet for the PSAP on ESInet they would like to transfer the call to. For a PSAP deployed with i3, they will no longer use star codes but follow the NENA prescribed methods of SIP-REFER with a URI. In this use-case, we provide URIs for both PSAPs on the ESInet as well as PSAPs on a L-SR that will be provisioned into the PSAPs CHE. If the PSAP needs to transfer to a PSAP on a L-SR, the SIP REFER will contain the associated URI. Once this URI is received, AT&T ESInet will recognize this PSAP URI is associated with an L-SR. AT&T ESInet will then send the corresponding routing digits to the L-SR which will recognize the associated PSAP and send the call to the legacy PSAP.	

	requirement will be accomplished.	The reverse works similarly. The legacy PSAP will use a star code that is associated with the AT&T ESInet PSAP. The L-SR will recognize this star code and send the calls with the associated routing digits over the trunks between L-SR and AT&T ESInet. AT&T ESInet will recognize the routing digits, associate this with an i3 PSAP, and convert the call to i3 and send to the PSAP. AT&T is uniquely qualified to support transfers to/from a PSAP on the L-SR as they both provide Legacy Selective Router services and have completed interoperability with other L-SR providers. This solution has been tested across the nation for all AT&T ESInet PSAPs with neighboring agencies on a L-SR. SR-AF007 NG911 System Connectivity to Neighboring Agencies: AT&T Response; Yes, AT&T has developed and will provide interface and interconnection specifications that will allow other ESInets to operate with the County's NG911 system. AT&T will execute a commercial agreement, such as a memorandum of agreement, with IP Network provider(s). The agreement will identify the POI with the County's ESInet. The agreement includes lines of responsibility for network management and monitoring function between the authorized networks. AT&T establishes NNI commercial agreements with each ESInet provider with which it exchanges traffic. After receipt of the Letter of Authorization from the PSAP, AT&T sends an introductory package to the ESInet providers identified by Broward County. The package includes the LOA, notification, Interconnection agreement, NNI specifications and timelines. The Parties work cooperatively to establish the connections necessary to exchange IP traffic between the parties (6-9 months). The Interconnection agreements include but are not limited to the following: • Roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic. • Terms and Conditions. • Establishing facilities and Exchange traffic. • Basic SIP and i3 SIP interfaces	

		• Network Architecture • Point of Interconnection (IP locations) • Bandwidth (Concurrent Call Sessions) traffic volume • IP network level • Application level • Call transfers • Split rate centers • Call transfers • Database • Troubleshooting • Fault Management and escalation procedures The Interconnection agreements include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, terms and conditions, split rate centers, Point of Ingress and NNI specifications. All terms, conditions, and procedures follow applicable State guidelines and rules as well as applicable telephone industry practices, NENA standards and all applicable US telecommunication law. A typical ESInet to ESInet implementation follows the following process: • Contract execution with the County • Overall project implementation plan mutually agreed to with the PSAP (County) • Letter of Authorization from the Customer to act of their behalf to migrate to AT&T ESInet • AT&T sends notification (new NG 911 provider) and request to move traffic to AT&T ESInet	

		- Interconnection Agreements mutually agreed to executed by the Parties - MPLS circuits orders for interconnection - Test/Turn up on MPLS circuits - Operational Readiness (ORT) testing with PSAP - PSAP goes live on AT&T ESInet™ This process will allow us to interconnect with additional ESInets in neighboring regions and states and FirstNet's NPSBN, as well as any other entities designated by the County.	
	Functional Requirements		
NG911 Call Delivery			
SR-CP Call Processing			
1	SR-CP001 Integrate with VIPER 7: The NG911 Service Provider shall integrate with VIPER 7 in both environments (Regional and Non-Regional).	Yes, AT&T confirms that it will meet Broward County's requirements for integration with VIPER 7 as outlined in SR-CP001. The AT&T ESInet™ platform is designed to seamlessly integrate with Intrado VIPER 7 call handling systems in both Regional and Non-Regional environments. This integration ensures compatibility and interoperability, enabling efficient call routing and management across Broward County's NG911 system. AT&T's vendor-agnostic architecture and adherence to NENA i3 standards facilitate smooth integration with VIPER 7, ensuring that all system functionalities, including geospatial call routing, text-to-911, and call bridging, operate seamlessly. Additionally, AT&T will work closely with Broward County and Intrado to validate the integration through rigorous testing and ensure alignment with the County's operational requirements. This commitment guarantees a reliable and future-ready NG911 solution for Broward County. Today, AT&T ESInet is deployed using i3 call delivery to over 400 Intrado VIPER call handling PSAPs. AT&T has provided three reference customers within this response that are currently deployed using VIPER 7 connected to AT&T ESInet: - Brevard County, FL - Capital Area Emergency Communications District - State of North Carolina	

		See AT&T Attachment K – VIPER 7 i3 Deployments	
2	SR-CP001.1 Integrate with VIPER 7 in the Regional Environment: The NG911 Service Provider shall integrate with the VIPER 7 in the Regional environment to ensure that all current functions of VIPER continue to function, including the load sharing and ACD functions. The NG911 Service Provider shall describe how this is accomplished.	Yes, AT&T is uniquely qualified to support integration with VIPER as completed more VIPER i3 integrations than any other supplier. AT&T ESInet supports VIPER 7 in multiple configurations whether the PSAP has purchased VIPER as a Service, maintains a regional VIPER or even a standalone VIPER for one specific location. AT&T has integrated with over 500 PSAPs using the Intrado VIPER CHE. VIPER 7 is tested in AT&T Labs to validate interoperability with AT&T ESInet. In addition, updates to both AT&T ESInet and VIPER are tested in the lab when new releases are available for either ESInet or VIPER. AT&T also completes Operational Readiness Testing (ORT) for each PSAP that is deployed. During ORT, test calls validate both sunny day and rain day scenarios to ensure both systems are functioning as expected.	
3	SR-CP001.2 Integrate with VIPER 7 in the Non-Regional Environment: The NG911 Service Provider shall integrate with the VIPER 7 in the Non-Regional environment to ensure that all current functions of VIPER continue to function, including the load sharing	Yes, AT&T ESInet actively supports PSAPs using a regionalized solution of VIPER as well as standalone. While network setup can vary between the two setups, at an application level the functionality is very similar. AT&T follows similar processes for both Regional and Non-Regional deployments and modifies setup of the application and network as necessary. AT&T is uniquely qualified to support integration with VIPER as completed more Viper i3 integrations than any other supplier. AT&T ESInet supports VIPER 7 in multiple configurations whether the PSAP has purchased VIPER as a Service, maintains a regional VIPER or even a standalone VIPER for one specific location. AT&T has integrated with over 500 PSAPs using the Intrado VIPER CHE. VIPER 7 is tested in the AT&T Labs to validate interoperability with AT&T ESInet. Updates to both AT&T ESInet and VIPER are tested in the lab when new releases are available for either ESInet or VIPER.	

	functions. The NG911 Service Provider shall describe how this is accomplished.	AT&T also completes Operational Readiness Testing (ORT) for each PSAP that is deployed. During ORT, test calls validate both sunny day and rain day scenarios to ensure both systems are functioning as expected.	
4	SR-CP002 Data Supports VIPER 7 Functions: SR-CP002.a The NG911 Service Provider shall work cooperatively with the CHE vendor to ensure that the data provided meets the needs of the CHE to continue to provide all current functions. The NG911 Service Provider shall provide documentation on the configurations and data exchanges to the CHE vendor and work cooperatively to interconnect.	Yes, AT&T confirms that it will meet Broward County's requirements for supporting VIPER 7 functions as outlined in SR-CP002. AT&T will work collaboratively with Intrado, your current Call Handling Equipment (CHE) vendor, to ensure that all data provided by the NG911 system meets the functional requirements of the VIPER 7 platform. This includes maintaining compatibility with current functions and enabling seamless data exchanges. AT&T will provide detailed documentation on configurations, data formats, and exchange protocols to Intrado, ensuring clarity and alignment with operational needs. Additionally, AT&T will actively participate in the interconnection process, conducting rigorous testing and validation to confirm that all functionalities are preserved and optimized. This cooperative approach ensures that Broward County's NG911 system operates reliably and efficiently, supporting the County's public safety objectives.	
SR-IT Interfaces			
1	SR-IT001 Interface Documentation: The NG911 Service Provider shall provide interface documentation on the configurations and data exchanges to the other interface vendors and work cooperatively	Yes, AT&T has created interface specifications for interaction with external entities outside the AT&T ESInet. The following is a list of interface specifications that are provided to external entities. The specifications cover OSPs, other ESInet providers, and CHE vendors. These specifications do not conflict with existing standards such as NENA-STA-10.3 but provide additional detail, clarity, and examples that the standards do not cover. See AT&T Attachment P – OSP Interface Specifications The following interface specifications are available for external entities that connect to ESInet. AT&T can provide copies of these agreements if requested by the County under non-disclosure.	

	to interconnect. These include but may not be limited to: • Incoming POIs • Legacy Systems • Other NG911 Systems • PSTN, Wireless and VoIP systems • VIPER EIDO Server • TCC The NG911 Service Provider shall provide an example of interface documentation and list all interfaces that have been implemented from the proposed NG911 System.	• AT&T ADR-Additional Data Interface Specification • AT&T ECRF-LoST Interface Specification • AT&T ESInet IP Interface Options for PSAPs • AT&T ESInet to ESInet Interconnection Specification • AT&T ESInet to ESInet Interface Specification SIP Basic • AT&T ESRP-Terminating ESRP Interface Specification • AT&T LIS-HELD Interface Specification • AT&T LVF-LoST Interface Specification • AT&T Network to Network Interface Standards for OSP Networks and Foreign ESInets • AT&T Originating Service Provider Network SIP Interconnection Specification • AT&T Request for Assistance Interface (RFAI) Specification • AT&T Service Capability Specification for Network Connectivity for Third Party Service Integration • AT&T Foreign Selective Router (FSR) Interface Specification • AT&T Originating Service Provider (OSP) Interface Specification	
2	SR-IT002 Interfaces: The following interfaces are expected to be impacted by the NG911 implementation. For each interface, the NG911 Service Provider shall describe the process used to implement and test. <i>SR-IT002.1</i> Incoming POIs	Yes, As part of the implementation of a PSAP onto ESInet, AT&T works with all entities that will be connecting to network. This includes connections from incoming POIs (both TDM and IP), Legacy Systems (such as legacy Selective Routers), other NG911 systems (such as non-AT&T ESInets), and Originating Service Providers (PSTN, wireless, VoIP providers), TCC providers, and Call Handling Systems. At a high level, similar steps are followed in order to connect and test with each entity. The following is a high-level outline of methodology we follow for integrating external entities into the ESInet: Definition Stage • Initial outreach to 3rd party (i.e. OSP, ESInet, Legacy System Provider, CHE provider, etc) • Complete commercial agreement • Commercial agreements can vary depending on which interface we are connecting. Example is a interconnection agreement between AT&T and each OSP connecting to the ESInet.	

	<i>SR-IT002.2</i> Legacy systems <i>SR-IT002.3</i> Other NG911 systems <i>SR-IT002.4</i> PSTN, wireless, and VoIP systems <i>SR-IT002.5</i> VIPER EIDO server <i>SR-IT002.6</i> TCC	• Sharing of Interface Specifications specific to the interface • Example: When connecting OSPs to ESInet, we share the “AT&T Originating Service Provider (OSP) Interface Specification” to provide assistance to the OSP • Discussions as necessary to move to Architecture Stage Architecture Stage • Network Design • AT&T works with any outside entities to define how they will connect to the system. This includes determination of physical and logical connections. Functionality Design • This step involves completing the necessary data collection forms to configure the system. • Example: when onboarding a new PSAP, AT&T works with the PSAP to determine primary/alternate routing, CHE specific IP addressing, failover configurations, etc. Integration Stage • This stage includes all preparation activities in order to integrate the 3rd party onto the system. Network Setup • Application Configurations (external entity and AT&T ESInet) • Deployment Stage Operational Readiness Testing (ORT) • Specific test cases designed based on entity type. OSP integration and PSAP integrations have separate test plans specific to the design coordinated in the Architecture Stage Cutover/Migration • Only after ORT is passed with 100% of the test cases passing do we move to the cutover of life 9-1-1 traffic • Cutover of 9-1-1 traffic and services are coordinated by the AT&T Project Manager • Once live traffic is enabled, entity and configuration specific test is completed. • Failure of test cases would result in reverting the changes until issues are resolve and can be retested. AT&T has existing documents for each stage of the integration process. Each document is specific to the integration being completed. These included but are not limited to:	

		• Interconnection Agreements • Data Collection Forms • Configuration Processes/Forms • Operational Readiness Test Plans • Cutover Procedures and Test Plans	
RPT - Reports			
1	RPT002 Reporting Platform PSAP Functions: RPT002.a The single reporting platform shall have a dashboard and portal for access by each PSAP manager, County staff, and others as approved by the County to run the below reports. All reports shall be able to be run for specific dates and times. These reports shall be able to run for specific PSAPs and be able to limit to specific PSAPs for specific users.	Yes, AT&T confirms that it will meet Broward County's requirements for a single reporting platform with PSAP-specific functionality as outlined in RPT002. The AT&T ESInet™ platform includes a robust reporting solution that provides a dashboard and portal accessible to PSAP managers, County staff, and other authorized users as approved by the County. This platform enables users to generate detailed reports tailored to specific dates, times, and PSAPs. The reporting platform ensures flexibility by allowing reports to be filtered and limited to specific PSAPs for designated users, maintaining data security and relevance. Additionally, the platform supports a wide range of report types, providing actionable insights into call handling, system performance, and operational metrics. By delivering these capabilities, AT&T ensures that Broward County's NG911 system remains transparent, efficient, and aligned with the County's operational and reporting needs. AT&T's standard reporting suite provides the following reports through a web-based interface, the Customer Management Portal (CMP). • Event Count Reports per Hour. Provides metrics for total calls by hour for a day, week or month. • Event Count by Routing Reason and Destination. Provides metrics for total calls in which the Customer PSAP participated as the Primary versus Alternate route per route type (ESN and GIS), broken out by hour for day, week, or month. • Event Count by Type. Provides metrics for total calls by call type (wireless, wireline, VoIP) broken out by hour for day, week, or month. • Event Count by Incoming Trunk Group. Provides metrics for total calls by trunk group with an hourly breakout. • Bridge Call Summary. Provides metrics for calls bridged in or out by bridge type (fixed, selective, manual). Call details are available for each bridged call. • Routing Database Processing. Provides a breakout of initial calls where the Customer PSAP was Primary by selectively routed versus default routed with a No Record Found (NRF) breakout. • Event Setup Time. Provides statistics on the time to route and deliver calls where the Customer PSAP is Primary, including the minimum, maximum, median and average times	

		Event Count Reports per Hour. Provides metrics for total calls in which Customer's PSAP participated by hour for a day, week or month The AT&T tool gives users the ability to drill down and capture additional contextual information that can be used to more efficiently manage ongoing 911 operations. Users can also download raw data from the standard reports web portal to create customized reports and data and trend analysis. AT&T gives 911 officials the ability to convert static data into actionable information anywhere and at any time. In addition to the standard reporting suite, AT&T provides access to CDR data for every PSAP. This is available through the CMP and allows the PSAP to pull specific, detailed information for every call. The PSAP can export this information into a data file and manipulate/create their own reports as they see fit. The CMP also allows for detailed call trace information on a per call basis. This includes, but is not limited to, callback number, individual NGCS element time stamps. GPS fix type, address, and X/Y information with Radius Value processing. Below are three examples of standard call reports and screenshots of the CDR Export tool as well as the Call Trace tool.	
	NG911 System Deployment		
Initial Deployment			
1	SD001 General Requirements: All installation and setup of hardware, software, and interfaces shall be completed without impact to PSAP operations. The NG911 Service Provider staff shall ensure that all activities associated with this project are completed without disrupting PSAP daily operations. All work areas	Yes, AT&T confirms that it will meet Broward County's general requirements for installation and setup as outlined in SD001. AT&T is committed to ensuring that all hardware, software, and interface installations are completed without any disruption to PSAP daily operations. The AT&T project team will work closely with Broward County to coordinate all activities, ensuring minimal impact on ongoing emergency communication services. Additionally, AT&T staff will maintain all assigned work areas in a clean, organized, and functional state throughout the duration of the project. By adhering to these standards, AT&T ensures a seamless implementation process that prioritizes the operational integrity and efficiency of Broward County's PSAPs.	

	assigned to NG911 Service Provider staff must be maintained and kept in working order throughout the entire project.		
2	SD002 Site Survey: The NG911 Service Provider shall perform a site survey at each PSAP (South, Central, North, Coral Springs, Plantation, and EOC) within seven business days following the Project Kickoff meeting. During the site survey, the NG911 Service Provider shall: • Determine the interface cable lengths • Determine the power requirements • Determine hardware installation requirements at each PSAP—six (6) total • Provide a copy of the site survey, site summary, and recommendations	Yes, AT&T confirms that it will meet Broward County’s requirements for site surveys as outlined in SD002. Within seven business days following the Project Kickoff meeting, AT&T will perform a comprehensive site survey at each PSAP location, including South, Central, North, Coral Springs, Plantation, and the Emergency Operations Center (EOC). During the site survey, AT&T will: • Determine interface cable lengths and power requirements. • Assess hardware installation needs and rack usage space at each of the six PSAPs. • Gather configuration and other data inputs necessary for system design, configuration, and installation. • Conduct onsite meetings with the County’s E911 and Operations staff within 14 business days of the Project Kickoff meeting to gather additional data. AT&T will provide a detailed site survey report, including a site summary and recommendations, within five business days after completing all site surveys and data-gathering meetings. Any recommended remediation actions will be completed prior to the start of hardware installations, ensuring a smooth and efficient implementation process. This approach ensures that Broward County’s NG911 system is designed and installed to meet operational requirements without disruption to PSAP operations.	

	within five (5) business days after completion of all sites surveys and data gathering meetings. • Determine rack usage space at each PSAP—six (6) total Any recommended or remediation actions by the NG911 Service Provider shall be completed before beginning hardware installations. The NG911 Service Provider shall gather configuration and other data inputs for system design, configuration, and installation. The NG911 Service Provider shall gather this information by conducting onsite meetings within 14 business days of the Project Kickoff meeting with the County's E911 and Operation staff.		

3	SD003 Design Meetings: The NG911 Service Provider shall conduct onsite in-depth design session meetings with the County ORCAT E911 team to develop and formalize the NG911 system design.	Yes, AT&T will conduct onsite, in-depth design session meetings with the County's ORCAT E911 team to collaboratively discuss the NG911 system design. These sessions will ensure that the system architecture, functionalities, and configurations align with Broward County's operational needs and objectives. By fostering close collaboration and transparency, AT&T ensures that the NG911 system is tailored to support the County's vision for a modern, reliable, and efficient emergency communication infrastructure.	
4	SD004 Design Specifications: SD004.a The NG911 Service Provider shall provide a design specifications document to the County. This document shall include the hardware, software, and networking required to implement the design requirements along with updated architecture diagrams. This document shall be reviewed by the County and approved by the County before being implemented.	Yes, AT&T will provide a comprehensive design specifications document to the County, detailing the hardware, software, and networking components required to implement the NG911 system. This document will also include updated architecture diagrams to ensure clarity and alignment with the County's design requirements. AT&T will collaborate closely with Broward County to review the design specifications, address any feedback, and obtain formal approval before proceeding with implementation. This approach ensures that the NG911 system is designed to meet the County's operational needs while maintaining transparency and alignment throughout the process.	

5	SD005 Implementation Strategy: The NG911 Service Provider shall provide an implementation strategy document for each environment (Regional and Non-Regional). The implementation strategy shall include a step-by-step implementation plan with specific locations of components. The implementation strategy shall be cooperatively developed with the County. This document shall be reviewed by the County and approved by the County before being implemented.	Yes, AT&T confirms that it will meet Broward County's requirements for an implementation strategy as outlined in SD005. AT&T will provide a detailed implementation strategy document for both the Regional and Non-Regional environments. This document will include a step-by-step implementation plan, specifying the locations of all components and outlining the sequence of activities to ensure a seamless transition to the NG911 system. AT&T will work collaboratively with Broward County to develop the implementation strategy, incorporating the County's input and addressing any specific operational needs. The final document will be submitted to the County for review and approval prior to implementation. This cooperative approach ensures that the implementation process is transparent, well-coordinated, and aligned with Broward County's objectives for a reliable and efficient NG911 system.	
6	SD006 NGCS Preparation and Configuration: The NG911 Service Provider shall configure the hardware and software required for the	Yes, AT&T confirms that it will meet Broward County's requirements for NGCS preparation and configuration as outlined in SD006. AT&T will configure all hardware and software components of the NG911 system in strict accordance with the design specifications document approved by the County. This process will ensure that the system is set up to meet Broward County's operational needs and aligns with the design requirements agreed upon. AT&T's experienced technical team will follow a structured approach to configuration, including rigorous testing and validation to ensure system functionality and reliability. By adhering to the approved design document, AT&T guarantees that the NG911 system is	

	NG911 System in accordance with the agreed-to design document.	prepared for seamless integration and optimal performance, supporting Broward County's vision for a modern and resilient emergency communication infrastructure.	
7	SD007 Engineering and Ordering of IP Circuits as Necessary: The NG911 Service Provider shall design, order, and implement IP circuits to the various required PSAPs and POIs.	Yes, AT&T confirms that it will meet Broward County's requirements for engineering and ordering IP circuits as outlined in SD007. AT&T will design, order, and implement IP circuits to connect the required Public Safety Answering Points (PSAPs) and Points of Interconnection (POIs) as part of the NG911 system deployment. AT&T's experienced engineering team will ensure that the IP circuits are designed to meet the County's operational needs, including redundancy, scalability, and compliance with NENA i3 standards. The implementation process will include rigorous testing and validation to ensure seamless connectivity and optimal performance. By delivering reliable and resilient IP circuits, AT&T supports Broward County's vision for a modern and interconnected NG911 infrastructure.	
8	SD008 Procurement and Pre-configuration of Equipment to be Installed at the PSAPs: The NG911 Service Provider shall procure and pre-configure equipment to be installed at the PSAPs.	Yes, AT&T confirms that it will meet Broward County's requirements for procurement and pre-configuration of equipment as outlined in SD008. AT&T will procure all necessary hardware and software components required for the NG911 system and pre-configure them prior to installation at the Public Safety Answering Points (PSAPs). The pre-configuration process will ensure that the equipment is fully prepared for seamless integration into the NG911 system, minimizing installation time and reducing potential disruptions to PSAP operations. AT&T's technical team will follow rigorous testing and validation procedures to confirm that all equipment meets the County's design specifications and operational requirements. This approach ensures a smooth and efficient deployment process, supporting Broward County's vision for a reliable and future-ready emergency communication system.	
9	SD009 Site Preparation and Circuit Delivery:	Yes, AT&T confirms that it will meet Broward County's requirements for site preparation and circuit delivery as outlined in SD009. AT&T will ensure that all PSAP sites are fully prepared to accommodate the NG911 system, including necessary infrastructure modifications, power requirements, and rack space allocation.	

	The NG911 Service Provider shall prepare the site and deliver the circuits into the PSAPs.		Additionally, AT&T will deliver and install the required IP circuits into the PSAPs, ensuring seamless connectivity to the NG911 system. This process will include rigorous testing and validation to confirm that the circuits meet performance and reliability standards. By adhering to these requirements, AT&T guarantees a smooth and efficient implementation process that aligns with Broward County's operational needs and objectives.	
10	SD010 Equipment Delivery to the PSAPs: The NG911 Service Provider shall be responsible for the delivery and installation of the equipment. The County is not responsible for equipment shipped to a County facility. The equipment to be installed at the PSAPs will need to be shipped to a location for the NG911 Service Provider to access and then install at each PSAP.		AT&T confirms its commitment to meeting Broward County's requirements for equipment delivery and installation as outlined in SD010. AT&T will take full responsibility for the delivery, handling, and installation of all equipment required for the NG911 system. This includes ensuring proper management and preparation prior to installation at each Public Safety Answering Point (PSAP). AT&T's experienced technical team will oversee the entire process, ensuring that all equipment is installed in accordance with Broward County's design specifications and operational requirements. This approach aligns with Broward County's vision for a reliable and modern NG911 system, minimizing disruptions to PSAP operations and ensuring a seamless deployment process.	
11	SD011 Installation at the Regional PSAPs: The NG911 Service Provider shall install the required		Yes, AT&T confirms that it will meet Broward County's requirements for equipment installation at the Regional PSAPs as outlined in SD011. AT&T will install all required hardware and software components at the Regional PSAPs, ensuring seamless integration with the NG911 system. The installation process will be conducted by AT&T's experienced technical team, following a structured and detailed implementation plan. This plan will include rigorous testing and validation to ensure that all equipment functions as intended and aligns with the County's operational requirements. By adhering to these standards, AT&T guarantees a smooth and	

	equipment at the Regional PSAPs.	efficient installation process that supports Broward County's vision for a reliable and future-ready NG911 system.	
12	SD012 Connectivity between the PSAP and NGCS at the Regional PSAPs The NG911 Service Provider shall interconnect, configure, and test the Regional PSAP installed equipment to communicate with the NGCS data centers.	Yes, AT&T confirms that it will meet Broward County's requirements for connectivity between the PSAP and NGCS at the Regional PSAPs as outlined in SD012. AT&T will interconnect, configure, and rigorously test the equipment installed at the Regional PSAPs to ensure seamless communication with the NGCS data centers. This process will include validating all connections, ensuring compliance with NENA i3 standards, and conducting end-to-end testing to confirm system functionality and reliability. By leveraging its proven expertise and robust infrastructure, AT&T guarantees that the connectivity between the Regional PSAPs and NGCS data centers will meet Broward County's operational needs and support a resilient and efficient NG911 system.	
13	SD013 Configuration of the CHE and Other Interfaced Systems at the Regional PSAPs: The NG911 Service Provider shall interconnect the NG911 components to the Regional CHE that receives call data and are both configured to receive new data.	Yes, AT&T confirms that it will meet Broward County's requirements for the configuration of the Call Handling Equipment (CHE) and other interfaced systems at the Regional PSAPs as outlined in SD013. AT&T will interconnect the NG911 components with the Regional CHE to ensure seamless integration and the ability to receive and process new call data. This process will involve configuring both the NG911 components and the CHE to support the exchange of data in compliance with NENA i3 standards. AT&T will work collaboratively with the CHE vendor to validate configurations, conduct rigorous testing, and ensure that all systems are fully operational. By adhering to these requirements, AT&T guarantees that the Regional PSAPs will be equipped to handle NG911 call data efficiently and reliably, supporting Broward County's vision for a modern and interconnected emergency communication system.	

14	SD014	Installation at the Non-Regional PSAPs: The NG911 Service Provider shall install the required equipment at the Non-Regional PSAPs.	Yes, AT&T confirms that it will meet Broward County's requirements for equipment installation at the Non-Regional PSAPs as outlined in SD014. AT&T will install all necessary hardware and software components at the Non-Regional PSAPs, ensuring seamless integration with the NG911 system. The installation process will be carried out by AT&T's experienced technical team, following a detailed implementation plan that includes rigorous testing and validation. This ensures that all equipment functions as intended and aligns with the County's operational requirements. By adhering to these standards, AT&T guarantees a smooth and efficient installation process that supports Broward County's vision for a reliable and future-ready NG911 system.	
15	SD015	Connectivity between the PSAP and NGCS at the Non-Regional PSAPs: The NG911 Service Provider shall interconnect, configure, and test the Non-Regional PSAP installed equipment to communicate with the NGCS data centers.	Yes, AT&T confirms that it will meet Broward County's requirements for connectivity between the PSAP and NGCS at the Non-Regional PSAPs as outlined in SD015. AT&T will interconnect, configure, and rigorously test the equipment installed at the Non-Regional PSAPs to ensure seamless communication with the NGCS data centers. This process will include validating all connections, ensuring compliance with NENA i3 standards, and conducting end-to-end testing to confirm system functionality and reliability. By leveraging its proven expertise and robust infrastructure, AT&T guarantees that the connectivity between the Non-Regional PSAPs and NGCS data centers will meet Broward County's operational needs and support a resilient and efficient NG911 system.	
16	SD016	Configuration of the CHE and Other Interfaced Systems at the Non-Regional PSAPs:	Yes, AT&T confirms that it will meet Broward County's requirements for the configuration of the Call Handling Equipment (CHE) and other interfaced systems at the Non-Regional PSAPs as outlined in SD016. AT&T will interconnect the NG911 components with the Non-Regional CHE to ensure seamless integration and the ability to receive and process new call data. This process will involve configuring both the NG911 components and the CHE to support the exchange of data in compliance with NENA i3 standards. AT&T will collaborate with the CHE vendor to validate configurations, conduct rigorous testing, and ensure that all systems are fully operational. By adhering to these requirements, AT&T guarantees that the Non-Regional	

	The NG911 Service Provider shall interconnect the NG911 components to the Non-Regional CHE that receives call data and are both configured to receive new data.	PSAPs will be equipped to handle NG911 call data efficiently and reliably, supporting Broward County's vision for a modern and interconnected emergency communication system.	
Testing			
1	TS001 System Testing: NG911 System Testing confirms that the new NG911 System has been installed and configured as requested by the County. This testing is performed by the NG911 Service Provider prior to the commencement of the Preliminary Acceptance Testing. The NG911 Service Provider shall provide the County with the System Test plan 60 calendar days prior to testing and written testing results within five calendar days of completion.	Yes, AT&T confirms that it will meet Broward County's requirements for NG911 System Testing as outlined in TS001. AT&T will conduct comprehensive system testing to confirm that the NG911 system has been installed and configured in accordance with the County's specifications. This testing will be performed prior to the commencement of Preliminary Acceptance Testing to ensure all components are functioning as intended. AT&T will provide Broward County with a detailed System Test Plan at least 60 calendar days prior to the start of testing. Following the completion of the testing, AT&T will deliver written testing results to the County within five calendar days. This structured approach ensures transparency, thorough validation, and alignment with Broward County's operational requirements, supporting the successful deployment of the NG911 system.	

2	TS002 Preliminary Acceptance Testing (PAT): Preliminary Acceptance Testing will allow the County to verify all configuration requirements, interfaces, and functional specifications. Preliminary Acceptance Testing will be conducted by the County and commence immediately after installation and notification by the NG911 Service Provider that the system has successfully passed System Testing, coupled with the actual test results. The County will develop a comprehensive test plan and strategy with consultation and onsite meeting participation from the NG911 Service Provider's designated technical project lead. The NG911 Service Provider shall provide written notification that the system is	Yes, AT&T confirms its commitment to meeting Broward County's requirements for Preliminary Acceptance Testing (PAT) as outlined in TS002. AT&T will collaborate closely with the County to ensure all configuration requirements, interfaces, and functional specifications are met. Following successful System Testing, AT&T will provide written notification to the County that the system is ready for PAT, along with the actual test results. AT&T will actively participate in the development of Broward County's comprehensive test plan and strategy, including onsite meetings and consultation with the designated technical project lead. During the PAT process, AT&T will provide an onsite technical lead and project manager to ensure prompt and efficient resolution of any issues identified. This approach aligns with Broward County's operational needs and supports the successful deployment of the NG911 system.	

	ready for Preliminary Acceptance Testing. The NG911 Service Provider shall provide the onsite technical lead and project manager during the entire Preliminary Acceptance Testing-allocated time to ensure that issues are resolved in a timely manner.		
3	TS003 Provide Test Environment: The NG911 Service Provider shall provide access to the NG911 System in a testing environment. This should be the actual hardware and software that is not interconnected to the live environment.	Yes, AT&T can work with the County to establish connectivity from your Lab/Test system to the AT&T ESInet. This is not an uncommon request from several of our other large customers using AT&T ESInet today. AT&T and its call handling vendors have set up test PSAPs connected to AT&T ESInet for many large customers. These test PSAPs are used for AT&T and Customer Operational Readiness Testing, exercising, and training purposes. AT&T can work with Broward and their call handling vendor, Intrado, to build a test environment if so desired. As AT&T ESInet is already fully functional it should be noted that AT&T thoroughly tested the AT&T ESInet platform prior to production release. This included functional/system, failover, load, performance and stability testing of all components in the six core data centers (ECMCs) and Aggregation Sites. Integration testing was performed with Intrado VIPER, Motorola Vesta, Carbyne APEX and Solacom Guardian call handling systems and supported voice (CAMA, RFAI and i3) and text-to-911 interfaces. The AT&T ESInet platform and call handling testing is ongoing as new software and hardware are released, and circuits are added to the system.	
4	TS004 Final Acceptance Testing (FAT):	Yes, AT&T confirms that it will meet Broward County's requirements for Final Acceptance Testing (FAT) as outlined in TS004. AT&T will collaborate closely with the County to conduct FAT following successful Preliminary Acceptance Testing (PAT) and Go-Live. During this phase, AT&T will provide the necessary resources to address and resolve any issues encountered, ensuring the system meets all operational and functional requirements.	

Final Acceptance Testing shall be performed by NG911 Service Provider resource(s) and the County. The NG911 Service Provider shall be responsible for resolving any issues encountered during this phase. After successful Preliminary Acceptance Testing and Go-Live, the County shall conduct Final Acceptance Testing alongside NG911 Service Provider personnel. Final acceptance will not be granted until the respective PSAPs operates for sixty (60) calendar days without encountering Severity Level 1-through-Level 3 events on the NG911 System. If a Severity Level-1-through-3 event occurs, the 60 calendar-day period shall restart from the successful resolution of the event.	Final acceptance will be contingent upon the NG911 system operating for 60 consecutive calendar days without any Severity Level 1, 2, or 3 events. In the event such an issue arises, AT&T will promptly resolve it, and the 60-day period will restart from the date of successful resolution. This structured approach ensures that Broward County's NG911 system is thoroughly validated, reliable, and ready for full operational deployment.	
Go-Live and Post Go-Live		

1	GL001 Go-Live (Cut Over): GL001.a Cutover shall occur after the successful completion of Preliminary Acceptance Testing. The NG911 Service Provider technical lead and project management resources shall be onsite during this phase. The NG911 Service Provider shall provide a cutover plan (i.e., MOP) a minimum of 60 calendar days prior to the Go-Live for each PSAP to allow the County time to review and approve. The plan must be a step-by-step event plan with every activity along with the expected duration of each activity. The NG911 Service Provider will coordinate all required parties for the cutover	Yes, AT&T confirms that it will meet Broward County's requirements for Go-Live (Cut Over) as outlined in GL001. AT&T will ensure that the cutover occurs only after the successful completion of Preliminary Acceptance Testing (PAT). During this critical phase, AT&T's technical lead and project management resources will be onsite to oversee and support the process, ensuring a smooth transition. AT&T will provide a detailed cutover plan, or Method of Procedure (MOP), at least 60 calendar days prior to the Go-Live for each PSAP. This plan will include a step-by-step sequence of activities, specifying the expected duration of each task. AT&T will coordinate with all required parties to ensure alignment and readiness for the cutover. Additionally, AT&T acknowledges that PSAP and County representatives will have the authority to make the final determination to proceed with the Go-Live or initiate a backout procedure, with the County reserving the right to decide when a backout is necessary. This collaborative and structured approach ensures a seamless and controlled transition to the NG911 system, aligning with Broward County's operational needs and expectations. This aligns with the information provided in the contexts, particularly regarding AT&T's commitment to providing a detailed cutover plan, coordinating with stakeholders, and ensuring readiness through testing and backout procedures.	

	• PSAP and County representatives will make the final determination to back out or tentatively accept the Go-Live. • The County reserves the right to determine when a backout procedure is initiated.		
2	GL002 Go-Live by Environment: The NG911 Service Provider shall perform cut over for each environment (Regional and Non-Regional) separately. After the Regional PSAPs are cut over successfully, the NG911 system will be in place for a period to be determined by the County. The County will notify the NG911 Service Provider when the Non-Regional PSAP cut over may occur.	Yes, AT&T confirms that it will meet Broward County's requirements for Go-Live by Environment as outlined in GL002. AT&T will perform the cutover for each environment—Regional and Non-Regional—separately, ensuring a phased and controlled transition to the NG911 system. The cutover for the Regional PSAPs will be completed first, and the system will operate for a period determined by the County to validate its performance and stability. AT&T acknowledges that the County will notify the NG911 Service Provider when the Non-Regional PSAP cutover may proceed. During each phase, AT&T's technical lead and project management resources will be onsite to oversee the process, address any issues, and ensure alignment with the County's operational requirements. This phased approach minimizes risk, ensures system reliability, and supports Broward County's vision for a seamless and efficient NG911 implementation.	

3	GL003 Post Go-Live Support: The NG911 Service Provider shall provide onsite and remote support during the post Go-Live period to meet all SLAs. For up to the first 15 business days, support shall be onsite for the Regional and Non- Regional environments. This period may restart at the discretion of the County if there are any issues during the post Go-Live period.	AT&T confirms that it will meet Broward County's requirements for Post Go-Live Support as outlined in GL003. AT&T will provide both onsite and remote support during the post Go-Live period to ensure compliance with all Service Level Agreements (SLAs). For the first 15 business days following the Go-Live for both Regional and Non-Regional environments, AT&T will have dedicated onsite support resources available to address any issues promptly and ensure system stability. AT&T acknowledges that the County reserves the right to restart the 15-business-day support period at its discretion if any issues arise during the post Go-Live phase. This commitment ensures that Broward County's NG911 system operates reliably and efficiently, with AT&T providing the necessary expertise and resources to support a smooth transition and ongoing system performance.	
Training			
1	TRN001 Train-the-Trainer Training: The NG911 Service Provider shall provide minimum three onsite train-the-trainer training sessions of up to fifteen (15) people per session on the dashboard/portal, PRF, incident reporting, ticketing tools, and other provided	Yes, AT&T's will provide Train-the-Trainer training sessions as required. The training will be conducted by experienced AT&T personnel and will include hands-on demonstrations, interactive learning, and detailed documentation to support ongoing use. By delivering comprehensive training, AT&T ensures that Broward County's staff are fully prepared to leverage the capabilities of the NG911 system, aligning with the County's operational needs and objectives.	

	interfaces and applications to County staff.		
2	TRN002 Dashboard/Portal Training: The NG911 Service Provider shall provide minimum three onsite user training sessions on the dashboard/portal to County and PSAP staff.	Yes, AT&T confirms that it will meet Broward County's requirements for Dashboard/Portal Training as outlined in TRN002. AT&T will provide a minimum of three onsite user training sessions tailored to County and PSAP staff. These sessions will focus on the functionality and use of the dashboard/portal, ensuring that staff are equipped to manage and utilize the system effectively. The training will be conducted by experienced AT&T personnel and will include hands-on demonstrations, interactive learning, and detailed documentation to support ongoing use. By delivering comprehensive training, AT&T ensures that Broward County's staff are fully prepared to leverage the capabilities of the NG911 system, aligning with the County's operational needs and objectives.	
3	TRN003 GIS Tool Training: The NG911 Service Provider shall provide minimum one onsite training session on the GIS tools provided.	Yes, AT&T confirms that it will meet Broward County's requirements for GIS Tool Training as outlined in TRN003. AT&T will provide a minimum of one onsite training session focused on the GIS tools included in the NG911 system. This training will be tailored to ensure that County staff are proficient in using the tools to manage and upload GIS data effectively. The session will include hands-on demonstrations, practical exercises, and detailed documentation to support ongoing use. Conducted by experienced trainers, the training will ensure that Broward County's staff are equipped to leverage the GIS tools for accurate geospatial call routing and data management, aligning with the County's operational needs and objectives.	
4	TRN004 Incident Reporting and Ticketing Tool Training: The NG911 Service Provider shall provide minimum three	Yes, AT&T confirms that it will meet Broward County's requirements for Incident Reporting and Ticketing Tool Training as outlined in TRN004. AT&T will provide a minimum of three onsite training sessions focused on incident reporting, retrieving service request data, and utilizing ticketing tools. These sessions will be conducted by experienced personnel and will include hands-on demonstrations, interactive exercises, and comprehensive documentation to ensure that County and PSAP staff are proficient in managing incidents and service requests. By delivering this training, AT&T ensures that Broward County's staff are equipped to effectively use the tools provided, supporting efficient system management and alignment with the County's operational needs.	

	onsite training sessions on incident reporting, the retrieval of service request data, and ticketing tools.	This aligns with the training services AT&T offers, which includes Network Status Reports, Help Desk, Trouble Ticketing, and Root Cause Analysis/Review, which provides training on change management systems, processes, and tools. Additionally, AT&T's commitment to providing user interface training on web-based portals for accessing documentation and reviewing reports, further supporting the County's operational requirements.	
5	TRN005 PRF Management Training: The NG911 Service Provider shall provide minimum two onsite training sessions on PRF management.	Yes, AT&T confirms that it will meet Broward County's requirements for PRF Management Training as outlined in TRN005. AT&T will provide a minimum of two onsite training sessions focused on the management of the Policy Routing Function (PRF). These sessions will equip County and PSAP staff with the knowledge and skills needed to define, modify, and manage routing policies effectively. The training will include hands-on demonstrations, interactive exercises, and detailed documentation to ensure participants are proficient in using the PRF tools. Conducted by experienced personnel, these sessions will ensure that Broward County's staff can adapt routing policies to meet operational needs, supporting the County's vision for a flexible and reliable NG911 system.	
6	TRN006 Change Management Training: The NG911 Service Provider shall provide minimum one onsite training session on change management requests, processes, and tools, including SOI updates and ALI discrepancy procedures.	Yes, AT&T confirms that it will meet Broward County's requirements for Change Management Training as outlined in TRN006. AT&T will provide a minimum of one onsite training session focused on change management requests, processes, and tools. This training will include detailed instruction on Service Order Interface (SOI) updates, Automatic Location Identification (ALI) discrepancy procedures, and other relevant change management activities. The session will be conducted by experienced personnel and will include hands-on demonstrations, interactive exercises, and comprehensive documentation to ensure that County and PSAP staff are proficient in managing change requests and processes. By delivering this training, AT&T ensures that Broward County's staff are equipped to handle change management effectively, supporting the County's operational needs and ensuring the reliability of the NG911 system.	

7	TRN008	Training Materials and Curriculum: TRN008.a Training materials and curriculum shall be provided minimum 60 business days prior to the respective training.	Yes, AT&T confirms that it will meet Broward County’s requirements for Training Materials and Curriculum as outlined in TRN008. AT&T will provide comprehensive training materials and a detailed curriculum at least 60 business days prior to the respective training sessions. These materials will include user guides, step-by-step instructions, and reference documentation tailored to the specific training topics, such as dashboard/portal usage, PRF management, incident reporting, and change management processes. By delivering these resources well in advance, AT&T ensures that Broward County’s staff have ample time to review and familiarize themselves with the content, supporting effective and engaging training sessions. This proactive approach aligns with AT&T’s commitment to equipping County and PSAP personnel with the knowledge and tools needed to operate and manage the NG911 system efficiently.	
		Maintenance and Support Requirements		
Maintenance and Support				
1	SR-MR001	Maintain Compliance with the Current Industry Standards: As industry standards evolve, the NG911 System shall be upgraded to maintain compliance with the current version of established industry standards. The NG911 System should support applicable new IP network and security industry standards within twenty-four	Yes, AT&T confirms that it will meet Broward County’s requirements for maintaining compliance with current industry standards as outlined in SR-MR001. AT&T is committed to ensuring that the NG911 system remains aligned with the latest versions of established industry standards, including NENA i3, IP network protocols, and security frameworks. The system will be upgraded to support applicable new standards within 24 months of their ratification, while ensuring that no existing services or feature functionalities are abandoned during the upgrade process. AT&T employs a structured process to identify, develop, test, and implement new standard components, functions, and applications. This process includes: 1. Standards Monitoring: AT&T actively monitors updates to industry standards through participation in organizations such as NENA, APCO, and other relevant bodies. 2. Impact Analysis: Once a new standard is ratified, AT&T conducts a thorough analysis to assess its impact on the NG911 system, including potential performance or feature changes. 3. Development and Testing: AT&T develops and rigorously tests the necessary updates in a controlled lab environment to ensure compatibility, reliability, and compliance with the new standard.	

	(24) months of ratification. Compliance requirements apply to the supporting standards referenced within each standard. As updates are made to maintain compliance, the NG911 System shall not abandon services or feature functionalities in place at the time of the upgrade. The NG911 Service Provider shall uncover any performance or feature changes prior to the upgrade and report them to the County for approval. The NG911 Service Provider shall describe the process used to identify, develop, test, and implement new standard components, functions, and applications.	4. Customer Communication: AT&T provides Broward County with detailed reports on any performance or feature changes uncovered during the testing phase, seeking the County's approval before proceeding with implementation. 5. Implementation and Validation: After receiving approval, AT&T implements the updates in the production environment, followed by validation to ensure seamless integration and functionality. This proactive and collaborative approach ensures that Broward County's NG911 system remains compliant with evolving industry standards while maintaining the reliability and functionality required for public safety operations.	
2	SR-MR003 Configuration Management: The configuration management process shall include the following: Frequency of scheduled software releases and the decision-making	Yes, Our solution configuration tools provide version control and "rollback" functionality to all elements. This allows the restoration of previously "known good" configurations or timely restoration of stored configurations in the event of equipment failure or disaster recovery. To provide consistent levels of service, the NOC maintains a full suite of operations metrics and statistics. The NOC tests and implements new products, performs updates to existing products and is responsible for creating and archiving production system backups. Our network configuration tools provide version control and "rollback" functionality to all network elements, with backups of all network configurations performed daily. This allows the restoration of previously "known good" configurations or timely restoration of stored configurations in the event of equipment failure or disaster recovery. Using the above process, our network configuration management tools perform the following functions:	

	processes involved in determining what features and defect resolutions to include in a scheduled release. • Maintenance releases and feature releases shall be provided to the County at no cost while a maintenance agreement is in place. The NG911 Service Provider shall describe the frequency of defect-resolution software releases, and the decision-making processes involved in selecting which software defects to fix. • The NG911 Service Provider shall provide access to the defect tracking system to allow the County to track the progress of defect resolutions.	• Detect and report on configuration policy violations or configuration backup failures to ensure compliance with corporate standards. • Use configuration and command templates, custom scripts, and configuration changes to provide consistent implementation of network configurations across similar site types. • Simultaneously modify configurations, change community strings, update ACLs, and block MAC addresses across many devices. • Compare start-up and running configuration files to troubleshoot device configurations issues. • Automatically check all network elements for changes and perform backups for all changed network device configurations on a daily or ad hoc basis, as needed. The frequency of defect-resolution varies greatly depending on the size and complexity of the software, the resources available for development and testing, and the priorities of the development team and stakeholders, but typically involves several key factors: • Severity of the defect: The most critical and disruptive defects are usually given the highest priority for resolution. • Impact on users: Defects that affect a large number of users or have a significant impact on their experience are often given priority. • Business priorities: The development team may prioritize defect resolution based on the needs and goals of the business, such as meeting a deadline or releasing a new feature. • Feedback from users and stakeholders: Feedback from users and stakeholders can provide valuable information about the impact of specific defects and help prioritize resolution efforts. Ultimately, the goal of the defect-resolution process is to deliver a stable and reliable software product that meets the needs of users and stakeholders. To achieve this, we balance the need to fix critical defects with the available resources and the priorities of the business. As an integral part of the customer relationship, we provide routine issue tracking and review sessions with our partners and customers, during which time defects and remediations are discussed and timelines are agreed upon.	

	• The NG911 Service Provider shall provide a detailed description of the defect tracking and resolution process and provide training to County staff prior to final NG911 System acceptance. • The NG911 Service Provider must have a procedure to manage and track changes made to the system. This is especially important when changes affect the performance of a particular device that needs to be returned to its former configuration. The configuration management procedure shall be available to maintenance personnel and County staff.		

	The NG911 Service Provider shall describe the process used or provide example notifications and procedures.		
3	SR-MR006 Manage OSP Moves, Adds, and Changes: The NG911 Service Provider shall manage all adds, moves, changes, and deletions of connections to OSPs, both TDM and IP-based, in accordance with the Federal Communications Commission (FCC) Report and Order Facilitating Implementation of NG911 Services (FCC 24-178); monitor these connections; and proactively work with the respective OSPs to resolve problems as they occur. The NG911 Service Provider shall describe the process used to accomplish this requirement.	AT&T provides 9-1-1 Services in over 25 other states across the USA. AT&T has the appropriate agreements, relationships, licenses, and interconnections agreements necessary to provide 9-1-1 services statewide including managing adds, moves, changes, and deletions of connections from OSPs. All terms, conditions, and procedures follow applicable State guidelines and rules as well as applicable telephone industry practices, NENA standards and all applicable US telecommunication law. The AT&T ESInet solution provides interconnection to a variety of networks and physical locations. This includes all wireline, wireless, VoIP, and MLTS OSPs. AT&T will work with Broward to develop a joint communication to all OSPs outlining the scope of services to be implemented, a high-level implementation schedule, and key contact information for each entity. AT&T can distribute this communication on behalf of the Broward. When requested, Broward shall grant AT&T documented authority (e.g., a Letter of Authorization or other similar documentation) in order to act on PSAP's behalf in, among other things: notifying affected OSPs that AT&T is the new provider of emergency call routing services to PSAPs; designating the AT&T ESInet POIs as the PSAP's point of delivery of 9-1-1 traffic; notifying OSPs as to any new requirements for the OSPs' delivery of 9-1-1 traffic to the AT&T ESInet POIs, including trunking requirements (IP or TDM); and notifying affected OSPs of the terms and conditions pertaining to their delivery of 9-1-1 traffic to the AT&T ESInet POIs. AT&T has multiple years of experience deploying ESInets and has worked with PSAPs across the nation to complete a Letter of Authority. AT&T has a LOA template that can be a starting point for the LOA used for Broward. AT&T will execute a commercial agreement with ingress carriers. The parties will work together on the migration, timelines and implementation process. AT&T will manage the OSP migrations after contract execution and upon receipt of the Letter of Authorization from the PSAP. The Interconnection agreements include but not limited to the following: • Roles and responsibilities of the Parties • Terms and Conditions • Establishing facilities and Exchange traffic	

		• Point of Interconnection (IP locations) • Call transfers • Split rate centers • Call transfers • Database • Troubleshooting • Fault Management and escalation procedures AT&T will facilitate the establishment of OSP communication guidelines with Broward and adhere to these guidelines for the project implementation and service duration for both TDM and IP-based connections. AT&T establishes expectations with each OSP and manages communication to the OSP for items related to the AT&T ESInet services on behalf of Broward. AT&T will escalate to Broward as appropriate regarding OSP initiatives. The AT&T ESInet accepts 9-1-1 calls from OSPs at Points of Interconnection (POI) sites and routes them over the ESInet to the appropriate PSAP. AT&T recommends that each OSP connect their network to the ESInet via at least two separate and independent trunking facilities (diverse routed). AT&T works with each OSP to validate their connections are installed and basic connectivity tested successfully. If this is the first time an OSP has connected to the AT&T ESInet, extensive testing is completed with a test PSAP to ensure basic functionality. Prior to the commencement of the cutover event from the legacy selective router the project team members hold a cutover meeting, and OSPs are provided a set of methods and procedures for the switch transition. The purpose of this meeting is to discuss the progress of activities, cutover readiness, and the cutover plan. During the scheduled cutover, all parties both on- and off-site join a bridge that will be managed by an AT&T ESInet Project Manager. At the scheduled time and in accordance with the transition plan, the OSP translations representative executes a predefined set of switch translations (script) to redirect calls from their legacy trunks to the new connections to the AT&T ESInet.	

		AT&T applies similar procedures for moves and changes including removal of OSP connections (for those decommissioned or replaced by new connections). AT&T will manage the interactions with the OSPs on behalf of Broward.	
4	SR-MR007 Legacy System Monitoring: After completion of Final Acceptance Testing, the legacy systems shall remain in place for at least 30 additional days. The legacy systems shall be monitored from Go-Live to ensure no traffic is processed by the legacy systems. If traffic is processed by the legacy systems, the NG911 Service Provider shall troubleshoot and identify the OSP and migrate the traffic to the NG911 System, and the 30-day period will begin again.	Yes, AT&T confirms that it will meet Broward County's requirements for Legacy System Monitoring as outlined in SR-MR007. After the completion of Final Acceptance Testing, AT&T will ensure that the legacy systems remain in place for at least 30 additional days while monitoring them to confirm that no traffic is processed by these systems. During this period, AT&T will utilize its Network Operations Center (NOC) to continuously monitor the legacy systems. If any traffic is detected on the legacy systems, AT&T will promptly troubleshoot the issue, identify the Originating Service Provider (OSP) responsible, and migrate the traffic to the NG911 system. Once the issue is resolved, the 30-day monitoring period will restart to ensure compliance. This approach guarantees a seamless transition to the NG911 system while maintaining operational integrity and alignment with Broward County's requirements.	
5	SR-MR008 Removal of Legacy Systems and Circuits (Move to Maintenance and Support): After 30 days of no traffic, the NG911 Service Provider shall manage the termination of	Yes, AT&T confirms that it will meet Broward County's requirements for the removal of legacy systems and circuits as outlined in SR-MR008. After 30 consecutive days of no traffic being processed by the legacy systems, AT&T will manage the termination of the unused systems and circuits. This process will include coordinating with Broward County and relevant stakeholders to ensure the orderly removal of unused equipment from the PSAPs. AT&T will follow a structured approach to decommissioning legacy systems, including validation to confirm that all traffic has been successfully migrated to the NG911 system, documentation of the removal process, and disposal or return of equipment as required. By adhering to these procedures, AT&T ensures a smooth transition to maintenance and support for the NG911 system, aligning with Broward County's operational needs and objectives.	

	the unused legacy systems and circuits. The NG911 Service Provider should coordinate the removal of unused equipment from the PSAPs.		
6	SR-MR010 Scheduled Maintenance: The NG911 Service Provider shall coordinate all scheduled maintenance using the change management process. This shall include: • Scheduled downtime • Preventative maintenance	Yes, AT&T confirms that it will meet Broward County's requirements for Scheduled Maintenance as outlined in SR-MR010. AT&T will coordinate all scheduled maintenance activities using the established change management process to ensure transparency, minimize disruptions, and maintain system reliability. This process aligns with AT&T's documented change management processes for submitting, approving, and reporting change requests. Additionally, AT&T is committed to providing advanced notice of maintenance events when there is potential customer impact, ensuring collaboration and minimizing disruptions. By adhering to these procedures, AT&T ensures that all maintenance activities are performed in a controlled and collaborative manner, supporting the operational integrity and reliability of Broward County's NG911 system.	
7	SR-MR011 Mandatory Meetings: The NG911 Service Provider shall attend the following meetings with the County in person: • Executive Meetings – Semi-annual to review performance with the NG911 Service Provider's executive team.	Yes, AT&T confirms that it will meet Broward County's requirements for Mandatory Meetings as outlined in SR-MR011. AT&T will actively participate in the following in-person meetings with the County: • Executive Meetings: Conducted semi-annually, these meetings will involve AT&T's executive team to review overall performance, address strategic objectives, and ensure alignment with Broward County's operational goals. • Performance Review Meetings: Held monthly or quarterly, these meetings will focus on reviewing system performance, addressing any issues, and discussing ongoing improvements to the NG911 system. AT&T is committed to fostering open communication and collaboration with Broward County through these regular meetings, ensuring transparency, accountability, and continuous improvement in service delivery.	

	Performance Review Meetings – Monthly or quarterly to review performance.		
8	SR-MR012 GIS Maintenance: The NG911 Service Provider shall provide a method to upload regularly scheduled County GIS data updates to the NGCS with clearly documented data requirements. The NG911 Service Provider shall describe the process.	The 9-1-1 Enterprise Geospatial Database Management System (9-1-1 EGDMS) is a web application that serves as the front-end user interface for the NENA Spatial Interface (SI). GIS data is submitted to the AT&T ESInet via the web-based SI portal. The portal provides secure GIS file transfer. 9-1-1 Authorities can maintain their local database schema and configure database changes using the attribute field mapping tools. The SI portal provides: - Secure file transfer via the SI portal using secure 2 factor authentication. - Updates submitted to the SI will be comprised of one or more complete feature classes. - GIS file format support for File Geodatabase and Shapefile. - Automated schema change detection and error notification. - Attribute field mapping configuration driven by the 9-1-1 Authority/local data source. - Automated email notifications for upload, error, and processing status. - Logging of uploads and any associated errors and provisioning status (succeeded/failed). - GIS data upload and validation report retrieval. - Data validations include Gap/Overlap detection, reporting and error logging. - A configurable threshold for triggering gap and overlap alarms/reports The SI validation engine logs errors and refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the NG 9-1-1 geospatial portal. Validation errors must be corrected by the 9-1-1 Authority within their own GIS database. Updates are submitted and processed on an on-going basis. Ongoing NG 9-1-1 geospatial portal validations include road centerline, address point, and polygon for each data upload. AT&T provides NG9-1-1 GIS Onboarding services, which delivers services, training, and support needed to successfully deploy NG9-1-1 GIS data within the EGDMS prior to NG9-1-1 go-live.	

		AT&T will provide the EGDMS system access, account creation, remote training, and assistance with the initial GIS data upload. AT&T provides NG9-1-1 GIS Onboarding services, which delivers services, training, and support needed to successfully deploy NG9-1-1 GIS data within the EGDMS prior to NG9-1-1 go-live. AT&T will provide the EGDMS system access, account creation, remote training, and assistance with the initial GIS data upload and field mapping configuration. AT&T provides a GIS roles and Expectations document along with an EGDMS User Guide to provide additional information to aid in the PSAPs efficient onboarding onto the Spatial Interface. AT&T's NG9-1-1 GIS onboarding delivers the essential services, training, and support needed to successfully deploy NG9-1-1 GIS data and EGDMS within a NG9-1-1 environment. AT&T will provide web-based training and setup of the EGDMS system and assist with the initial GIS data load, clarifying the role of EGDMS as the NENA Spatial Interface, and defining its features and functionality. NG9-1-1 GIS onboarding services establish communication between the GIS Authority, the AT&T i3 GIS coach, and the NG9-1-1 service provider throughout the GIS onboarding phase and EGDMS implementation. NG9-1-1 GIS onboarding includes EGDMS setup and the following services: • Assignment of an i3 GIS Coach • NG9-1-1 GIS onboarding kickoff meeting • EGDMS overview, user training, and field mapping training (web-based) • EGDMS report interpretation and error correction consultation training (web-based) • ALI-to-GIS report review and error correction consultation training (web-based) • GIS data testing and remediation • General NG9-1-1 GIS Q&A support • EGDMS and NG9-1-1 GIS go-live support	
Service Level Expectations			
1	SR-SLA001 Availability: The NG911 Service Provider shall maintain 99.999% availability for all components	Yes, the AT&T solution maintains 99.999% availability. AT&T ESInet achieves 99.999% service availability 24x7x365 for call processing and has no single point of failure that will disrupt the ability to provide on-going call processing. All i3 functions necessary for call processing are deployed in a highly available configuration. Each i3 element has multiple instances within a single core to provide redundancy for that core. The same redundant configuration is replicated at each of the six geo-diverse core sites. The nine Aggregation sites use the same	

	of the NG911 System for each PSAP. Availability will be calculated by the total downtime at the PSAP divided by the total available time per month.	design approach of redundancy within each individual site mirrored at the other sites. Transactions or call traffic divert to available components on failure or degradation of service of a given functional component or loss of a physical site. IP transport paths for critical service components are redundant and designed for multipath IP packet delivery so the failure of a given IP transport mechanism does not affect overall service availability. The AT&T ESInet components are designed and configured for continuous operation. AT&T ESInet availability is calculated from the time the outage begins that impacts call processing ability, until such time that the AT&T ESInet call processing ability is restored. This includes all AT&T ESInet downtime for the end-to-end service.	
2	SR-SLA002 Equipment and Support Staff Availability: The NG911 Service Provider shall maintain adequate equipment including spares, and trained staff available remotely and/or onsite as required 24/7/365 to resolve issues and failures within the response and resolution times outlined in the SLA in Tables 1 and 2 shown in Scope of Work document. The NG911 Service Provider shall list the locations where equipment and staff will be located during the terms of the contract.	Yes, AT&T has local field technicians trained on AT&T ESInet and NG911 technologies within Broward County. Additional AT&T personnel assigned to the Broward County account are located within Florida, Texas, Oklahoma, Delaware and other states around the nation. AT&T ESInet is provided as a service and all AT&T supplied hardware will be replaced in the event of a component failure. AT&T manages spare equipment deployed at the PSAP in a store depot located in Colorado and employs an advanced vendor replacement strategy. Should a device at the PSAPs location go out of service, an AT&T technician will be dispatched with a preconfigured spare to replace the faulty equipment. Careful coordination is carried out with the PSAP to ensure no call impact will be experienced in the replacement process.	
3	SR-SLA003 Response and Resolution Times:	Yes, AT&T will resolve all issues and failures within the agreed upon response and resolution times provided in this RFP.	

	SR-SLA003.a The NG911 Service Provider shall resolve all issues and failures within the agreed upon response and resolution times.		
4	SR-SLA004 Supply Chain: Due to events with the pandemic, the County seeks confirmation that any committed plan and/or schedule communicated within the NG911 Service Provider's response should be maintained regardless of supply chain impacts. The NG911 Service Provider shall describe processes put in place to limit the impact of supply chain issues.	Yes, this question highlights the importance of selecting a provider that has the financial strength, resource depth and expertise in navigating large scale events like the COVID-19 pandemic. Beginning in March 2020, when the pandemic lockdown began, through December 2021, AT&T successfully implemented 694 PSAPs across the nation to the AT&T ESInet platform, with 19 PSAPs deployed in Florida. No other NGCS provider in the nation accomplished that milestone during the pandemic. AT&T has a well-documented Pandemic Plan with an established Global Crisis Council that includes the Executive Leadership Team, Crisis Management Team, Crisis Management Program Office, Office Response Teams, and Business Segment Leaders. This team is tasked with IT Service Continuity to ensure essential business operations and supporting technologies are restored in compliance with regulatory and contractual requirements. In addition, the AT&T Corporate Business Continuity Planning (C-BCP) team manages Supplier Business Continuity and Business Continuity Management (BCM) Risk Management. C-BCP partners with the Business Units to identify, assess, and mitigate Supplier BCM risks and partners with Global Supply Chain (GSC) to ensure Supplier agreements contain language requiring a Business Continuity Plan for the products and/or services provided to the Business Units.	
5	SR-SLA005 Reason for Outage and Root Cause Analysis (RCA): SR-SLA005.a After any issues are reported, the NG911 Service Provider shall provide a preliminary reason for outage (RFO) and restore	Yes, In the event of an outage, AT&T applies immediate and sustained effort, 7x24, until the service is restored. Upon restoration of normal 9-1-1 service, AT&T will prepare a preliminary RFO report within three business days which will include an overview of all information known at that time. AT&T will prepare and submit a final detailed report to the customer, including root cause analysis, that describes the impact of the event, the cause, resolution and any preventative steps that may be taken to eliminate future events.	

	service immediately through failover options. The final RFO/RCA report shall include detailed outage causation, callers impacted, duration of outage, date and time of the outage, and any short- and/or long-term countermeasures implemented to prevent a recurrence.		
6	SR-SLA006 RFO/RCA Follow Up: RFO/RCA reports that include any short- and/or long-term remedies, including implementation schedules, shall include follow-up reporting. The County shall be notified by the NG911 Service Provider regularly (at minimum daily or weekly until fully resolved) and as actions are completed.	Yes, AT&T acknowledges the requirement that RFO/RCA reports include both short- and long-term remedies with implementation schedules, along with regular follow-up reporting. We confirm that AT&T will comply fully with this obligation and will ensure that the County is notified regularly—at least on a daily or weekly basis—until the issue is fully resolved, with updates provided as actions are completed.	
Final Acceptance Criteria			
1	FAC001 Final Acceptance: After successful Preliminary Acceptance Testing and Go-Live, the County shall conduct Final Acceptance Testing alongside NG911 Service	Yes, AT&T acknowledges and agrees to the process whereby, following successful Preliminary Acceptance Testing and Go-Live, Final Acceptance Testing will be conducted jointly with County personnel. We commit to supporting the County in ensuring that Final Acceptance will only be granted after the PSAPs in both Regional and Non-Regional environments have operated for a continuous 60-calendar-day period without any Severity Level 1 through Level 3 events on the NG911 System. In the event such an event occurs, AT&T agrees to restart the 60-day period upon successful resolution, as specified.	

	Provider personnel. Final acceptance should not be granted until the PSAPs in both Regional and Non-Regional environments operate for 60 calendar days without encountering Severity Level 1 through Level 3 events on the NG911 System. If a Severity Level 1 through Level 3 event occurs, the sixty (60) calendar-day period shall be restarted from the successful resolution of the event.		

The information on this Project Questionnaire remains subject to County review and verification during the evaluation process.

General Compliance
Next Generation 911 (NG911)

INSTRUCTIONS: Respond to each requirement with the appropriate selection by indicating a “Yes” under the “Complies” column if the proposed solution “Complies” with the requirement as stated and the information requested is also provided, or indicate a “Yes” under the “Comply with Exception” column if the proposed solution “Comply with Exception” and provide details of the exception to the stated requirement under the “Comments” column or indicate a “Yes” under the “Does Not Comply” column if the proposed solution “Does Not Comply” for each requirement in this document. If the comment is lengthy, please use a separate page and reference the Item Number before each response.

Insert Vendor Name: AT&T Enterprises, LLC.

NG911 System			Complies (All requested information associated with the requirements below must also be provided)	Comply with Exception	Does Not Comply	Comments (Associate d with requireme nts noted below as “Comply with Exception”)
No .	NG911 Service Provider Requirements					
Vendor General Requirements						
1	VN001	NG911 Service Provider	Yes			

	General Information: The NG911 Service Provider should provide the length of time that the NG911 Service Provider has been in operation including the following: • Total number of current employees of the company. • Rate of employee turnover (percent of employees who resigned in the last full calendar year compared to the number of employees at the beginning of the year). The NG911 Service should provide the provider's subcontractor length of time that have been in operation including the following: • Total number of current employees of the company.	AT&T employs 140,990 employees. AT&T has been in business since 1885 and also has a dedicated NG911 team that has been in operation since 2008. During the last full calendar year, AT&T has had zero employees resign in the dedicated AT&T Public Safety Solutions/NG911 organization. AT&T's subcontractor, Intrado Life & Safety, Inc., has been in operation since 1979. Intrado employs 978 employees and employee turnover rate is 13.7%.			

	Rate of employee turnover																																																								
2	VN003 Provide a List of the Top 50 Metropolitan Statistical Areas (MSAs) that are NG911 Clients: The NG911 Service Provider should provide a list of all the top 50 MSAs for which it provides NG911 services. For each MSA, the NG911 Service Provider shall list the following: - Agencies/PSAPs - Types of Service - General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version	Yes AT&T currently provides NGCS/ESInet services to 17 of the top 50 Metropolitan Statistical Areas (MSAs). In addition, AT&T also provides legacy 911 call routing to 11 additional MSAs. Due to Federal Customer Proprietary Network Information (CPNI) regulations, AT&T is not able to provide the additional data being requested: 911 calls processed, number of PSAPs, CHE system and version, and VRS and version. <table><tr><th>Ran k</th><th>Metropolitan statistical area</th><th>Stat e</th><th>System Type</th></tr><tr><td>4</td><td>Dallas–Fort Worth–Arlington</td><td>TX</td><td>Regional</td></tr><tr><td>6</td><td>Miami–Fort Lauderdale–West Palm Beach</td><td>FL</td><td>Regional</td></tr><tr><td>7</td><td>Washington–Arlington–Alexandria</td><td>DC</td><td>Regional</td></tr><tr><td>8</td><td>Atlanta–Sandy Springs–Roswell</td><td>GA</td><td>Regional</td></tr><tr><td>20</td><td>Orlando–Kissimmee–Sanford</td><td>FL</td><td>Regional</td></tr><tr><td>21</td><td>Charlotte–Concord–Gastonia</td><td>NC</td><td>Statewide</td></tr><tr><td>22</td><td>Baltimore–Columbia–Towson</td><td>MD</td><td>Regional</td></tr><tr><td>24</td><td>San Antonio–New Braunfels</td><td>TX</td><td>Regional</td></tr><tr><td>25</td><td>Austin–Round Rock–San Marcos</td><td>TX</td><td>Regional</td></tr><tr><td>33</td><td>Indianapolis–Carmel–Greenwood</td><td>IN</td><td>Regional</td></tr><tr><td>35</td><td>Nashville–Davidson–Murfreesboro–Franklin</td><td>TN</td><td>Statewide</td></tr><tr><td>37</td><td>Virginia Beach–Chesapeake–Norfolk</td><td>VA</td><td>Statewide</td></tr></table>	Ran k	Metropolitan statistical area	Stat e	System Type	4	Dallas–Fort Worth–Arlington	TX	Regional	6	Miami–Fort Lauderdale–West Palm Beach	FL	Regional	7	Washington–Arlington–Alexandria	DC	Regional	8	Atlanta–Sandy Springs–Roswell	GA	Regional	20	Orlando–Kissimmee–Sanford	FL	Regional	21	Charlotte–Concord–Gastonia	NC	Statewide	22	Baltimore–Columbia–Towson	MD	Regional	24	San Antonio–New Braunfels	TX	Regional	25	Austin–Round Rock–San Marcos	TX	Regional	33	Indianapolis–Carmel–Greenwood	IN	Regional	35	Nashville–Davidson–Murfreesboro–Franklin	TN	Statewide	37	Virginia Beach–Chesapeake–Norfolk	VA	Statewide			
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	Is it part of a statewide or regional system	<table><tr><td>40</td><td>Milwaukee–Waukesha</td><td>WI</td><td>Regional</td></tr><tr><td>41</td><td>Raleigh–Cary</td><td>NC</td><td>Statewide</td></tr><tr><td>44</td><td>Richmond</td><td>VA</td><td>Statewide</td></tr><tr><td>45</td><td>Memphis</td><td>TN</td><td>Statewide</td></tr><tr><td>50</td><td>Hartford–West Hartford–East Hartford</td><td>CT</td><td>Statewide</td></tr></table> AT&T ESInet has been recognized for its market leadership in the Next Generation 911 (NG911) sector by Frost & Sullivan for six consecutive years. With a market share of approximately 30% and direct contracts covering over 80 million people, AT&T continues to lead the NG911 market in the United States.	40	Milwaukee–Waukesha	WI	Regional	41	Raleigh–Cary	NC	Statewide	44	Richmond	VA	Statewide	45	Memphis	TN	Statewide	50	Hartford–West Hartford–East Hartford	CT	Statewide			
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50	Hartford–West Hartford–East Hartford	CT	Statewide																						
3	VN004 Be Active in NG911 Standards Development: The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as the Association of Public-Safety Communications Officials (APCO) International, NENA, the Alliance for Telecommunications Industry Solutions (ATIS), etc. List all committees,	Yes AT&T is committed to the advancement and adoption of open standards in the public safety communications ecosystem. All applications, equipment, services, and systems that perform NG9-1-1-related functions within the AT&T ESInet environment are built on open, non-proprietary standards to ensure interoperability, scalability, and long-term sustainability. AT&T actively participates in key standards development organizations (SDOs), including: NENA (National Emergency Number Association) – Participation in the i3 architecture working group, cybersecurity task forces, and interoperability testing initiatives. APCO International – Engagement in standards development for public safety communications protocols and operational best practices. ATIS (Alliance for Telecommunications Industry Solutions) – Involvement in NG911 interface specifications and network reliability standards.																							

	work groups, and projects that the NG911 Service Provider participates in and note if any are chaired or lead by NG911 Service Provider staff.	AT&T contributes to these organizations through committee membership, working group participation, and leadership roles. Specific examples include chairing subcommittees focused on NG911 call routing and contributing to the development of the NENA i3 standard. This active engagement ensures that the AT&T NG911 solution remains aligned with evolving industry standards and regulatory expectations, while also contributing to the broader advancement of public safety communications nationwide. We continue to play a key role in developing emerging technologies and defining new standards in support of public safety as evidenced in our partnerships with NENA, NENA Industry Collaboration Events (ICE), Next Generation Partner Program (NGPP), APCO, ATIS and FCC CSCIC working groups. Currently, AT&T has members on the following NENA committees and work groups. <table><thead><tr><th>Committees</th><th colspan="2">Work Groups</th></tr></thead><tbody><tr><td>Agency Systems</td><td>ESInet-PSBN Interconnection</td><td>RTT</td></tr><tr><td>Data Management</td><td>ASC NG9-1-1 Call Processing Metrics</td><td>i3 Architecture</td></tr><tr><td>PSAP Logistics</td><td>EIDO-JSON</td><td>EIDD-IDX Concerns</td></tr><tr><td>911 Core Services</td><td>Monitoring and Managing NG9-1-1</td><td>Security for NG9-1-1</td></tr><tr><td>Systems Security & Resiliency</td><td>NG9-1-1 PSAP Systems</td><td>Communication Modalities</td></tr><tr><td>ICE Steering</td><td>Provisioning & Maintenance of GIS Data to ECRF-LVF</td><td>Emergency Notification for Persons with Disabilities</td></tr><tr><td>Accessibility</td><td>NG9-1-1 Impacts on the PSAP</td><td>IOT/APPS</td></tr><tr><td></td><td>RFP</td><td></td></tr></tbody></table>	Committees	Work Groups		Agency Systems	ESInet-PSBN Interconnection	RTT	Data Management	ASC NG9-1-1 Call Processing Metrics	i3 Architecture	PSAP Logistics	EIDO-JSON	EIDD-IDX Concerns	911 Core Services	Monitoring and Managing NG9-1-1	Security for NG9-1-1	Systems Security & Resiliency	NG9-1-1 PSAP Systems	Communication Modalities	ICE Steering	Provisioning & Maintenance of GIS Data to ECRF-LVF	Emergency Notification for Persons with Disabilities	Accessibility	NG9-1-1 Impacts on the PSAP	IOT/APPS		RFP				
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	RFP																															
4	VN005 NG911 Service Provider Description: The NG911 Service Provider should include a brief description of its company background, including history, experience, products, capabilities, and vision for the future, as well	Yes Background and experience AT&T Enterprises, LLC is a Delaware limited liability company formed on May 2, 2024. It is a wholly owned subsidiary of AT&T Inc., a corporation that is traded on the New York Stock Exchange and has been in business for more than 143 years. At any given time, AT&T and its affiliates employ nearly 140,990 employees. You can find additional corporate information at the following link: https://about.att.com/pages/corporate-profile.																														

	as any distinguishing characteristics that delineate its solution from other companies' solutions. The NG911 Service Provider's description should include at a minimum: • Background and experience • Company vision • Company financial stability statement • Distinguishing System characteristics • Pending litigation	AT&T is uniquely qualified to perform the work described in this Request for Proposal. AT&T, a \$207B company and a recognized leader in National Public Safety solutions. A major part of the AT&T Corporation is our Commercial, Consumer, Enterprise and Government Leadership. AT&T has a robust Public Safety Solutions practice that nationally serves Public Safety Agencies with Legacy and Next Generation 911 call routing (ESInet), Call Handling, Logging Recorder, Location Services, Computer Aided Dispatch (CAD), GIS, Records Management, Jail Management, AVL, Security, Cloud solutions, IP Networks, Wireless solutions, Internet of Things (IoT), Unified Communications and many more applications and services. AT&T is driving the convergence and integration of communication technologies and applying them to the Public Safety sector to more quickly and effectively manage emergency response. AT&T was one of the first carriers to implement the original 911 service, Enhanced 911 and now Next Generation 911. In 2015, AT&T made a bold national product announcement that detailed our vision for a national i3 compliant Next Generation Core Services and ESInet solution. This solution is built by AT&T to support twice the busy hour 9-1-1 call volume for the entire United States. AT&T is the industry leader in terms of ESInet systems contracted and delivered. At the time of this writing, AT&T has more than 2,086 PSAPs connected and/or contracted to ESInet solutions. These systems and contracts cover more than 83 million U.S. residents in aggregate. No other provider has the same depth of experience in architecting and delivering mission critical Next Generation 9-1-1 solutions. AT&T provides both Legacy E9-1-1 and NG9-1-1 services nationwide, including ANI/ALI network services, Legacy CAMA 9-1-1 Call Handling, NG9-1-1 ESInet-based 9-1-1 Call Handling, Logging Recorder solutions and CAD/RMS/JMS solutions. As a premier channel partner for the leading NG9-1-1 Call Handling suppliers, we maintain 9-1-1 Call Handling services for over 1,900 PSAPs today.			

		For Broward County, our solution leverages the vast experience of AT&T in the following areas: • A NG9-1-1 provider in 25+ states • An OSP provider of Wireline, VoIP and wireless service • AT&T owned/operated network and facilities • The provider of FirstNet for all 50 states with over 7 million subscribers across approximately 27,500 agencies • AT&T is the leading NGCS provider in the US with 30% market share. • AT&T supports some of the largest PSAPs in the US Company Vision AT&T's mission statement is "Connecting people to greater possibility – with expertise, simplicity, and inspiration". It reflects our corporate values, which are • Live true • Think big • Pursue excellence • Be there • Stand for equality • Make a difference Company financial stability statement With more than 146+ years of experience, AT&T draws on its expertise to champion innovation and develop comprehensive, reliable solutions. As the U.S. market leader in Next Generation 911, AT&T has developed a next			

		generation offering of advanced call routing features, functions, and highly secure public safety network. Our D&B rating, which is 5A2. Our rating has been 5A2 every year from 2004 to the present. From 2021 to 2024, AT&T's annual operating revenue was • 2024: \$122.33 billion • 2023: \$122.42 billion • 2022: \$120.74 billion • 2021: \$134.03 billion The most recent Annual Report for AT&T can be found in the Investor Relations section of our website at: https://investors.att.com/. Distinguishing Solution Characteristics AT&T is a recognized leader in National Public Safety with major investments in 911 Call Handling CPE, FirstNet and our nationwide build out of AT&T ESInet. AT&T has a robust Public Safety Solutions practice that nationally serves public safety agencies with Legacy and Next Generation 911 call routing (ESInet), Call Handling, Location Services, Computer Aided Dispatch (CAD), GIS, AVL, Security, Cloud solutions, IP Networks, Wireless solutions, Internet of Things (IoT), Unified Communications and many more applications and services. AT&T is driving the convergence and integration of communication technologies and applying this experience to the Public Safety sector to more quickly and effectively manage emergency response. FirstNet and our AT&T ESInet platform are examples of our commitment to Public Safety. AT&T is an active member of the Public Safety Community and the products and services we provide and maintain conform to NENA i3 standards. We participate at the highest level on industry boards and development forums ensuring our offers are in step with the industry we are associated with. Our experience delivering Call Handling applications highlights our ability to deploy the talent, investment and technology necessary to manage the			

		complex infrastructures our public safety clients require. AT&T has a proven track record of innovation, leadership and commitment to public safety. We continue to play a key role in developing emerging technologies and defining new standards in support of public safety as evidenced in our partnerships with NENA, NENA Industry Collaboration Events (ICE), Next Generation Partner Program (NGPP), APCO, ATIS and FCC CSRIC working groups. Pending Litigation AT&T is a multibillion-dollar company worldwide and is recognized as an industry leader in telecommunications with service levels and customer service second to none. To our knowledge, no current litigation, arbitration, investigation, dispute or any other proceeding would prevent AT&T from providing the products and services in compliance with our response to this RFP. Our Securities and Exchange Commission (SEC) 10-K and 10-Q filings address pending material litigation and are available on our investor relations website at the following link: https://investors.att.com/financial-reports/sec-filings AT&T is prevented by litigation strategy, privilege and privacy concerns from discussing pending litigation, especially in the context of an RFP response open for public viewing.			
5	VN006 References: The NG911 Service Provider should provide a minimum of five (5) NG911 project references of similar projects in the last three years for contact by the County (at least two that are	Yes Please see AT&T Attachment A - Vendor Reference Verification Forms			

	a similar implementation of the service model system requested, have completed implementation, and are in daily use).				
6	VN007 Alternate Options and Systems: The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all requirements stated in the form of a “should” requirement only.	Yes APEX Continuity APEX Continuity is a collaborative solution between Carbyne and AT&T designed to enhance emergency response communications. It integrates Carbyne’s advanced real-time communication and incident management platform with AT&T’s robust, reliable network infrastructure. This synergy ensures continuous, secure, and scalable connectivity for first responders and emergency centers, improving situational awareness, response times, and coordination during critical incidents. The partnership leverages Carbyne’s innovative technology with AT&T’s nationwide network to provide resilience and uninterrupted service even under high-demand or adverse conditions. FirstNet Wireless Backup FirstNet Wireless Backup is a specialized solution designed to ensure uninterrupted emergency communication services for Public Safety Answering Points (PSAPs) and other public safety entities. It is part of AT&T’s commitment to providing resilient, reliable, and secure connectivity for mission-critical operations. Key features of FirstNet Wireless Backup include 1. Seamless Integration: FirstNet integrates seamlessly with AT&T ESInet™, providing reliable backup for call routing and data transmission in case of primary network failure. 2. Priority and Preemption: FirstNet prioritizes public safety communications over commercial traffic, ensuring reliable connectivity even during network congestion or emergencies.			

			3. Dedicated Core Network: Built exclusively for public safety, FirstNet offers enhanced security, reliability, and performance tailored to the needs of first responders. 4. Resiliency and Redundancy: It provides an additional layer of redundancy for NG911 systems, ensuring continuous operation during primary network outages or disruptions. 5. Geographically Diverse Infrastructure: Supported by diverse sites and deployable assets, such as portable cell sites, FirstNet maintains connectivity in disaster-affected areas. 24x7 Monitoring and Support: The network is monitored around the clock to ensure optimal performance and rapid issue resolution.			
7	VN007	Mean Time Between Failures (MTBF)	Yes With AT&T ESInet's redundant and geodiverse, high-availability architecture, there is a very low equipment failure rate. For our customers in Florida and Georgia (AL is not serviced by AT&T), our MTBF was [REDACTED] for the past 24 months. • Total Operational Time: [REDACTED] • Failure Duration: [REDACTED] • Number of Failures: [REDACTED] • Mean Time Between Failures (MTBF): [REDACTED]			
	The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama.					

			AT&T has not had any service impacts with our OSP IP interfaces that have affected live traffic. This connectivity is routinely monitored and maintained and employs automatic reroute capabilities tested with the OSP at time of implementation. AT&T requires redundant diverse IP links with all its IP deployments.		
8	VN008 Latency and Mean Opinion Score (MOS): The NG911 Service Provider should provide Call delivery (NGCS to PSAP) network metrics for latency and Mean Opinion Score (MOS) for the last 24 months for its	Yes The AT&T ESInet average MOS score is monitored every minute for each Core to each router through AT&T's APVN connections. AT&T's average MOS score of 4.34 or better for the past 24 months. The average roundtrip latency for AT&T's AVPN connections has been less than 40ms for the past 24 months.			

	customer base in Florida, Georgia, and Alabama.				
Professional Services Requirements					
1	PS001 Project Management: PS001.a The Project Manager (PM) and Senior Technical Lead should remain with the project until all PSAPs are transitioned to the NG911 ESInet and Geospatial Routing. The expectation is that there is continuity and a transition period with any change that is made. The expectation is that there will be a single point of contact with the vendor post implementation.				

2	PS001.b The PM should have project-related decision-making authority and be the primary point of contact between the County and the NG911 Service Provider. The County will review and approve the PM and, if the PM needs to be replaced, the County will review and approve the replacement. The PM should have at minimum, the following qualifications: • Demonstrate the knowledge, skills, and experience as a Program and/or PM. • A minimum of five (5) years of experience managing large NG911 programs and/or projects. • A minimum of three (3) years employed by the NG911 Service Provider. • A minimum of two (2) years and two (2) completed NG911	AT&T was unable to add comments to PS001 Project Management above due to restricted formatting in the document. Our response to PS001 follows: Yes AT&T is dedicated to ensuring seamless project management and technical leadership throughout the transition to NG911 ESInet and Geospatial Routing, as well as during post-implementation operations. In the event of personnel changes, AT&T will work closely with Broward County to ensure a smooth transition, minimizing any potential disruptions. Following implementation, AT&T will assign a dedicated Service Manager as the County's primary point of contact, ensuring consistent support and coordination. Additionally, Broward County will continue to benefit from the expertise of AT&T account team members who have supported the County for years, providing continuity and familiarity in service delivery. PS001.b: Yes AT&T's response aligns with Broward County's requirements for a Project Manager (PM) to oversee the transition to NG911 ESInet and Geospatial Routing. The AT&T PM will serve as the primary point of contact, ensuring effective communication, coordination, and decision-making throughout the project lifecycle. The proposed PM will meet the County's requirements.			

	implementations of a similar size to the County's. • A certification or credential on Project Management.				
3	PS001.c The NG911 Service Provider should provide the proposed PM's resume.	Yes Please see AT&T Attachment B – AT&T Project Manager Resume			

4	PS002.b The plan should describe the schedule, processes, communications, risk and mitigation factors, and detailed integration of functional elements including features that may be staged for implementation such as geospatial routing. The plan should include the following: 1. Implementation Schedule 2. Continuation of Operations (COOP) Plan, including, at a minimum: a) Lists of critical systems b) Restoration procedures c) Exercise or testing procedures 3. Post-deployment Operational and System Security Plans 4. Detailed description of the activities, personnel, schedule,	Yes 1. Implementation Schedule • See AT&T Attachment F - Implementation Schedule 2. Continuation of Operations (COOP) Plan, including, at a minimum: • See AT&T Attachment G – Continuity of Operations Plan (COOP) 3. Post-deployment Operational and System Security Plans • See AT&T Attachment S – AT&T Business Continuity & Emergency Management • See AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide 4. Detailed description of the activities, personnel, schedule, standards, and methodology • For the Broward County implementation plan, the following documents and information will be included as part of the overall plan: ○ AT&T Attachment A - Vendor Reference Verification Forms ○ AT&T Attachment B - AT&T Project Manager Resume ○ AT&T Attachment C - Technical Lead Resume ○ AT&T Attachment D - AT&T Service Manager Resume ○ AT&T Attachment F - Implementation Schedule MS Project ○ AT&T Attachment F - Implementation Schedule ○ AT&T Attachment G - Continuity of Operations Plan (COOP) ○ AT&T Attachment H - ORT-Acceptance Test Plan ○ AT&T Attachment I - Example Monthly Status Report ○ AT&T Attachment J - Example MOP ○ AT&T Attachment K - VIPER 7 i3 Deployments ○ AT&T Attachment L - ESInet Cutover Plan ○ AT&T Attachment M - AT&T Training Plan			

	standards, and methodology	○ AT&T Attachment N - Example Backup Management Guidelines ○ AT&T Attachment O - NENA NG-SEC ATT ESInet Audit Checklist ○ AT&T Attachment P - OSP Interface Specifications ○ AT&T Attachment Q - Viper 7 PSAPs With Text ○ AT&T Attachment R - OSP Tracking Report Template ○ AT&T Attachment S - AT&T Business Continuity & Emergency Management ○ AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide ○ AT&T Attachment U - AT&T ESInet Incident Communication Plan			
	5. Acceptance Test Plan, including, at a minimum:	a) Test scripts and method b) Strategy and procedure c) Expected results for each element			
	6. Project Plan Change Management process	5. Acceptance Test Plan, including, at a minimum:			
	7. Communication Plan, including, at a minimum:	• See AT&T Attachment H – ORT-Acceptance Test Plan			
	a) Adequate measures to communicate with vendors to resolve issues	6. Project Plan Change Management process.			
	b) Communicate resolution end-to-end	The AT&T Change Management plan includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact.			
	8. Incident Response Plan	Planning AT&T will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs.			
	9. Incident Communication Plan	The standard AT&T ESInet maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.-6 a.m. Central.			

	10. Escalation Procedures 11. Risk Register and Mitigation Plans 12. Lifecycle Management Plan a) System Security Plan b) Plan of Action and Milestones 13. Product Roadmap The NG911 Service Provider should provide an example of project plan and the expected project schedule.	MOPs (Methods of Procedures) are written, peer reviewed, and Risk Assessed prior to scheduling any event. Review AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted. All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling: • A Risk Assessed MOP that includes a step-by-step guide of the changes being made. • Clear definition of scope • Clearly stated impacts, if any • Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration. • All event resources are clearly listed (includes escalation lists) • All event resources are clearly listed (includes escalation lists) Approval This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service. Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and make decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board			

		meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required. Notification AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center. Execution The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms. Post Execution The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored. See AT&T Attachment J – Example MOP 7. Communication Plan, including, at a minimum: Communication Plan To ensure effective collaboration and timely resolution of issues with vendors, our communication plan encompasses the following key measures: a. Adequate Measures to Communicate with Vendors to Resolve Issues			

		• Designated Points of Contact (POCs): We assign dedicated POCs on both sides (project team and vendor) to streamline communication and ensure accountability. • Multi-Channel Communication: We utilize a combination of email, phone calls, and secure collaboration platforms to facilitate prompt and clear communication. • Issue Tracking System: A centralized issue tracking tool will be implemented to log, monitor, and prioritize vendor-related issues. This system allows all stakeholders to view issue status in real time. • Regular Status Meetings: Scheduled weekly or bi-weekly meetings will be held to discuss ongoing issues, progress updates, and upcoming milestones. • Escalation Protocols: Clear escalation paths are defined to promptly address unresolved or critical issues, ensuring that they are escalated to higher management when necessary. b. Communicate Resolution End-to-End • Issue Lifecycle Transparency: From identification through resolution, each issue will be documented in the tracking system with timestamps, actions taken, and responsible parties. • Resolution Confirmation: Upon resolving an issue, confirmation will be communicated to all relevant stakeholders, including a summary of the resolution steps and any preventive measures. • Post-Resolution Review: For significant issues, a review session will be conducted with vendors to analyze root causes and improve future processes. This comprehensive communication plan ensures that vendor issues are efficiently managed, with clear visibility and accountability throughout the process, promoting a successful project outcome. 8. Incident Response Plan In the event of an unplanned outage, or intermittent outage of a system, network component, or application that has the potential to cause an adverse impact to production services, AT&T immediately engages the Incident Command System, which is based on the FEMA Incident Command Structure. The incident team, led by a qualified Incident Commander and			

supported by technical and operations resources, evaluates the information received, determines the problem statement, categorizes the problem severity level, and manages/works the incident until the incident objectives are met.

9. Incident Communication Plan

- See **AT&T Attachment U - AT&T ESInet Incident Communication Plan**

10. Escalation Procedures

AT&T ESInet support includes documented escalation procedures should customers feel the need to raise incident visibility with management personnel (see below).

Escalation Intervals	Level	Responsibility
First Escalation		
• SEV 1 – 1 Hour • SEV 2 – 4 Hours • SEV 3 – 6 Hours		
• Second Escalation • Customer Discretion	Area Manager or Delegate	• Review status of ticket. • Monitor ticket progress. • Notify Director when appropriate
• Third Escalation • Customer Discretion	Director	• Status Customer • Escalate as needed to partner centers. • Monitor ticket progress/documentation.

		Fourth Escalation	Vice President	- Notify VP when appropriate - Ensure adequate resources are available and engaged for prompt resolution. - Update customer as appropriate. - Escalate as needed to appropriate levels			
		11. Risk Register and Mitigation Plans To proactively manage potential risks throughout the project lifecycle, we maintain a comprehensive Risk Register coupled with a robust Mitigation Plan. This approach ensures early identification, assessment, and resolution of risks to minimize impact on project objectives. Risk Register Risk Identification: Potential risks are identified through collaboration with stakeholders, historical data analysis, and expert judgment. Risks may include technical, operational, financial, compliance, and external factors. Risk Description: Each risk is clearly described, specifying its nature, cause, and potential consequences. Risk Assessment: Risks are evaluated based on their likelihood of occurrence and potential impact on the project. This assessment helps prioritize risks for focused management. Risk Owner: Assigning ownership ensures accountability for monitoring and managing each risk. Risk Status: The register tracks the current status of each risk (e.g., open, monitored, mitigated, closed). Mitigation Plan Preventive Actions: For each identified risk, specific actions are planned to reduce the likelihood of occurrence. This may include additional testing, design reviews, or process improvements. Contingency Plans: Strategies are developed to minimize impact if a risk materializes, such as backup resources, alternative workflows, or escalation procedures.					

		• Monitoring and Reporting: Risks are continuously monitored through regular reviews and updates to the Risk Register. Key risks and mitigation status are reported to stakeholders during project meetings. • Escalation Protocol: Critical risks are escalated promptly to higher management for decision-making and resource allocation. • Continuous Improvement: Lessons learned from risk occurrences are documented and integrated into future risk management practices. This Risk Register and Mitigation Plan framework enables proactive risk management, fostering project resilience and increasing the likelihood of successful delivery. 12. Lifecycle Management Plan AT&T employs a solution lifecycle implementation methodology to ensure that all project areas of change are properly defined, designed, integrated, and deployed. The solution lifecycle implementation methodology has been developed and refined based on experience and the lessons learned migrating hundreds of systems to Next Generation 9-1-1. The methodology provides a blueprint for managing system migration and includes a project plan, templates, examples, diagrams, forms, and project communications. These project tools are tailored during the Solution Definition phase to address the specific attributes of each Next Generation system implementation and then refined during the subsequent project phases. The AT&T Solution Delivery Lifecycle (SDLC) approach to plan, configure, network engineer, implement, test, document, train, and support AT&T services follows the AT&T time-proven Solution Delivery methodology. The lifecycle begins with Solution Definition and Architecture activities. During these initial phases, the joint AT&T and customer team members verify system application and implementation requirements, refine the solution architecture, and finalize the plan for solution deployment. Following Definition and Architecture			

		phases, the team orders, installs, configures, tests, and trains users on customer-facing solution components as part of solution. integration and deployment effort. Following successful deployment, the maintenance phase begins. The figure below provides a high-level illustration of a typical implementation. The specific timeline will be defined with Broward County and is backed by the AT&T SLA for on time delivery.  The project supports Broward County and the PSAPs in transition to AT&T services and in the migration to i3. The project team will also collaborate with the customer on the following designs and plans: • ESInet design and implementation including call overflow and management • Text and Enhanced Data traffic analysis and demand • GIS routing data implementation and deployment plans The primary goal of the lifecycle methodology is that the project aligns with overall customer expectations and is tailored to fit the needs of the County.			



The Project Plan phases are described below.

Solution Definition

The first phase in the solution lifecycle is the Solution Definition phase, which begins with the kickoff and alignment process and is critical to the overall success of the 9-1-1 initiative. During this process, key members of the joint project team unite to identify roles, responsibilities, critical success factors, project challenges, elaborate on specific strategies and project options, confirm project scope, and finalize plans to expedite solution delivery plans and resources. The proposed solution is reviewed to align each primary stakeholder with a common vision and strategy for unified team design and planning.

The AT&T team conducts current systems, processes, and site studies to understand the current system and user environment more clearly, allowing the team to plan the most effective migration path to the new system.

Solution Architecture

During the Solution Architecture phase, the detailed solution design is finalized based on confirmed requirements. During this phase, the team analyzes the current systems, operations,

		and operational procedures, identifies the human factors needs, considers implementation options, and with the Customer, commits the detailed solution design and implementation schedule. Stakeholder participation in identifying processes and standard operating impact is critical in this process to support the successful integration of the new system. It is vital that current procedures, connectivity, and routing policies are examined so that the appropriate practices are carried forward to the new system environment. Examples of critical areas to consider include load balancing philosophies and default routing rules. Initial planning for connectivity from the telephone service providers to the Points of Interconnection (POI) also begins in the architecture phase. Key solution architecture planning activities include: - Detailed solution design and schematics (onsite, site-to-site, site-to-AT&T, firewalls, routers, etc.) ESInet and IP specifications - Originating service provider connectivity specifications - Physical requirements (e.g., equipment room design, floor loading) - Call transfer requirements Training plan and schedule - Refined project plan and timeline Solution Integration During the Solution Integration phase, the components of the solution, including processes, applications, servers, network components, and data flow, are engineered and ready for deployment. All network, regional, and customer premise components are delivered, and the equipment rooms and other facilities are readied. Coordination with wireline, wireless, and VoIP telephone service providers is an essential part of this stage to plan for the 9-1-1 services management transition. Originating service providers receive all necessary information and detail to obtain connectivity to the AT&T systems and the service provider's connectivity to the POIs is engineered and ordered.			

		Collaborating closely with stakeholder groups, the project team designs customized provisioning plans (including incoming trunk route plans, bridge lists, and dialing plans). Additionally, the documentation and training developers customize the user and process documents and various training courseware, if needed, to meet the needs of Broward County. Solution Deployment During the Solution Deployment phase, all network components and equipment connectivity are validated, and acceptance tests are performed, metrics tracking and reporting is initiated, and training is provided. After completed non-live call testing, the system begins supporting live 9-1-1 traffic. In preparation for deployment and in partnership with Broward, the AT&T Project Manager finalizes the cutover plan, including procedures for notification concerning schedule specifics. Prior to the commencement of cutover, the project team members will hold a cutover meeting with Broward County and the telephone service providers. The purpose of this meeting is to discuss the progress of activities and the cutover readiness. PSAP training is provided in accordance with the detailed training rollout plans. The system will then undergo a system acceptance test and quality walkthrough. Once complete, and in agreement with the Broward County, a live-traffic cutover will then commence. Once live traffic has moved to the system, the maintenance period begins. Solution Maintenance The Solution Maintenance phase begins once live traffic is transferred onto any part of the system. During this phase, AT&T provides ongoing tiered support services to monitor service level performance, manage help desk requests, escalate support procedures, and support Broward County to reach the highest level of operational excellence. The solution support team is in place to receive, analyze, and rectify problems and information requests throughout the term of the contract. AT&T takes great pride in our well-honed processes and procedures, and, as a result, we are a well-suited, trusted partner. Our hardened process for delivering products to market leverages a proven project approach based on our extensive industry experience in successfully completing projects similar			

		in scope to the project outlined in this RFP. Our skilled project team will work closely with you to ensure your project goals are not only met but exceeded. - See AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide See AT&T Attachment F - Implementation Schedule 13. Product Roadmap AT&T ESInet™ Roadmap Vision <i>Next Generation 9-1-1. Smarter. Faster. More Connected.</i> Empowering Public Safety with Innovation AT&T ESInet™ is leading the transformation of emergency communications with a roadmap focused on delivering smarter, faster, and more reliable 9-1-1 services. Upcoming enhancements will allow citizens to send real-time photos and videos directly to 9-1-1 call centers, giving first responders instant visual context to emergencies. Select 2026 Toyota vehicles will automatically transmit crash data—including airbag status and precise location—directly to AT&T-connected Public Safety Answering Points (PSAPs), helping emergency teams respond with greater speed and precision. Built for the Future of Emergency Response Behind the scenes, AT&T is integrating cloud-native call handling emergency backup, predictive AI, and advanced multimedia routing to streamline operations and reduce response times. These innovations ensure PSAPs are equipped to handle modern communication formats, mitigate threats like telephony denial-of-service (TDOS) attacks, and stay ahead of evolving public safety needs. With AT&T ESInet™, communities gain a future-ready emergency network that enhances safety, saves lives, and builds trust when it matters most.			

5	PS006.b Monthly or weekly progress reports should contain details relating to the following tasks: - Activities to include: - Accomplishments since the previous reporting period - PSAP data gathering - Staging and lab testing - Installation, set up, and configuration - Device and circuit installation progress at each site - Connectivity information for CHE provider - ALI/Location Database (LDB) transition - GIS data readiness - NGCS provisioning status	Yes Project management involves planning, organizing, and managing of resources to achieve specific goals and objectives. Progress status reports are a key part of project management and provide a way to track and communicate the progress of a project to stakeholders. Progress Reports and status information are provided at regular intervals coordinated with customers. We will facilitate weekly project calls followed by a written progress report, that will be distributed within 24 hours of the call, and that captures the minutes and action item updates from the prior biweekly project call. Our progress status reports are designed to: Monitor the project's progress: Progress reports allow project managers to monitor the progress of a project and identify any areas that need improvement - Keep stakeholders informed: Progress reports keep stakeholders informed about the project's status, including its goals, timeline, budget, and any issues that may arise. - Facilitate decision-making: Progress reports provide the information needed to make informed decisions about the project, such as changes to the project plan or budget. - Foster accountability: Progress reports hold team members accountable for their progress and ensure that everyone is working towards the project's goals. A typical progress status report includes the following information: - Project overview: A summary of the project's goals, timeline, budget, and overall progress. - Status updates: An update on the current status of the project, including completed tasks, upcoming tasks, and any delays or obstacles. - Progress against goals: A comparison of the project's actual progress against its planned progress, including any deviations from the plan.			

	- Updated schedule and comparison to baseline - Issue tracking with classification of issues (i.e., critical, major, and minor) - Pre-cutover testing - Cutover schedule plans The NG911 Service Provider should provide an example of a monthly status report.	- Budget and resource updates: An update on the project's budget, including any changes or adjustments, and an overview of the project's resources and their usage. - Next steps: A description of the next steps in the project and any upcoming deadlines. Weekly progress reports will contain details relating to the tasks above (1-10), as well as other details as applicable. See AT&T Attachment I – Example Monthly Status Report			
6	PS007.b The Technical Lead should have at a minimum, the following qualifications: - Knowledge of the latest technology and business models related to NG911 - Extensive experience and knowledge of industry standards and best practices regarding NG911 - A minimum of three (3) years of experience designing and consulting on large NG911 projects	Yes Shawn Harris is an accomplished sales engineering leader with over 25 years of experience in telecommunications, including 17 years specializing in 911 public safety solutions for AT&T. Proven ability to lead sales strategies, mentor cross-functional teams, and deliver innovative technical solutions that drive multi-million-dollar deals across ten states. Skilled in bridging complex technical solutions with business goals to influence key decision-makers and accelerate revenue growth. Recognized for designing resilient emergency communication systems, guiding stakeholders through large-scale implementations, and delivering measurable impact in highly regulated, mission-critical environments. Shawn has been the lead architect on a number of large, highly visible projects including, but not limited to State of Arkansas' NGCS/ESInet deployment for over 80 PSAPs, Gulf Coast Regional ECD, TX's NGCS/ESInet and hosted VIPER 7 implementation covering 25 PSAPs, the City of Dallas' NGCS/ESInet and Vesta system deployment and a number of other large scale, highly complex implementations.			

	• A minimum of three (3) years employed by the NG911 Service Provider • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's The NG911 Service provider should provide the proposed Technical Lead's resume.	The technical lead's resume can be found in AT&T Attachment C – Technical Lead Resume			
7	PS008.b The CSR should be involved in the implementation and should have at a minimum, the following qualifications: • Knowledge of the NG911 Service Provider's technology and processes related to NG911 • A minimum of three (3) years employed by the NG911 Service Provider • Experience managing with a minimum of two (2)	Yes The AT&T 911 Service Manager (SM) will act as the ongoing AT&T liaison to Broward County and its represented PSAPs in support of the AT&T ESInet™ when it is fully operational. The AT&T 911 SM will collaborate with county and PSAP representatives to act as the customer advocate with AT&T organizations, both internal teams and external vendor partners, on behalf of Broward County. The AT&T SM has a minimum of 15 years of AT&T employment and over 5 years of experience working with AT&T 911 Services and Systems. The CSR's resume can be found in AT&T Attachment D – AT&T Service Manager Resume			

	years and two (2) NG911 projects of a similar size to the County's				
	The NG911 Service Provider should provide the proposed CSR's resume.				
8	PS009 Additional Staff and Organization Chart: The NG911 Service Provider should submit a proposed functional organizational chart for the NG911 project listing all key staff and the resumes for each assigned staff represented on the functional organizational chart at the time of proposal submittal.	Yes See AT&T Attachment E – Project Personnel Resumes			
Equipment and Hardware					

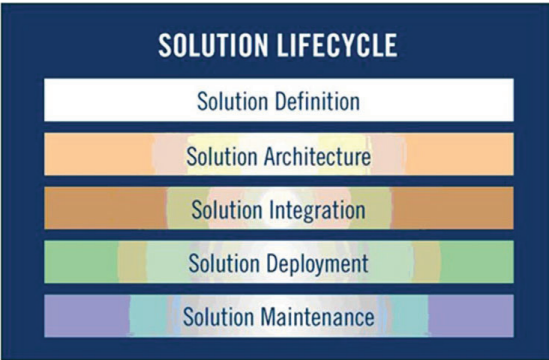
1	SR-EH001 Onsite Equipment List: The NG911 Service Provider is expected to install some equipment in County facilities. The equipment may include network termination devices, network demarcation extensions, fiber or copper cabling, routers, network switches, or activation devices such as abandonment switches. The NG911 Service Provider should provide a list of all devices, quantities, makes, models, power requirements, heat loads, locations, and cabling types that will be installed in any County facility.	Yes AT&T ESInet is delivered as a service and requires minimal network equipment onsite. The following network equipment will be installed at each VIPER Node where the AT&T ESInet AVPN circuits terminate. • PSAP Router A – Cisco 8300 Series • PSAP Router B – Cisco 8300 Series • Switched Power Distribution Unit (PDU) - CyberPower The County will provide power, ground, and environmental controls for the Network Edge Equipment to be installed in the equipment room, as follows: Two (2) dedicated 110 volt/20 AMP power feeds are required with A & B feed (separate power source) and receptacle plug type NEMA L5 20R twist lock			
2	SR-EH002 Onsite Equipment Space Needed: For each device, the NG911 Service Provider should describe how it will be mounted in the facility and how much wall or rack space	Yes In most cases, the AT&T ESInet Network Edge Equipment will be housed in one (1) standard 19-inch data cabinet. The County will be asked to provide 24 inches by 87 inches of floor space, where possible, for the Network Edge Equipment cabinet to be located, within 20 feet of the main telecommunications demarcation point. A Network Edge Equipment cabinet measures 24 inches by 39 inches. However, 24 inches of space in front and behind the rack is required, and 36			

	will be required for the device, including any required standoff distances.	inches between the end of the racks and the wall is recommended for proper airflow, installation, and maintenance. If the County wants to place the Network Edge Equipment into a pre-existing rack, AT&T will require 7 for contiguous Rack Units of rack space in a single rack. The PSAP will ensure that each Customer PSAP equipment room meets the following requirements: • The floor must be capable of supporting 104 pounds per square foot • Dry, clean, and well ventilated • Well lit, easily accessible, and free from excess vibrations • The rack should be located in an area that does not receive consistent building traffic The County will provide power, ground, and environmental controls for the Network Edge Equipment to be installed in the equipment room, as follows: • Two (2) dedicated 110 volt/20 AMP power feeds are required with A & B feed (separate power source) and receptacle plug type NEMA L5 20R twist lock • Any metallic component that is part of the Customer infrastructure (such as equipment, racks, ladder racks, enclosures, cable trays, etc.) must be bonded to the grounding system • The facility will have adequate HVAC controls, monitoring, and redundancy in order to maintain: ○ Cooling for maximum heat output under full load is 4,000 BTU/hour ○ Data Center HVAC systems must maintain a constant dry bulb temperature between 68 and 77 degrees Fahrenheit ○ Relative humidity between 40% and 55% ○ Surge/Lightening Protection			
General System Requirements					

1	SR-GN001 Overall Project Approach: The NG911 Service provider should describe your approach and include in your proposal, as per the Scope of Work, the project design, architecture, hardware, installation, data integration, system implementation plan, network equipment, training, maintenance and support. i. Include an introductory overview describing the proposed system. ii. Address integration with the system, product life cycle(s), capability for expansion and ability to adapt to industry changes. iii. How the primary vendor will use subcontractors,	Yes i. AT&T is responding with our flagship 12 core Next Generation ESInet solution that will facilitate a transition from legacy AT&T 9-1-1 Networks to networks capable of supporting the growing demands of a mobile society. The AT&T solution is distributed nationally to ensure diversity and capability to meet Broward's requirements. The AT&T ESInet is a pre-built solution that allows AT&T to integrate Broward's VIPER deployment. AT&T has migrated the three major wireless carriers (T-Mobile, AT&T Wireless and Verizon) to direct connections to the ESInet and as part of this project will manage all other carrier migrations. AT&T will complete all testing and integration with Broward's VIPER deployment ensuring a seamless transition. ii. AT&T's ESInet solution provides the County with an i3 architecture built from the ground up. Our commitment to NENA i3 is based on years of contributions to NENA standards committees and understanding the evolving needs and requirements of the Public Safety community. Our solution is not just "i3 like," or "i3 aligned." As elements of the i3 standard continue to be ratified, updated and enhanced, AT&T will continue its commitment to i3. AT&T's ESInet services will provide the County with everything it needs to deliver to your citizens the critical foundational components of an industry standard i3 solution delivered over the world's most advanced IP network. AT&T has integrated the AT&T ESInet solution with hundreds of Intrado VIPER customers and has unmatched experience with call handling integrations. The AT&T solution has been built to support 200% of the Nationwide 9-1-1 call volume and is built with the ability to expand to meet any needs of Broward County. AT&T employs a solution lifecycle implementation methodology to ensure that all project areas of change are properly defined, designed, integrated, and deployed. The solution lifecycle implementation methodology has been developed and refined based on experience and the lessons learned migrating hundreds of systems to Next Generation 9-1-1. The methodology provides a blueprint for managing system migration and includes a project plan, templates, examples, diagrams, forms, and project communications. These project tools are tailored during the Solution Definition phase to address the specific attributes of			

	third party vendor(s), third party software integration (if applicable) throughout the project. iv. Identify potential issues or challenges related to the project and describe how your firm's project approach will resolve these issues.	each Next Generation system implementation and then refined during the subsequent project phases. The AT&T Solution Delivery Lifecycle (SDLC) approach to plan, configure, network engineer, implement, test, document, train, and support AT&T services follows the AT&T time-proven Solution Delivery methodology. The lifecycle begins with Solution Definition and Architecture activities. During these initial phases, the joint AT&T and customer team members verify system application and implementation requirements, refine the solution architecture, and finalize the plan for solution deployment. Following Definition and Architecture phases, the team orders, installs, configures, tests, and trains users on customer-facing solution components as part of solution integration and deployment effort. Following successful deployment, the maintenance phase begins. The figure below provides a high-level illustration of a typical implementation. The specific timeline will be defined with Broward County and is backed by the AT&T SLA for on time delivery.  The project supports Broward County and the PSAPs in transition to AT&T services and in the migration to i3. The project team will also collaborate with the customer on the following designs and plans: • ESInet design and implementation including call overflow and management • Text and Enhanced Data traffic analysis and demand • GIS routing data implementation and deployment plans			

The primary goal of the lifecycle methodology is that the project aligns with overall customer expectations and is tailored to fit the needs of the County.



The Project Plan phases are described below.

Solution Definition

The first phase in the solution lifecycle is the Solution Definition phase, which begins with the kickoff and alignment process and is critical to the overall success of the 9-1-1 initiative. During this process, key members of the joint project team unite to identify roles, responsibilities, critical success factors, project challenges, elaborate on specific strategies and project options, confirm project scope, and finalize plans to expedite solution delivery plans and resources. The proposed solution is reviewed to align each primary stakeholder with a common vision and strategy for unified team design and planning.

The AT&T team conducts current systems, processes, and site studies to understand the current system and user environment more clearly, allowing the team to plan the most effective migration path to the new system.

Solution Architecture

		During the Solution Architecture phase, the detailed solution design is finalized based on confirmed requirements. During this phase, the team analyzes the current systems, operations, and operational procedures, identifies the human factors needs, considers implementation options, and with the Customer, commits the detailed solution design and implementation schedule. Stakeholder participation in identifying processes and standard operating impact is critical in this process to support the successful integration of the new system. It is vital that current procedures, connectivity, and routing policies are examined so that the appropriate practices are carried forward to the new system environment. Examples of critical areas to consider include load balancing philosophies and default routing rules. Initial planning for connectivity from the telephone service providers to the Points of Interconnection (POI) also begins in the architecture phase. Key solution architecture planning activities include: - Detailed solution design and schematics (onsite, site-to-site, site-to-AT&T, firewalls, routers, etc.) ESInet and IP specifications - Originating service provider connectivity specifications - Physical requirements (e.g., equipment room design, floor loading) - Call transfer requirements Training plan and schedule - Refined project plan and timeline Solution Integration During the Solution Integration phase, the components of the solution, including processes, applications, servers, network components, and data flow, are engineered and ready for deployment. All network, regional, and customer premise components are delivered, and the equipment rooms and other facilities are readied. Coordination with wireline, wireless, and VoIP telephone service providers is an essential part of this stage to plan for the 9-1-1 services management transition. Originating service providers receive all necessary information			

		and detail to obtain connectivity to the AT&T systems and the service provider's connectivity to the POIs is engineered and ordered. Collaborating closely with stakeholder groups, the project team designs customized provisioning plans (including incoming trunk route plans, bridge lists, and dialing plans). Additionally, the documentation and training developers customize the user and process documents and various training courseware, if needed, to meet the needs of Broward County. Solution Deployment During the Solution Deployment phase, all network components and equipment connectivity are validated, and acceptance tests are performed, metrics tracking and reporting is initiated, and training is provided. After completed non-live call testing, the system begins supporting live 9-1-1 traffic. In preparation for deployment and in partnership with Broward, the AT&T Project Manager finalizes the cutover plan, including procedures for notification concerning schedule specifics. Prior to the commencement of cutover, the project team members will hold a cutover meeting with Broward County and the telephone service providers. The purpose of this meeting is to discuss the progress of activities and the cutover readiness. PSAP training is provided in accordance with the detailed training rollout plans. The system will then undergo a system acceptance test and quality walkthrough. Once complete, and in agreement with the Broward County, a live-traffic cutover will then commence. Once live traffic has moved to the system, the maintenance period begins. Solution Maintenance The Solution Maintenance phase begins once live traffic is transferred onto any part of the system. During this phase, AT&T provides ongoing tiered support services to monitor service level performance, manage help desk requests, escalate support procedures, and support Broward County to reach the highest level of operational excellence. The solution support team is in place to receive, analyze, and rectify problems and information requests throughout the term of the contract.			

		AT&T takes great pride in our well-honed processes and procedures, and, as a result, we are a well-suited, trusted partner. Our hardened process for delivering products to market leverages a proven project approach based on our extensive industry experience in successfully completing projects similar in scope to the project outlined in this RFP. Our skilled project team will work closely with you to ensure your project goals are not only met but exceeded. Personnel Our Sr. Project Managers, implementation technicians, and trainers typically have 15-20 years of experience with in-depth industry knowledge of implementation best practices, products, services, network requirements and management skills, all incorporated to ensure the best possible customer experience. Our entire focus is on installing, managing, and supporting projects; many of our people have backgrounds in the emergency response field. When working with customer resources, we lay out clear, definable tasks with correlating due dates. Key tasks that will require an engagement of Broward County's resources include: • Assign resources and prepare procedures for installation, administration, testing, operation, and support • Provide a project manager to liaise with AT&T personnel for all aspects of this installation activity • Provide AT&T with configuration details on the current data and telephony network configuration, topology, and any other information requested by an AT&T professional services engineer • Ensure that all site preparation, compatibility requirements, circuits, and other specified service prerequisites are met • Configure all Customer premise equipment components and contact the appropriate vendor(s) to obtain technical assistance for third-party products not supplied or supported by AT&T At the Customer's approval, provide access to the Product via the appropriate remote access method, as required to improve installation time.			

		The scheduling and control methodology will be waterfall, with parallel waterfall activities taking place concurrently. Activities will all be tracked and communicated via Microsoft Project, and updates will be sent on a defined schedule to all stakeholders, including OSPs, PSAPs, and possible other networks. We will provide updates in formats that stakeholders can use, whether it is an MPP or a PDF file. Microsoft Project is an industry standard used for project management. With each PSAP having a set of dependencies that leads to the ability to take part in test and cut activities, waterfall-based tracking for each PSAP is most appropriate. We use a structured approach to migrate the customer into the new system. This is reflected in a cutover plan that serves as a checklist or guide to our cutover team to ensure that the system is ready to go live. The focus of the system migration strategy is on the activities, tasks, and timing of the days prior to going live on the new system. All deployment steps are performed with well-defined and coordinated cutover plans and rollback contingency plans. ESInet capabilities are validated prior to moving live traffic to ESInet facilities. Equipment and network transport are validated prior and during ESInet capability deployment. Elements and transport are further validated on a continuous, ongoing basis. Proven methods that we have successfully used in previous ESInet deployments will be utilized. iii.AT&T has partnered with the Intrado Safety Services to build the AT&T ESInet and NGCS solution. Our purpose-built i3 solution has been at the forefront of aiding the public safety community's transition to i3 standards and will continue to adapt in response to evolving customer requirements and industry trends. Over the course of the past 10 years, AT&T has managed deployments to over 1,900 PSAPs. Common issues and causes for delays include CPE interoperability, circuit delays due to special construction needs, GIS readiness delays, and delays related to interconnection with neighboring ESInets and ILEC SRs. Having experienced all these issues and more, we are well prepared to			

		anticipate where and when these issues will arise and take mitigation steps to resolve them before they can become a delay to the project. We offer solutions to assist with GIS readiness; we have relationships with all carriers and will partner with the County to resolve any issues related to special construction needed to meet diversity requirements. We have interconnect agreements and working interconnect solutions with all neighboring ESInet providers and ILECs. We have successfully deployed AT&T ESInet with all versions of the Intrado VIPER system and conducted regular interoperability testing of all new VIPER releases in the AT&T CPE Labs prior to field deployments. If the County chooses to use different call handling vendors at any point during the lifecycle of our relationship, we have successfully deployed AT&T ESInet with all 10+ different vendors and offer an interop program for CHE vendors to pre-test against our lab prior to field deployments.												
2	SR-GN002.b The County is planning to implement a NENA i3 Version 2 system at a minimum. The NG911 Service Provider should list any i3 Version 2 components, functions, and/or applications of this standard that are not implemented in the proposed NG911 System; provide an explanation why; and include a roadmap timeframe to implement each component, function, and/or application. The NG911 Service Provider should provide a roadmap	Yes AT&T ESInet release plan is focused on delivery of NENA i3 v3 feature functionality; we have incorporated implementation of i3 v3 features over the past 12 months, with our final i3 v3 release planned for December 2025. AT&T has identified the following list of i3 v3 features that are not fully implemented due to external dependencies: <table><tr><th>i3 v3 Function</th><th>NENA i3 v3 Requirement</th><th>Notes</th></tr><tr><td>Non-Human Initiated Calls</td><td>3.1.11 Non-interactive calls</td><td>No OSP is sending truly non-human initiated calls</td></tr><tr><td>SIP Presence for Location</td><td>4.2.2.4 LIS Dereference Interface The ESRP MUST implement both SIP Presence Event Package and HELD dereferencing interfaces</td><td>Requires OSP to support</td></tr></table>	i3 v3 Function	NENA i3 v3 Requirement	Notes	Non-Human Initiated Calls	3.1.11 Non-interactive calls	No OSP is sending truly non-human initiated calls	SIP Presence for Location	4.2.2.4 LIS Dereference Interface The ESRP MUST implement both SIP Presence Event Package and HELD dereferencing interfaces	Requires OSP to support			
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	and timeframe to migrate to a NENA i3 Version 3 system in the future.	Support for incoming identity validation	4.21.1 STI Verification for Emergency 9-1-1 Calls	CHE currently doesn't have a way to treat calls differently regardless of what is passed from ESInet to CHE			
		LNG supports P-Preferred-Identity + ESN/IMEI for non-initialized mobile	6.2.2.3 Internal Interface to the PIF Component	Requires OSPs to support sending all 15 digits in IMEI to send to the LNG			
3	SR-GN003 Standards-based Compliance: All aspects of the proposed system design, deployment, operation, and security provided by the NG911 Service Provider should be in full compliance with industry standards, requirements, and recommendations. SDOs and other entities include, at a minimum: - Alliance for Telecommunications Industry Solutions (ATIS) - Association of Public-Safety Communications	Yes The proposed NG911 solution is fully compliant with all required standards and specifications outlined in SR-GN003. The system design, deployment, operation, and security are aligned with the latest versions of standards from the following organizations: Alliance for Telecommunications Industry Solutions (ATIS): Compliance with ATIS-0500015 and ATIS-1000677 for NG911 architecture and call routing 1. Association of Public-Safety Communications Officials (APCO) International: Adheres to APCO/NENA standards for PSAP operations and human-machine interface requirements 2. Department of Justice (DOJ): Ensures accessibility and civil rights compliance in emergency communications, including TTY/TDD support 1. International Organization of Standards (ISO): Implements ISO/IEC 27001 for information security management and ISO 22301 for business continuity 3. Internet Engineering Task Force (IETF): Uses IETF RFCs for SIP signaling, TLS encryption, and IP routing protocols including BGP and DSCP 1. National Emergency Number Association (NENA): Fully supports NENA i3 Version 3 architecture, including NG-SEC security					

	Officials (APCO) International • Department of Justice (DOJ) • International Organization of Standards (ISO) • Internet Engineering Task Force (IETF) • National Emergency Number Association (NENA) • National Institute of Standards and Technology (NIST) • Open Systems Interconnection (OSI) • Telecommunications Industry Association (TIA) • The Monitoring Association (TMA) • Underwriters Laboratories (UL)	specifications, ECRF/LIS integration, and Forest Guide credentialing 4 2. • National Institute of Standards and Technology (NIST): Aligns with NIST 800-53 and 800-171 for cybersecurity controls, encryption, and audit logging 3. • Open Systems Interconnection (OSI): System architecture maps to the OSI model for layered network design and interoperability 1. • Telecommunications Industry Association (TIA): Complies with TIA-942 for data center infrastructure and TIA-1179 for healthcare facility cabling standards 1. • The Monitoring Association (TMA): Supports alarm monitoring and integration with third-party systems per TMA-AVS-01 1. • Underwriters Laboratories (UL): Data centers and equipment meet UL 60950 and UL 62368 safety standards 1. The system is designed to evolve with industry standards. AT&T commits to upgrading its solution within 18 months of ratification of any new applicable standards, without loss of existing functionality.			
4	SR-GN004 Multiple NGCS Data Centers:	Yes The AT&T ESInet™ architecture takes advantage of geographically diverse, hardened and secure AT&T data centers strategically located across the United States.			

	The NG911 Service Provider should deploy NGCS at multiple data centers but no less than three geo-diverse sites in such a way that a single major incident cannot impact more than one site. One data center should be in Florida. The NG911 Service Provider shall provide the list of NGCS data center locations.	AT&T's twelve (12) NGCS cores are pre-built across the US and located in geographically diverse data centers in [REDACTED] The pre-built, AT&T ESInet national solution allows Broward Co. to accelerate ESInet implementation and does not require build out of any new NGCS equipment or facilities. This accelerated deployment model will help Broward County meet their upcoming scheduled move of the North Regional PSAP. The design of AT&T ESInet deliberately excludes geographic areas with a history of natural disasters to enhance network resilience and service continuity. This approach guarantees that no single major incident will impact more than one site and ensures the ability to deliver calls to Broward County in the event of a hurricane in Florida or other natural/manmade disaster. In addition, AT&T has data center options within the state of Florida that can be considered if necessary.			
5	SR-GN005 Data Center Requirements: All data centers proposed by the NG911 Service Provider, including POIs and aggregation sites, should have a level of protection and capabilities to make the site resilient. Data centers should meet the following: GN004.1 All power sources are redundant	Yes			

	and diverse (i.e., at least two separate circuits) with an Uninterruptible Power Supply (UPS) system and generator backup for a minimum of 72 hours. GN004.2 Voice and data circuits delivered via diverse entrances into the facilities. GN004.3 Voice and data circuits delivered from diverse providers to each NGCS host location. GN004.4 Voice and data circuits delivered from diverse providers to each call-handling host location GN004.5 Secured rack space or data center GN004.6 Minimum Tier 3 rated GN004.7 Hardened facilities that can				

	withstand Enhanced Fujita Scale (EF) 5-category winds up to 318 miles per hour GN004.8 Must provision circuits in Telecommunications Service Priority (TPS) GN004.9 Capacity to handle 50% growth without requiring the replacement of any hardware or software components				
6	SR-GN007.b The change control process should be integrated into the County's change control process for all changes to: • New NG911 features or functions • Security changes (Software, applications and configurations) • Changes to OSP ingress hardware and software	Yes AT&T broadly classifies Change Management into 2 categories • Global Change Management Process for AT&T ESInet™ ("Change Management") ○ How AT&T operates, administers and maintains our national call routing service e.g., Changes to network, hardware and software components affecting all users of the service • Local Change Management via Move, Add, Change and Disconnect ("MACD") ○ How customers operate, administer and maintain their own PSAP specific information e.g., Provisioning data (Speed dial lists, Route changes, contact information etc.)			

	• Call delivery to the PSAPs • Any change that will impact the PSAP The NG911 Service Provider should at a minimum: • Submit all change requests using the County's Change Request Template • Submit all change requests to the County E911 Office for approval • Participate in the change review process, which includes meetings to present all change requests • Provide any additional information or changes to the plan to meet the County's requirements • Obtain approval from the County	1.1 Global Change Management Process for AT&T ESInet™ ("Change Management") Change Management is the process that governs the planning, coordinating, monitoring, reviewing, approving, auditing and communicating of change in the interest of maintaining service at target performance and availability levels for the AT&T ESInet™. AT&T utilizes industry standard processes, including adherence to Information Technology Infrastructure Library (ITIL) framework as well best-in-class tools for Change Management, including the use of BMC Remedy Change Management Module. Our tool suite and built-in ITIL best practices enables us to understand and minimize risk while making Global changes, as well as allowing the environment to be stable, reliable, and predictable. This aligns us with ITIL and FCAPs (Fault, Configuration, Accounting, Performance, and Security) processes by allowing changes to be evaluated for their benefits and risks and considering all impacts. The Change Management process ensures that all organizations impacting 9-1-1 will: • Implement changes as scheduled and approved • Perform deconfliction to reduce the number of concurrent changes that can be scheduled without impairing service • Communicate planned change activity in a timely manner to allow accurate impact assessment and approvals • Proactively eliminate or reduce incidents and outages caused by change • Protect the production AT&T ESInet™ service • Provide high availability for applications, network, services and infrastructure The Change Management process cares for platform wide changes in the AT&T ESInet™ Core Routing platform. AT&T tracks scheduled changes to all components of the AT&T ESInet, which include Aggregation Sites, Core Call Routing Complexes, AT&T ESInet™ PSAP network edge equipment as well as the interconnections to each.			

	before making changes • Immediately upon completion of the change, notify the County of the results The NG911 Service Provider should describe the change control process used, and the interface between the change control process and the County to include timeframes and notifications.	Most maintenance activities on the AT&T ESInet™ solution are completed with no scheduled downtime for the customer. AT&T follows the notification policies in the Change Event Definitions and Notifications Matrix below: Change Event Definitions and Notifications Matrix <table><tr><th>Event Type</th><th>Definition</th><th>Notification</th></tr><tr><td>Normal</td><td> • Pre-planned maintenance events or upgrades • Normal changes are categorized according to risk and impact </td><td> • AT&T shall notify customers in advance when there are potential impacts identified to the service </td></tr><tr><td>Emergency</td><td> • Typically, unplanned events • Issues that have a potential for an immediate threat to the production environment or 9-1-1 service. </td><td> • AT&T shall notify customers as soon as the need for emergency maintenance is identified and every effort is made to provide as much advanced notice as possible for any issues anticipated to result in a service disruption </td></tr></table> 1.1.1 Change Management Tools AT&T utilizes both the Incident / Problem Management module and the Change Management module of Remedy in conjunction with our best-practices to enable us to understand and minimize risk while making changes, as well as allowing the environment to be stable, reliable, and predictable.	Event Type	Definition	Notification	Normal	• Pre-planned maintenance events or upgrades • Normal changes are categorized according to risk and impact	• AT&T shall notify customers in advance when there are potential impacts identified to the service	Emergency	• Typically, unplanned events • Issues that have a potential for an immediate threat to the production environment or 9-1-1 service.	• AT&T shall notify customers as soon as the need for emergency maintenance is identified and every effort is made to provide as much advanced notice as possible for any issues anticipated to result in a service disruption			
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		1.1.2 Change Management Steps The AT&T Change Management process includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact: Planning AT&T Labs will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs. The standard AT&T ESInet™ maintenance window is 12am-6am per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12AM-6AM CT. MOPs (Methods of Procedures) are written, peer reviewed and Risk Assessed prior to scheduling any event. Review AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted. All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling: - A Risk Assessed MOP that includes a step-by-step guide of the changes being made - Clear definition of scope - Clearly stated impacts, if any - Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration			

		• All event resources are clearly listed (includes escalation lists)			
		• Approval This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service. Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and makes decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required. • Notification AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center. • Execution The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are in place to ensure the co-ordination of the event via internal conference bridges and chat rooms.			

		• Post Execution The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored. 1.1.3 AT&T ESInet™ Hardware/Software Maintenance Plan The AT&T ESInet™ is designed and implemented as a fully managed service that eliminates the customer's need to constantly maintain, upgrade, and administer a complex hardware and software solution and it maximizes the customer's ability to focus on public safety. Key components within the AT&T ESInet™ are periodically renewed to enable PSAPs to operate on the most modern communications technology during the life of the contract. AT&T maintains and monitors all equipment and software within the solution, and it is AT&T's goal to replace End of Support (EOS) equipment prior to the EOS vendor published date. AT&T will replace any faulty equipment at no additional cost to the jurisdiction that is not a direct result of negligence of on-site PSAP personnel. 1.2 Local Change Management Process ("MACD") MACD is an acronym used for PSAP Move, Add, Change, & Disconnect activities and is used to describe the processes and actions that take place on the existing live service. MACDs are typically customer-initiated changes that allow and enable customers to operate, administer and maintain PSAP specific provisioned data such as speed dial lists, route changes and contact information. Depending on complexity, MACD activities can be implemented either in a coordinated or non-coordinated manner.			

		- Coordinated MACDs include changes to call routing which may impact 911 call delivery. For coordinated MACDs there will be ongoing communication between AT&T and the customer regarding implementation, including timelines. Depending on the change requested, customers may be asked to participate in a conference bridge for immediate testing, which allows for unsuccessful changes to be promptly rolled back. - Non-coordinated MACDs are limited to those that do not impact 911 call delivery. For non-coordinated MACDs, AT&T provides a completion notification to the customer once implemented. MACD activities are not conducted under the control of the AT&T ESInet™ Change Management process, which is more geared towards global platform maintenance. As MACD activities are directly coordinated between AT&T and the customer, there are no MACD tickets created. MACD changes are noted in the AT&T customer database of record once completed and confirmed successful. AT&T's change management processes have been proven across the 1,800+ PSAPs across the country currently using AT&T ESInet for NG911 call delivery.			
7	SR-GN008.b The step-by-step plan should include the time, duration, responsible party and resources for each step, and contingency plans for any potential failures. The NG911 Service Provider should provide an example of a MOP .	Yes The AT&T Change Management process includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact. Planning AT&T will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs.			

		The standard AT&T ESInet maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.-6 a.m. Central. MOPs (Methods of Procedures) are written, peer reviewed, and Risk Assessed prior to scheduling any event. Review AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted. All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling: • A Risk Assessed MOP that includes a step-by-step guide of the changes being made • Clear definition of scope • Clearly stated impacts, if any • Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration • All event resources are clearly listed (includes escalation lists) Approval This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service. Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and make decisions			

		regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required. Notification AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center. Execution The AT&T ESInet™ team conducts major and minor planned and critical unplanned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms. Post Execution The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored. See AT&T Attachment J – Example MOP			
8	SR-GN009 Lab Environment: The NG911 Service Provider should provide a lab environment to simulate the County' environments during the period of	Yes AT&T performs thorough Operational Readiness and cutover testing prior to PSAP migration to AT&T ESInet. AT&T can provide test cases to NGCS for review. AT&T's ESInet has a dedicated lab located in San Ramon, CA that is used for testing upgrades, third party interfaces, and applications prior to releasing the enhancements to the live ESInet environment. Once tested without errors, these enhancements are implemented in production. This lab environment utilizes the same hardware/software as in the production environment to ensure testing done in the lab environment will validate the			

	performance for testing before live production changes. The NG911 Service Provider shall describe the lab environment, including: • Physical or virtual • Locations • Available to County staff	components used in production. This non-production environment is also used for training of personnel and administrators of the system. Additionally, AT&T would be happy to coordinate periodic visits to the AT&T Lab where the County' environment is simulated. AT&T Labs will be responsible for testing and exercising the AT&T ESInet and interfaces. This includes not only software upgrade and release testing on an on-going basis, but also forward-looking initiatives e.g., new standards development. Test engineers will collaborate with all relevant parties in the creation, review, and execution of test cases as part of the implementation process. • Application Testing. Each application is individually tested to ensure its stability and lack of critical defects. • Integration Testing. After each application is tested individually, integration testing is performed. This helps ensure that each version of our application works well together. • Hardware/Software Validation. Products are constantly validated against new hardware and software, including operating systems, service packs and updates. • Load Testing. Load testing is performed to ensure that the system stays stable and consistent even under peak demand. Specialized software allows us to create any number of simultaneous calls. Performance is benchmarked both with statistics as well as having users navigate the application interface and answer calls while under load. This ensures that not only are the statistical values acceptable, but perhaps more importantly, the user experiences no negative behavior. AT&T Labs: • Develops test plan in conjunction with equipment and software vendors. • Maintains identical lab ESInet architecture to production environment. • Schedules and conducts all testing for the introduction of new hardware and/or software releases.			

		- Coordinates with vendor to address any problems related with new product or software releases. - Oversees the First Office Application of all newly introduced hardware or software releases. - Monitors in conjunction with ATS organization after FOA Provides Approval for Use and certifies new hardware or software release upon successful completion of FOA soak period.			
9	SR-GN010.b All testing results should be included with the information on the system changes for the County's approval before implementation in the production systems. The County reserves the right to observe testing and add additional tests. The NG911 Service Provider should describe the testing process.	Yes All testing and results will be communicated to the County for approval before production implementation. For any changes made to Broward County PSAPs' specific configurations within the AT&T ESInet, a project will be initiated to manage the changes in a coordinated manner. A project team will be assembled to work with the County and PSAP as well as any associated vendors involved in the change. Just as in the initial implementation project, data will be collected via standard forms, provisioning changes will be reviewed and then implemented in a non-live version of the PSAP profile. The Operational Readiness Test (ORT) Plan that was used during initial PSAP turnup onto the platform will be reviewed by the project team assigned to manage the change to determine the test cases relevant to the change. ORT testing will be scheduled, and all new configurations will be validated via non-live profiles. A change event will then be scheduled with all parties and an event plan with a MOP approved by all parties will be used to direct the teams making the changes to the live environment. Post-live validation cases will also be included in the MOP to re-verify all functionality that was previously in place continues to work as expected. For AT&T ESInet platform changes, the steps below are followed. Change Management Steps The AT&T Change Management process includes the following steps to ensure successful planning, governance, and execution of implementing changes to help eliminate / minimize service impact.			

		Planning - AT&T Labs will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs. The standard AT&T ESInet™ maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.- 6 a.m. Central. Methods of Procedures (MOPs) are written, peer reviewed, and risk assessed prior to scheduling any event. Review - AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted. All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling: • A risk-assessed MOP that includes a step-by-step guide of the changes being made. • Clear definition of scope • Clearly stated impacts, if any • Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration. • All event resources are clearly listed (includes escalation lists) Approval - This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service.			

		Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and makes decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required. Notification - AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center. Execution - The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms. Post Execution - The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored.			
10	SR-GN011 Interconnect ion of the NG911 Service	Yes AT&T can work with the County to establish connectivity from your Lab/Test system to the AT&T ESInet. This is not an uncommon request from several of our other large customers using AT&T ESInet today.			

	Provider Lab to the County Test Environment: The NG911 Service Provider should interconnect to the County test environment. The County is developing a test environment that will include test systems for CHE and other systems. Interconnection to the County's environment allows the County to also test changes across these other systems prior to applying a change to the production systems.	AT&T and its call handling vendors have set up test PSAPs connected to AT&T ESInet for some larger customers. These test PSAPs are used for AT&T and Customer Operational Readiness Testing, exercising, and training purposes. AT&T can work with Broward and their call handling vendor, Intrado, to build a test environment if so desired. As AT&T ESInet is already fully functional it should be noted that AT&T thoroughly tested the AT&T ESInet platform prior to production release. This included functional/system, failover, load, performance and stability testing of all components in the six core data centers (ECMCs) and Aggregation Sites. Integration testing was performed with <u>Intrado VIPER</u>, Motorola Vesta, Carbyne APEX and Solacom Guardian call handling systems and supported voice (CAMA, RFAI and i3) and text-to-911 interfaces. The AT&T ESInet platform and call handling testing is ongoing as new software and hardware are released, and circuits are added to the system.			
11	SR-GN012 Change Notifications: The NG911 Service Provider should notify the County at least seven calendar days prior to all routine installations, changes, updates, upgrades, and maintenance.	Yes			

12	SR-GN013.b The documents should include call flow diagrams, contingency routing connectivity, proposed NNIs to neighboring counties for interoperability, failover, and backup components including call taking positions in the cloud. The NG911 Service Provider should provide copies of or access to all documentation. The NG911 Service Provider should describe the process and locations of the documentation.	Yes AT&T will provide relevant documentation for the ESInet, and NGCS as listed below. AT&T will provide and maintain as-built diagrams of the system and services. In the as-built diagrams, diversity will be clearly identified from the ingress BCFs to the PSAPs. Documentation will be maintained for all ingress and egress connections to the ESInet. Every ingress and egress connection will have at least one paired diverse connection to or from the ESInet. AT&T will work with the County to adjust documentation and “as-built” diagrams to meet the County’s requirements. All documentation and as-built diagrams are viewed as living documents and kept current, updated, and distributed as changes are made. Documentation will also include the following: • Detailed project plan • Escalation procedure • Circuit identification • Single points of failure • Network path diversity drawings into each PSAP. • Network path diversity drawings into each non-PSAP site or structure housing any element or device that is part of the overall system. • PSAP backroom as-built drawings • PSAP demarcation point drawings. • All user interface training and reference materials Network As-Built Documentation AT&T will maintain the master as-built technical documentation for the program which includes the architecture of the provided system and will deliver it to the County within 30 days of system acceptance.			
13	SR-GN017b.The NG911 Service Provider should describe the process to	Yes AT&T ESInet is provided as a service and all AT&T supplied hardware will be replaced in the event of a component failure. AT&T manages			

	determine which parts are needed and how they are stored and replaced as needed.	spare equipment deployed at the customer site in a support depot located in Colorado and employs an advance vendor replacement strategy. Should a device at the County's location go out of service, an AT&T technician will be dispatched with a preconfigured spare to replace the faulty equipment. Careful coordination will be carried out with the County to ensure no call impact will be experienced in the replacement process. If the County requires on-site spares, AT&T will work to determine specifics to come to a mutually acceptable solution.			
14	SR-GN018 Product Roadmap: The NG911 Service Provider should provide a product roadmap of any NG911 features that are currently not available. The roadmap should include plans and timeframes at the time of proposal submission to roll out of new features and functions such as:	Yes AT&T's NG911 solution is designed for continuous innovation and alignment with evolving public safety needs. The following roadmap outlines planned feature rollouts and timelines for capabilities currently in development or enhancement: [REDACTED] ■ [REDACTED] ■ [REDACTED] [REDACTED] ■ [REDACTED] ■ [REDACTED] [REDACTED] ■ [REDACTED] ■ [REDACTED] [REDACTED] ■ [REDACTED] ■ [REDACTED] [REDACTED]			

	• Artificial Intelligence (AI) systems • Internet of Things (IoT) • User-editable PRF ○ Routing rules for each element of the Session Initiation Protocol (SIP) header and the ability to route voice and data based on any element. This should include routing a single session to multiple destinations. This includes a PRF that will permit bridging language translators	Integration with FirstNet (NPSBN) • Status: <u>Currently Generally Available</u> with over 250 PSAP deployments across the country. • Roadmap: Future plans for integrating with [REDACTED] in 2026. Cloud-Based Call Handling Emergency Backup • Status: <u>Currently Generally Available</u>. APEX Continuity is a collaborative solution between Carbyne and AT&T designed to enhance emergency response communications. It integrates Carbyne's advanced real-time communication and incident management platform with AT&T's robust, reliable network infrastructure. This synergy ensures continuous, secure, and scalable connectivity for first responders and emergency centers, improving situational awareness, response times, and coordination during critical incidents. The partnership leverages Carbyne's innovative technology with AT&T's nationwide network to provide resilience and uninterrupted service even under high-demand or adverse conditions. • Roadmap: [REDACTED] This roadmap is aligned with the County's strategic goals and ensures that the NG911 system remains future ready. All features will be delivered in compliance with NENA i3 Version 3 standards and validated through pilot deployments and stakeholder feedback loops.			

		and the PSAP with the call delivery, or possibilities of delivering voice and video to two endpoints. • Integration with the Nationwide Public Safety Broadband Network (NPSBN) being implemented by the First Responder Network Authority (FirstNet) • Emergency call taking positions in the cloud as another tier of contingency if a PSAP's positions become unavailable or a PSAP is uninhabitable			
15	SR-GN021	Abandoned Call Backs: In the event of a failure to deliver wireline, wireless,	Yes In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during an NG911 Service Provider outage, the NG911 Service Provider will provide a secure, on-demand portal with real-time access to a list of affected callers. This includes the 10-digit number from which the caller contacted the PSAP, the time and		

	text, and/or VoIP calls into the PSAP during a NG911 Service Provider outage, the NG911 Service Provider should provide real-time reporting or a portal that provides on-demand real-time access to retrieve a list of callers, each individual address or location, time and date of call, and the 10-digit number from which the caller contacted the PSAP for call back.	date of the call, and the originating address or location. This capability ensures PSAPs can initiate timely callbacks and maintain situational awareness during service disruptions. The portal is compliant with NENA i3 standards and supports all media types, including voice, text, and VoIP.			
16	SR-GN024 Proprietary Components: The NG911 Service Provider should indicate which components of the proposed NG911 System are proprietary. Please list the proprietary components.	Yes No equipment within the proposed solution is proprietary. The only proprietary elements are the application software running on industry standard, commercially available equipment. These applications use protocols supported by NENA and all applicable current NGCS industry standards listed previously in this response.			
17	SR-GN025 Alarm Notification The NG911 Service Provider should provide an alarm notification template for all	Yes			

	functional elements and components to be configured based on critical and major alarm conditions with notifications to the County. Alarm notification should be provided to the County for alternate routing, rerouting, failover, and overflow routing.				
	Technical Requirements				
General Technical Requirements					
Security/Notifications					
1	SN001.b The NOC/SOC should perform the following: - The NOC should monitor tickets, open tickets for alarm conditions and dispatch if needed, and initiate failover of any component of the system. - Support includes monitoring by onsite live staff, remote response, and onsite	Yes he AT&T ESInet solution is backed by our Network Operations Center (NOC), Security Operations Center (SOC) and 9-1-1 Resolution Center teams that provide unified, comprehensive and continuous 24 x 7 x 365 customer support. The AT&T ESInet Network Operations Center (NOC) is staffed 24 x 7 x 365 days a year to actively monitor and manage the AT&T ESInet™ associated services and connectivity. When a potential or actual Customer-affecting issue is detected and determined to be an incident, the 9-1-1 Resolution Center team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. AT&T's MPLS core network (AVPN) is supported by eight Security Operations Centers (SOCs) in North America, Latin America, Europe and Asia Pacific. The SOC team also performs vulnerability assessment on our network to continually assess our systems security posture. AT&T also brings deep security expertise and methodologies across several disciplines to customer engagements, with a support team of more than 9,000 AT&T badged sales personnel who are trained in security as well as 1,500+			

	response for Critical and Major issues based on the service level defined herein for all NG911 System components. - Monitoring will include real-time alarm monitoring at the NG911 Providers Network Operations Center and logging of every alarm with notifications provided to designated staff within the County - Response includes remote actions by NOC/SOC staff and dispatching onsite personnel to the data centers, field, or County sites. The NG911 Service Provider should describe the NOC/SOC role in the proposed System.	dedicated security experts. AT&T's security portfolio capabilities are used to protect our data centers and networks that carry more than 670 Petabytes of data traffic on an average business day. The AT&T 9-1-1 Resolution Center is responsible for accepting incoming trouble reports. The Resolution Center team consists of Tier 1, Tier 2 and Tier 3 technical staff responsible for identification, isolation, and mitigation in the event of an incident. Tier 1 support engages Tier 2 and Tier 3 personnel as needed to assist in resolution of high-priority tickets and complex alarms. Resolution Center operation is staffed from two geographically diverse facilities located in Atlanta and Chicago. The Resolution Center provides the first line of support for PSAPs and Originating Service Providers (OSPs). In situations where the Originating Service Provider (OSP) needs to be engaged for troubleshooting, AT&T contacts the appropriate wireline, wireless, and/or VoIP carriers to initiate the troubleshooting process for full turn-key 24x7x365 support. Should an onsite dispatch be required, the 9-1-1 Resolution Center shall dispatch resources as soon as possible to take the necessary corrective measures, either on-site or via remote access.			
2	SN003.b The County should be notified in advance of all	Yes			

	testing and reserves the right to observe testing at its discretion.				
3	SN006 System and Organization Controls (SOC) Compliance: The NG911 Service Provider should provide the latest SOC 2 compliance report upon contract being awarded and annually within thirty (30) calendar days of completion.	Yes			
4	SN007 Cybersecurity Insurance: The NG911 Service Provider should provide proof of cybersecurity insurance and name the County as additional insured.	Yes AT&T has uploaded the Certificate of Insurance to the Broward County Purchasing portal for this RFP.			
5	SN015 Cybersecurity Framework (CSF): The NG911 Service Provider should implement NGCS cybersecurity and system	Yes 			

security based on the County's CSF, including at a minimum: • NG911 security compliance by requirement of NG-SEC • Incident response requirements and notification • Portal and system access – unique username, password (12 characters) with MFA, 90-day expiration of password • SIP encryption • Digital certificates • NIST CSF 2.0 compliance • TDoS detection and mitigation • Distributed Denial of Service (DDoS) detection and mitigation • Third-party audits allowed with initial				

	audit during preliminary acceptance • Implement authentication/passwords policy that defines authentication and password requirements. ○ Minimum 12 characters ○ Mixed case ○ One unique character ○ Remember last three passwords ○ Quarterly review of Access Control Lists (ACLs) Implement MFA for certain mission-critical accounts, at a minimum	[REDACTED] [REDACTED] [REDACTED] [REDACTED]			

6	SN016 Cybersecurity Plans and Implementation: The NG911 Service Provider should provide proof of the following plans, policies, processes, and implementations upon contract award: • CSF • Incident Response Plan • Incident Response Action Plan • Cybersecurity considerations document • Roadmap to NENA NG-SEC • Unique username and passwords for all system access • Zero trust architecture • Risk Management Plan/Strategy	Yes			

	• Cybersecurity controls (e.g., TDoS, DDoS, ransomware attacks) • SIEM integration • NG-SEC compliance and controls • Backup procedures • Restoration procedure • After-Action Review (AAR) process • Cybersecurity maintenance and administration policy to ensure confidentiality, integrity, and availability for on-premise and hosted NG911 System components, which includes: ○ Patch Management ○ Antivirus				

	○ Time Synchronization ○ Security Event Logging ○ Backups ○ Remote Access Continuous security monitoring, detection, and response policy-defining cyber security monitoring and how often that information will be reviewed				
7	SN019 Third Party Audits: The NG911 Service Provider should permit the County to engage third-party security auditors to examine the provided NG911 System. These audits will be no more frequently than annually, and the first audit can be as early as the Preliminary Acceptance Testing period.	Yes To ensure ongoing compliance, AT&T's Governance Risk Compliance (GRC) program includes annual reviews of applicable control requirements through internal controls, assessments, and audits. In addition, the environment undergoes periodic review by an independent third-party, at least every three years.			
NG911 Processing					
1	SR-GI001.b The County understands the importance of GIS data to the successful	Yes			

	operation of an end-state NG911 System. The County has heavily invested in building and maintaining a robust GIS program serving multiple departments and government agencies. While the County will work with the NG911 Service Provider to ensure the County's GIS meets the needs of the NG911 migration, the County should not be required to customize the GIS data or maintain multiple versions or GIS data or workflows to meet the needs of the NG911 Service Provider.				
SR-CR Call Routing					
1	SR-CR002.b The NG911 Service Provider should develop and provide specifications that will enable other ESInets to interwork with the County's NG911 System at least sixty (60) days in advance of the first PSAP implementation. The NG911 Service Provider should describe how this will	Yes AT&T has developed and will provide interface and interconnection specifications that will allow other ESInets to operate with the County's NG911 system. AT&T will execute a commercial agreement, such as a memorandum of agreement, with IP Network provider(s). The agreement will identify the POI with the County's ESInet. The agreement includes lines of responsibility for network management and monitoring function between the authorized networks. AT&T establishes NNI commercial agreements with each ESInet provider with which it exchanges traffic. After receipt of the Letter of Authorization from the PSAP, AT&T sends an introductory package to the ESInet providers identified by Broward County. The package includes the LOA, notification, Interconnection agreement, NNI			

	be accomplished in the future.	specifications and timelines. The Parties work cooperatively to establish the connections necessary to exchange IP traffic between the parties (6-9 months). The Interconnection agreements include but are not limited to the following: • Roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic. • Terms and Conditions. • Establishing facilities and Exchange traffic. • Basic SIP and i3 SIP interfaces • Network Architecture • Point of Interconnection (IP locations) • Bandwidth (Concurrent Call Sessions) traffic volume • IP network level • Application level • Call transfers • Split rate centers • Call transfers • Database • Troubleshooting • Fault Management and escalation procedures The Interconnection agreements include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, terms and conditions split rate centers, Point of Ingress and NNI specifications. All terms, conditions, and procedures follow applicable State guidelines and rules as well as applicable telephone industry practices, NENA standards and all applicable US telecommunication law.			

		A typical ESInet to ESInet implementation follows the following process: • Contract execution with the County. • Overall project implementation plan mutually agreed to with the PSAP (County) • Letter of Authorization from the Customer to act on their behalf to migrate to AT&T ESInet • AT&T sends notification (new NG 911 provider) and request to move traffic to AT&T ESInet • Interconnection Agreements mutually agreed to executed by the Parties. • MPLS circuits orders for interconnection • Test/Turn up on MPLS circuits. • Operational Readiness (ORT) testing with PSAP • PSAP goes live on AT&T ESInet™ This process will allow us to interconnect with additional ESInets in neighboring regions and states and FirstNet's NPSBN, as well as any other entities designated by the County.			
SR-NR Network Redundancy and Resiliency					
1	SR-NR005 Wireless Connectivity: The NG911 Service Provider should provide an NG911 System to use satellite, public safety broadband networks, or other long-term evolution (LTE) or wireless connectivity as a tertiary backup for	Yes FirstNet built by AT&T AT&T has included a tertiary (third) connection using FirstNet wireless mobile private connection to each stand-alone PSAP as part of our base offer. Wireless technology provides over the air diversity to the cellular tower. This solution will provide seamless continuity of service to these PSAPs in the event of an unexpected fiber cut in the last mile. FirstNet built by AT&T, unlike consumer LTE connections, includes preemption and priority as well as additional spectrum to ensure connectivity during times of congestion. FirstNet Wireless Backup has been successfully deployed at over 250 PSAPs across the country.			

	connectivity. The NG911 Service Provider should provide a list of all available methods that have been deployed in other agencies with similar proposed NG911 systems.				
	Functional Requirements				
NG911 Call Delivery					
SR-CP Call Processing					
1	SR-CP002.b To support the VIPER 7 Functions, the NG911 Service Provider should provide examples where the NG911 Service Provider has provided the required documentation and agencies where the NG911 System has been interconnected to a VIPER 7 CHE.	Yes Today, AT&T ESInet is deployed using i3 call delivery to over 400 Intrado VIPER call handling PSAPs. AT&T has provided three reference customers within this response that are currently deployed using VIPER 7 connected to AT&T ESInet: • Brevard County, FL • Capital Area Emergency Communications District • State of North Carolina See AT&T Attachment K – VIPER 7 i3 Deployments			
	NG911 System Deployment				
Initial Deployment					
1	SD004.b The NG911 Service Provider should provide a functional Call Flow and System Diagram to represent their proposed solution. The Diagram	Yes The AT&T ESInet solution designed for Broward County is depicted in the following network diagrams.			

	should depict the requirements outlined in this Scope of Work.				
Testing					
1	TS005	Test Numbers:	Yes		

	The NG911 Service Provider should provide test numbers that simulate different call types—at a minimum, wireline, wireless, and VoIP.				
Go-Live and Post Go-Live					
1	GL001.b The plan should be a step-by-step event plan with every activity along with the expected duration of each activity. - Go-Live will occur after the successful completion of Preliminary Acceptance Testing - The NG911 Service Provider will cutover each PSAP within the same environment as defined by County. - The County will determine the order in which each PSAP will cutover and the timeframe between cutover.	Yes See AT&T Attachment L – ESInet Cutover Plan			

	• The NG911 Service Provider should provide the list of other 3rd party Technical Resources required for the cutover. • The NG911 Service provider should provide Go/No Go checkpoint throughout the cutover process. A copy of an example cutover plan should be provided in the proposal. At the completion of cutover, trouble ticketing, reporting, and notification procedures should be provided by the NG911 Service Provider to the County.				
2	GL004 Escalation Procedures: At the completion of cutover, the NG911 Service	Yes			

	Provider should provide escalation procedures with the name and title of the contact, cell phone number, and email address of each level of management, up to the Chief Operating Officer (COO), to ensure that all service levels are met.				
Training					
1	TRN007 Recording of Training Sessions: The NG911 Service Provider should record all training sessions required above for playback later.	Yes See AT&T Attachment M - ESInet Training Plan			
	TRN008.b The NG911 Service Provider should provide an example of all training curriculums in their proposal.				
2	TRN009 Training Materials: Each training session attendee should be provided	Yes AT&T will provide student handbooks upon executed contract due to the proprietary information contained within.			

	with learning materials (e.g., student handbook, user guides, etc.). The NG911 Service Provider should provide an example student handbook.				
3	TRN010 Training Materials Provided Electronically: All training materials should be provided electronically in native format (e.g., PowerPoint, Word, etc.) to the County and shall be updated throughout the terms of the contract.	Yes			
4	TRN011 Web-based Training: Web-based training should be provided during the contract period for use by the County for refresher and initial training as needed.	Yes			

5	TRN012 Training Mode: The NG911 Service Provider should provide a training mode to deliver calls to positions. This should include the following: • Ability to direct training calls to a specific PSAP • A minimum of two (2) test call numbers for each environment and call type (e.g., wireline, wireless, VoIP) • Ability to direct to specific position (optional) • Ability to configure test systems in the user portal (optional) The NG911 Service Provider should provide a list of all available test modes and functions available.	Yes AT&T will provide A minimum of two (2) test call numbers for each environment and call type: • Wireline • Wireless • VoIP			

	Maintenance and Support Requirements				
Maintenance and Support					
1	SR-MR002 Implementa tion and Change MOP: The NG911 Service Provider should provide a MOP with a backout plan for review by the County a minimum of seven (7) calendar days prior to all system changes, patches, or planned maintenance activities. The NG911 Service Provider shall provide an example MOP.	Yes See AT&T Attachment J - Example MOP			
2	SR-MR004 County Maintenance Period: All installations, changes, updates, and maintenance should occur during the County's maintenance periods (local time): Monday 2300 through Tuesday 0600	Yes			

	• Tuesday 2300 through Wednesday 0600 • Wednesday 2300 through Thursday 0600 • Thursday 2300 through Friday 0000				
3	SR-MR005 Period of Performance: This procurement should be for a period of performance of ten (10) years. The period of performance will begin at the final acceptance of the final environment cutover.	Yes AT&T acknowledges Broward County's requirement for a ten (10) year period of performance beginning at the final acceptance of the final environment cutover. AT&T is committed to supporting the County throughout this period with a robust and future-ready NG911 solution. Our ESInet™ platform is designed to evolve with industry standards and technological advancements, ensuring long-term reliability, scalability, and compliance. During the ten-year period, AT&T will provide comprehensive support, including 24x7x365 monitoring through our Network Operations Center (NOC) and Security Operations Center (SOC), proactive maintenance, and system upgrades to address emerging needs. Additionally, Broward County will benefit from a dedicated Service Manager and account team to ensure consistent communication, rapid issue resolution, and alignment with the County's operational goals. AT&T's commitment to excellence ensures that Broward County will receive unparalleled service and support throughout the contract term.			
4	SR-MR009 Monthly Reports from the Trouble	Yes The AT&T Express Ticketing Portal for creating and checking status on open trouble tickets also provides historical trouble ticket information for 60 days after the ticket is closed.			

	Ticketing System: At the completion of final acceptance, trouble ticketing, reporting, and notification procedures shall be provided to the County and the PSAPs. The NG911 Service Provider should provide direct access to the ticketing system to monitor activities. A monthly report shall be provided within the first five days of the following month that includes dates, times, descriptions of issues, ticket severity, remote response times, onsite dispatch times, onsite arrival times, and resolution times.	Historical trouble ticket information is retained for six months duration after the ticket is closed, at which point the data is transferred to the archive. Trouble Ticket report management will be provided monthly by the assigned AT&T Service Manager.			
Service Level Expectations					
1	SR-SLA003.b The NG911 Service Provider should resolve all issues as listed in Scope of Work document in Tables 1 and 2 for the appropriate severity level.	Yes AT&T's is committed to resolving all issues outlined in the Scope of Work document according to the specified severity levels. Leveraging a structured incident management process aligned with industry best practices, including ITIL standards, AT&T ensures timely and effective resolution of issues. For each severity level, AT&T has established clear response and resolution timeframes, monitored and enforced through its 24x7x365 Network Operations Center (NOC) and Security Operations Center (SOC). Critical issues are prioritized to minimize disruption to Broward County's NG911 operations, with dedicated technical resources and escalation protocols in place to address them promptly.			

		Additionally, AT&T's incident management process includes root cause analysis and corrective actions to prevent recurrence, ensuring long-term system reliability and performance. Regular updates will be provided to Broward County during the resolution process to maintain transparency and confidence in service delivery.			
2	SR-SLA004 Supply Chain: Due to events with the pandemic, the County seeks confirmation that any committed plan and/or schedule communicated within the NG911 Service Provider's response should be maintained regardless of supply chain impacts. The NG911 Service Provider shall describe processes put in place to limit the impact of supply chain issues.	Yes AT&T recognizes the importance of maintaining committed plans and schedules, even in the face of potential supply chain challenges. To address Broward County's concerns, AT&T has implemented robust supply chain management processes to mitigate risks and ensure timely delivery of services and equipment for the NG911 project. AT&T leverages its extensive global supply chain network, which includes multiple vendor relationships and geographically diverse suppliers, to reduce dependency on any single source. This redundancy ensures that critical components and materials remain available, even during disruptions. Additionally, AT&T maintains strategic inventory reserves for essential equipment and proactively forecasts demand to address potential shortages before they arise. To further limit the impact of supply chain issues, AT&T employs advanced logistics and monitoring systems to track the availability and movement of resources in real time. These systems enable AT&T to identify and address potential bottlenecks early, ensuring that project timelines remain on track. Throughout the project, AT&T will maintain open communication with Broward County, providing regular updates on progress and any potential risks, along with mitigation strategies. This proactive approach ensures that Broward County's NG911 implementation proceeds as planned, regardless of external supply chain challenges.			

3	SR-SLA005.b The NG911 Service Provider should provide final RCA within three business days of service restoration. The NG911 Service Provider should provide an example RFO/RCA report.	Yes AT&T's RFO/RCA reports are confidential and highly restricted in terms of dissemination of information contained within them. AT&T can provide a sample upon vendor selection and under non-disclosure.			
4	SR-SLA007 SLAs: The NG911 Service Provider should adhere to the County SLAs as defined in Table 1: Severity Levels; Table 2: Severity Levels Response and Repair Timeframes; and Table 3: Service Performance of the Scope of work document in pages: 8, 9, and 10.	Yes			
5	SR-SLA008 Service Credits: The NG911 Service Provider should provide service credit to the County when the actual response time exceeds the SLA-defined response or repair times in accordance with Table 2 defined in Scope of Work document on page 10.	Yes			

Proposed Timeline

1	TIME001 Implementa tion Timeline: The NG911 Service Provider should provide a detailed timeline of all activities and the duration of each associated with the proposed implementation for the County with a breakdown of activities for Regional and Non-Regional PSAPs. The NG911 Service Provider should achieve Go-Live for the Regional environment within twelve (12) months of the Project Kickoff meeting and Non-Regional Go-Live within fifteen (15) months of the Project Kickoff meeting.	Yes The timeline provided in the Project Plan included for PS002.b meets this request.			

The information on this General Compliance remains subject to County review and verification during the evaluation process.

Functionality Checklist Next Generation 911 (NG911)

INSTRUCTIONS: Respond to each requirement with the appropriate selection by indicating a “Yes” under the “Complies” column if the proposed solution “Complies” with the requirement as stated and the information requested is also provided, or indicate a “Yes” under the “Comply with Exception” column if the proposed solution “Comply with Exception” and provide details of the exception to the stated requirement under the “Comments” column or indicate a “Yes” under the “Does Not Comply” column if the proposed solution “Does Not Comply” for each requirement in this document. If the comment is lengthy, please use a separate page and reference the Item Number before each response.

Insert Vendor Name: AT&T Enterprises, LLC.

NG911 System		Complies (All requested information associated with the requirements below must also be provided)	Comply with Exception	Does Not Comply	Comments (Associated with requirements noted below as “Comply with Exception”)
No.	NG911 Service Provider Requirements				
	Technical Requirements				
General Technical Requirements					
SN - Security/Notifications					
1	SN009 STIR/SHAKEN: The NG911 Service Provider should implement STIR/SHAKEN and pass information including attestation to the CHE. The NG911 Service Provider shall describe how this has been accomplished in other locations with VIPER 7.	Yes AT&T fully complies with the requirement to implement STIR/SHAKEN and pass attestation information to the CHE. This functionality is supported in environments using VIPER 7 and has been successfully deployed in multiple jurisdictions. The STIR/SHAKEN protocols are implemented within the NGCS core services and operate bidirectionally: Inbound Calls: The NGCS validates the caller’s identity using a trust chain and appends a signed SIP header that is passed to the VIPER CHE. This ensures that the CHE receives verified caller identity and attestation information. Outbound Calls: The PSAP’s identity is similarly validated and signed before the call leaves the system.			

2	SN010.b The NG911 Service Provider should provide transactional logging information for each functional element (i.e., Emergency Services Routing Proxy [ESRP], Legacy Network Gateway [LNG], BCF, PRF, Location Validation Function [LVF], Legacy Selective Router Gateway [LSRG], Spatial Interface [SI], and Emergency Call Routing Function [ECRF]). The transactional database logs for 911 calls should include calling number, SIP header information, routing destination, call or record process success/failures, transfers, ALI database transactions, and alternate routing, which includes call counts. The log retention period should be a minimum of thirty (30) calendar days.	Yes			
3	SN011 System Logging Repositories: The NG911 Service Provider should provide transactional logging repositories at two different data centers for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The log retention period should be a minimum of thirty (30) calendar days.	Yes			
4	SN012 System Log Retrieval: The NG911 Service Provider should provide a user-friendly portal to retrieve transactional logs in near real-time for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The NG911 Service Provider should provide a process to retrieve the logs.	Yes AT&T's Customer Management Portal (CMP) provides authorized users access to functional element transactional logs through CDRs that are searchable by date/timestamp, ANI/pANI, Call Type, Route Choice, ECRF to ESN Fallback as well as media type (voice, text, RTT, TTY). AT&T's CMP includes both an online user guide as well as instructor-led training to assist the PSAPs in how to search for CDRs.			

		Additionally, through the call trace tool, individual functional element logs can be viewed. 			
5	SN013 Security Information and Event Manager (SIEM): The NG911 Service Provider should integrate with the County's SIEM Splunk Tool (when deployed) for onsite logging events. The log retention period should be a minimum of 30 calendar days. The NG911 Service Provider should provide the County access to the logs of other systems and devices in the NG911 System for tracking the calls and issues. The log retention period should be a minimum of thirty (30) calendar days.	Yes			
6	SN017 User Notifications and Communications: The NG911 Service Provider should have a system that performs outward notifications and updates of customer tickets through phone, email, and text. The NG911	Yes			

	Service Provider shall notify the County via the contact methods provided of all NG911 Service Provider infrastructure failures and/or outages within 15 minutes of discovery. For all outages, the NG911 Service Provider must also contact the 911 Coordinator via phone.				
7	SN020 TDOS and DDOS Prevention: The NG911 Service Provider should implement hardware, software, and training to identify, respond, and prevent TDOS and DDOS attacks as a part of the proposed NG911 System. The NG911 Service Provider shall describe the process to identify respond and prevent TDOS and DDOS attack.	Yes AT&T leverages a comprehensive security posture to identify, respond to, and prevent TDOS (Telephony Denial of Service) and DDOS (Distributed Denial of Service) attacks. Our advanced defense-in-depth approach incorporates enterprise-grade hardware and software solutions, including intrusion detection/prevention, real-time traffic analysis, and automated mitigation technologies. AT&T's security personnel are extensively trained in both proactive and reactive measures, supported by documented processes for continuous monitoring, rapid incident response, and regular system audits. We will provide detailed documentation describing our detection, response, and prevention methodologies as part of the proposal package. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]			

SR-GI NG911 Processing

1	SR-GI013 SI Provisioning: The NG911 Service Provider should pull GIS data from the County GIS data repository rather than require the County to push (upload) GIS data to the SI. The data pull can be automated by the NG911 Service Provider or scheduled by the County. The NG911 Service provider shall describe the process used and how the County's preference can be integrated into the proposed NG911 System.	Yes The proposed NG911 solution supports pull-based GIS data provisioning from the County's GIS data repository. This approach eliminates the need for the County to manually push updates. The NG911 Service Provider offers two integration options: - Automated Pull: A scheduled, secure data retrieval process that syncs with the County's update cadence. - County-Scheduled Pull: The County can define specific intervals or triggers for data synchronization. This flexibility ensures the County's preferences are fully supported. The system is compatible with Esri geodatabases and includes validation tools to ensure data integrity before ingestion. AT&T will work with Broward to establish the desired data flow of GIS data to the AT&T managed SI. Although the industry standard is to push the data from the GIS authority, there are multiple options that can be offered for AT&T to pull data from an accessible database. AT&T looks forward to receiving detailed requirements and capabilities from the county to jointly develop a solution that best fits Broward's needs.			

DAT – Data processing

1	DAT001.b The NG911 Service Provider should describe the GIS upload process to include the access, steps, and ease of use.	Yes AT&T provides the NENA Spatial Interface (SI) as a function of the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). The SI is a fully hosted, managed service that encompasses all necessary processes to receive GIS data from a single source. Data can be submitted in a GIS database managed by a vendor or by the authority itself. SI provides data validation, error reporting, and provisioning to the Emergency Services Network (ESInet) functional elements including Emergency Call Routing Function (ECRF) and Location Validation Function (LVF).			

		The SI provides: • NG9-1-1 GIS data compliancy checks • Ongoing GIS data accuracy validation (QA/QC) • GIS data error reporting • Provisioning to i3 systems (ECRF/LVF) The SI undergoes data quality and data integrity checks that ensure that the data complies with all applicable requirements of STA-010.3f and the NG9-1-1 GIS Data Model. Any updates to the GIS data within the ECRF, whether to correct errors within the current data set or enhance it for any other reason, will be uploaded through the Spatial Interface. GIS provisioning is performed through the Spatial Interface, which has the additional ability to perform GIS validations, including validations to ensure routing integrity. The QA/QC processes provided during validation steps in the SI will prevent any unwanted data being provisioned in the ECRF that may introduce ambiguity in the data that would prevent the ECRF from being able to make a definitive response to certain requests. A change control system is established to monitor and manage data discrepancies and to track data change requirements. Validated GIS updates are normalized and applied to the ECRF production instances in a manner that preserves availability and coordinates with other ESInet scheduled updates and activities. Since there is not yet an established standard for the Spatial Interface to provision ECRFs with GIS data, internal or external, the mechanism for provisioning must be negotiated between AT&T, as the Spatial Interface provider, and non-AT&T ECRF providers. Provisioning of the LVF is identical to the ECRF provisioning. It is simply another provisioning target of the Spatial Interface. As such, it will always contain the same GIS data as the ECRF. The GIS upload process is designed to be user-friendly, secure, and transparent. Key features include: • Web-based Portal: Authenticated users can upload GIS files via a secure browser interface. • Step-by-Step Workflow: The portal guides users through file selection, schema validation, and submission. • Automated Validation: Uploaded data is checked against predefined schemas and standards (e.g., NENA i3), with error reports provided for any discrepancies.			

		Audit Trail: All uploads are logged with timestamps and user credentials for traceability. The 9-1-1 Enterprise Geospatial Database Management System (9-1-1 EGDMS) is a web application that serves as the front-end user interface for the NENA Spatial Interface (SI). We have included AT&T Appendix I - AT&T 9-1-1 EGDMS User Guide as a reference to section 3.6 GIS. In addition, we can provide NG9-1-1 GIS Onboarding services, which provide services, training, and support needed to successfully deploy NG9-1-1 GIS data within the EGDMS prior to NG9-1-1 go-live. AT&T will provide the EGDMS system access, account creation, remote training, and assistance with the initial GIS data upload and field mapping configuration. Two levels of NG9-1-1 GIS Onboarding are available to end customers. AT&T's NG9-1-1 GIS onboarding delivers the essential services, training, and support needed to successfully deploy NG9-1-1 GIS data and EGDMS within a NG9-1-1 environment. AT&T will provide web-based training and setup of the EGDMS system and assist with the initial GIS data load, clarifying the role of EGDMS as the NENA Spatial Interface, and defining its features and functionality. NG9-1-1 GIS onboarding services establish communication between the GIS Authority, the i3 GIS coach, and the NG9-1-1 service provider throughout the GIS onboarding phase and EGDMS implementation. NG9-1-1 GIS onboarding includes EGDMS setup and the following services: • Assignment of an i3 GIS Coach • NG9-1-1 GIS onboarding kickoff meeting • EGDMS overview, user training, and field mapping training (web-based) • EGDMS report interpretation and error correction consultation training (web-based) • ALI-to-GIS report review and error correction consultation training (web-based) • GIS data testing and remediation • General NG9-1-1 GIS Q&A support EGDMS and NG9-1-1 GIS go-live support.			

					
2	DAT003.b The NG911 Service Provider should describe the process to manage PRF routing plans.	Yes The NG911 Service Provider offers a dedicated portal for managing PRF (Policy Routing Function) routing plans. This includes: • Role-Based Access: County-authorized users can view, edit, and approve routing plans. • Version Control: Changes are tracked with rollback capabilities. • Visualization Tools: Dashboards help visualize routing logic and coverage areas. The AT&T ESInet™ i3 policy routing will provide Broward with extensive flexibility to define and update standard and alternate routing policies. PSAPs can modify routing policies, set priorities, and modify their operational state. Routing policies can be defined as recurring or one-time. The rules-based routing proxy includes the following elements: • A repository of PSAP-defined routing policies. • Customer Management Portal – A feature-rich web tool that allows PSAPs to view their routing policies and operational status (normal, abandoned, back-up). All routing policy changes are automatically verified for syntactical and logical prior to activation in production. Secure user access is provided via the Customer portal. The following types of routing policies are supported: • Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as ‘Abandoned’. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online. • Overflow Routing – The overflow routing policy is applied during overflow scenarios when a			

		PSAP is receiving more calls than its occupied workstations can accommodate. When PSAP CPE is unreachable or responds with an error/busy, the ESRP engages the primary PSAP's overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout. • Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online. • Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned. AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples. Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies. • Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP's jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically. • Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs. • Load-balanced – The system can be configured to distribute calls between PSAPs. All policies loaded by the customer are held in a test state (non-active) until the customer confirms that all test calls using the policies perform as expected. The diagram below illustrates the location of the ESRP/PRF functional components and the interfaces with other i3 solution elements. AT&T's largest experience of alternate routing to destinations across multiple PSAPs was during the 2024			

		Hurricane Helene disaster in North Carolina. During this catastrophic event, AT&T was able to successfully alternate route calls throughout the County for PSAPs impacted by the hurricane. This included routing calls from PSAPs in the western portion of the County to PSAPs on the eastern portion that were not impacted. The flexibility of the route lists allowed the County to update these specifically for this event and in a timely fashion in order to allow PSAPs to failover to PSAPs they do not normally utilize. 			

SR-CR Call Routing

1	SR-CR003.b The NG911 Service Provider should work with the County to design all the rules, policies, and algorithms that will be available to route calls similar to the routing groups currently in place. Describe how this process will be accomplished.	Yes The proposed system supports routing calls using: • Call labels/tags compatible with VIPER CHE for function-specific routing. Distribution rules that replicate current routing group logic. • Additional circuits where needed to maintain redundancy and load balancing 2. Routing is managed via the PRF and ESRP (Emergency Services Routing Proxy), ensuring seamless delivery to the correct PSAP or ring group. • i3 routing allows for all existing legacy alternate/default routing logic to remain the same while adding additional capability (PRF) for unique or custom situations. AT&T follows i3 standards for routing URIs, history-info, and PSAP special queues which allow enhanced capability when deciding when, what type and the priority of calls being answered by the PSAP. Prior to PSAP configuration, the AT&T project manager will walk through these capabilities and define the preferences of Broward. Prior to go live, during the ORT (operational readiness testing) each scenario will be fully tested and			

		approved by the PSAP before being enabled in the live PSAP environment.			
2	SR-CR004 Distribution of Calls to PSAPs: The NG911 Service Provider should route calls similar to the routing groups currently in place, including call labels/tags required by the CHE for various call functions and distribution rules currently in place. The NG911 Service Provider should describe the method that is proposed to route calls similar to the routing groups currently in place, such as additional circuits, call labels/tags, or setting distribution rules.	Yes The proposed system supports routing calls using: • Call labels/tags compatible with VIPER CHE for function-specific routing. • Distribution rules that replicate current routing group logic. • Additional circuits where needed to maintain redundancy and load balancing. Routing is managed via the PRF and ESRP (Emergency Services Routing Proxy), ensuring seamless delivery to the correct PSAP or ring group. i3 routing allows for all existing legacy alternate/default routing logic to remain the same while adding additional capability (PRF) for unique or custom situations. AT&T follows i3 standards for routing URIs, history-info, and PSAP special queues which allows enhanced capability when deciding when, what type and the priority of calls being answered by the PSAP. Prior to PSAP configuration, the AT&T project manager will walk through these capabilities and define the preferences of Broward. Prior to go-live, during the ORT (operational readiness testing) each scenario will be fully tested and approved by the PSAP before enabled in the live PSAP environment.			
3	SR-CR006.b All calls should be routed based on data received. The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in the Regional and Non-Regional environments. Please provide examples of how this was done for other implementation.	Yes Routing decisions are dynamically made using: • Location data from LIS and ECRF queries. • Service URNs and policy rules from the PRF. This process has been completed and deployed in over a thousand Multimode/Hosted/Cloud PSAP CPE environments deployed in the AT&T Infrastructure. Notable examples Include, Miami-Dade (FL), Palm Beach (FL), Fairfax County (VA), Washington DC, and Charlotte-Mecklenburg PD (NC). • These five PSAPs alone cover over 6M in population. Although the majority of PSAPs choose to distribute calls using a load balanced methodology – a primary/secondary distribution can be applied if desired. The AT&T infrastructure will also adjust distribution of calls based on network stability and performance. The AT&T solution is built on the basic principle of "no single			

		point of failure." AT&T utilizes a fully redundant, multi-path, multi-protocol network linking all AT&T NG9-11/AT&T 9-1-1 Network elements and PSAPs. Within each redundant node, there are redundant network elements. Failover within the system occurs automatically with no manual intervention. AT&T network connectivity handoffs enter each facility (minimum of two) via diverse facility transport paths and diverse points of interconnection. The proposed ESInet is a Quality of Service (QoS)-managed private IP network which can prioritize any type of IP traffic, voice, data, and multi-media. The solution uses QoS and VLANs between data centers and PSAPs to prioritize and protect the data/traffic. Quality of Service in the AT&T ESInet network is performed through packet marking with Differentiated Services Code Point (DSCP) on ingress to the ESInet switch ports. In some cases, the voice equipment manages its own marking, and the router/switch honors these QoS settings. In others, the router/switch will override the DSCP marking with a more appropriate setting. The audio stream Real Time Protocol (RTP) is marked with "Expedited Forwarding" the highest class of service available, so that it is treated like real-time media (e.g., voice). This is typically mapped to a priority queue. Signaling packets (SIP or Media Gateway Control Protocol (MGCP) are placed in another queue, which will typically have a small but firmly reserved portion of bandwidth.			
4	SR-CR008 Regional PSAP Routing: The CHE has been implemented to provide advanced routing capabilities. These capabilities are expected to remain. Regional PSAP routing should include: • Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today • Ability for the VIPER load balancers to distribute calls to the VIPER servers	Yes The AT&T ESInet solution prefers to treat a load balanced CPE system just as what is required and described by Broward. There are a few reasons for this. • To properly distribute the call load over equal equipment endpoints • To properly distribute the load over various network paths • To continually verify all paths for viability. AT&T will work with Broward to implement a solution that best accomplishes Broward's requirements, while incorporating critical configurations and lessons learned while successfully deploying the solution over the last eight years. The AT&T ESInet NGCS core elements have been developed with Broward's exact requirements in mind. The AT&T core elements allow for equal			

	regardless of the proper PSAP • Ability for the VIPER CHE to distribute calls to all PSAPs regardless of the proper PSAP • Ability of the VIPER CHE to identify the proper PSAP and distribute to the proper PSAP when needed (CAD failure operations) The NG911 Service Provider should describe the system that is proposed and how these capabilities will be accomplished.	distribution, not only between VIPER endpoints, but also within the core system itself. [REDACTED]			
5	SR-CR009 Non-Regional PSAP Routing: Non-Regional PSAP routing should include: • Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today • Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP • Ability for the VIPER CHE to distribute calls to the proper PSAP The NG911 Service Provider should describe the system that is proposed and how these requirements will be accomplished.	Yes The AT&T ESInet solution prefers to treat a load balanced CPE system just as what is required and described by Broward. There are a few reasons for this. 1.) To properly distribute the call load over equal equipment endpoints 2.) To properly distribute the load over various network paths 3.) To continually verify all paths for viability. AT&T will work with Broward to implement a solution that best accomplishes Broward's requirements, while incorporating critical configurations and lessons learned while successfully deploying the solution over the last eight years. The AT&T ESInet NGCS core elements have been developed with Broward's exact requirements in mind. The AT&T core elements allow for equal distribution, not only between VIPER endpoints, but also within the core system itself. [REDACTED]			

6	SR-CR010.b The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in each environment for the following predetermined emergency scenarios at a minimum: • Loss of primary route to a host load balancer • Loss of primary and secondary route to a host load balancer • Loss of all routes to a single host in a single environment • Loss of all routes to two hosts in a single environment • Abandonment of a PSAP • Abandonment of a single PSAP with transfer to another environment • Abandonment of two PSAPs with transfer to another environment • Loss of single environment	Yes The system includes automated failover and rerouting for scenarios such as: • Loss of primary/secondary routes. • Host or environment failure. • PSAP abandonment and transfer to alternate environments. • Use of out-of-county PSAPs as backups. These are handled via preconfigured PRF policies and ESRP logic with minimal human intervention. During the ORT testing, each of these scenarios are fully tested, validated, and signed off from the PSAP. AT&T will provide an extensive test plan showing the hundreds of scenarios tested/validated during the pre-live PSAP testing. Below are additional descriptions of alternate/default routing that is available to Broward County? • Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as ‘Abandoned’. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online. • Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching			

• Use of out-of-county PSAPs as backup PSAPs The NG911 Service Provider should describe how each scenario above can be processed by the proposed system with limited or no human intervention.	the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the primary PSAP's overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout. • Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online. • Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned. AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples. Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies. • Geographically – The system can be configured to send alternate, and abandonment calls to different PSAPs based on the geographic location of the calling party within the primary PSAP's jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically. • Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs. • Load-balanced – The system can be configured to distribute calls between PSAPs. Abandonment routing is the one configuration that is not an “automated” routing policy. Since all calls will route alternately if the PSAP is unavailable, abandonment routing is a configuration designed to allow for unique routing in the specific scenario that the PSAP “wants” to enable it. It can take the same path as typical alternate routing, or it can have separate routing rules defining what needs to be done in that specific “abandonment”			

		scenario. Activation of the abandonment route can occur in one of 3 ways. 1.) A Call to the AT&T Res Center In this scenario, a verified Broward representative would contact the AT&T Res Center at which point the configuration would be activated. 2.) Customer Management Portal configuration access AT&T can allow for verified PSAP personnel to activate the abandonment via the Customer Management Portal. 3.) A PSAP Abandonment Device (PAD) located at the VIPER Host CPE The PAD acts more like a traditional make-busy switch. It is a physical device with a physical switch. When utilized, abandonment routing will immediately take effect. AT&T ESInet policy routing function performance was proven during Hurricane Helene in the State of North Carolina last September. At the height of the storm, 19 PSAPs in the western part of the state had 911 calls rerouting to 23 partner PSAPs, ensuring callers could reach a trained telecommunicator.			
7	SR-CR011 Geofencing: Geofencing and routing calls to specific call takers/positions/queues/ring groups are needed as part of the County's requirements. The NG911 Service Provider should ensure selected positions, PSAPs, or resources can be dynamically removed from receiving non-incident/event 911 calls. The NG911 Service Provider should describe the process, signaling, or tagging that would be used in the proposed NG911 System to accomplish this requirement.	Yes The i3 solution for geofencing describes a unique PSAP URI which will be utilized when indicating a specific group or groups for the CPE call takers. The AT&T ESInet allows for various GIS scenarios that can be configured to use a PSAP URI to indicate this type of specific group on the PSAP call taking side. The most common groups that utilize GIS/Geofencing are 1.) Call Type 2.) Call Times 3.) Special Event Routing (Parade, Rock Concert, Seasonal Festival, Car Racing) Each of these scenarios have been deployed within the AT&T ESInet. AT&T looks forward to utilizing its superior GIS routing capabilities to better serve Broward's citizens. Below is more detail on what capabilities the AT&T ESInet system has for GIS/Geofencing alternate routing scenarios. • Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is			

		defined as 'Abandoned'. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online. • Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the primary PSAP's overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout. • Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online. • Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned. AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples. Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies. • Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP's jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically. • Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs. • Load-balanced – The system can be configured to distribute calls between PSAPs.			

		The AT&T ECRF can be loaded with any number of polygon layers for multiple purposes. Polygon sets can be created, validated and provisioned for anticipated overload, backup routing, abandonment, special event and other routing scenarios as desired. Each would be provisioned with a unique URN. Using optional advanced PRF functions, when the ECRF returns a PSAP URI for routing, the PRF will evaluate it for special policy routing rules. The PSAP policy can direct the ESRP to query the ECRF again with the URN prescribed within the policy (e.g. geospatially distributed abandonment polygons which spread the abandonment load to multiple PSAPs depending on call location). Using the caller's location and the prescribed URN, the ESRP will query the ECRF, which will return the URI associated with the new URN and the location provided in the query.			

SR-NR Network Redundancy and Resiliency

1	SR-NR007 All Circuits Used: To ensure all connectivity is always available, all primary circuits should be used in normal operation to process traffic. Secondary and tertiary circuits should be active daily. The active secondary and tertiary circuits will demonstrate that the circuits are available and can support live traffic. The NG911 Service Provider should describe the method that will be used to accomplish this requirement and describe any types or specific circuits that may not be used in normal operation and why.	Yes The proposed NG911 solution ensures that all primary, secondary, and tertiary circuits are active and exercised daily to support live traffic. This approach validates circuit availability and performance in real-time. • Primary Circuits: Used continuously for standard traffic flow. • Secondary/Tertiary Circuits: Although de-prioritized, these circuits carry traffic daily to demonstrate operational readiness and load balancing. Any exceptions—such as circuits reserved for disaster recovery or legacy interconnects—are documented and justified based on operational design and PSAP-specific needs.			
2	SR-NR008.b The NG911 Service Provider should describe the monitoring methods and the process to provide notifications to the County when circuits are unavailable.	Yes The AT&T ESInet fully managed service includes a 9-1-1 Resolution Center and network monitoring facility dedicated solely to monitoring and managing 9-1-1 processes and system elements. The AT&T 9-1-1 Resolution Center is staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESInet associated services and connectivity. Multiple network management components monitor network elements, IP paths, packet rates, packet loss, retransmission, and other IP network metrics 24x7x365. These components generate alarms to system operators if the reliable delivery of calls or data is threatened.			

		Active application monitoring and alerting complement traditional network management. The AT&T ESInet application elements also report network failures as detected by their application messaging activity, some of which is specific to managing the availability and integrity of the solution. All network elements are monitored at the AT&T ESInet NOC, including LNGs, ESRPs, ECRFs, BCFs, and PSAP site equipment. The NOC monitors and tracks net flow statistics and performs packet level capture and forensics at the AT&T ESInet core sites. There are currently two varieties of monitoring systems in use at the NOC. One provides a “single pane of glass” for network and system status. This provides SNMP trap and syslog receiver capabilities. These systems also provide ICMP and SNMP trending and threshold alarming. The second type of system provides packet capture, display, and troubleshooting capabilities. When a potential or actual customer-affecting issue is defined and determined to be an incident, the Incident Administration team is engaged by the AT&T ESInet NOC. The team uses established processes that are ISO 9001:2015-compliant for immediate escalation, notification, resolution, and reporting. • AT&T complies. AT&T will provide 24x7x365 logging and monitoring of the network supporting the County. For security purposes, AT&T does not allow outside vendor/customer access to monitoring equipment. AT&T will provide real-time reporting capabilities as well as access to the AT&T ESInet NOC for real-time updates on network and equipment health. AT&T provides 24x7x365 monitoring and Denial of Service mitigation tools. AT&T monitors the core network for traffic anomalies and shared resource consumption thresholds to protect the core network and preserve the performance of other customers. • AT&T monitors and audits all aspects of the network for threats from a variety of sources. NetFlow statistics and packet level capture and forensics are continuously performed. In addition, network hosts and security infrastructure provide logging through a centralized Security Information and Event Management (SIEM) solution, providing real-time analysis, event correlation, and alerts across the AT&T ESInet environment. This capability assists in troubleshooting and anomaly resolution as well as providing assurance of			

		reliable performance. Information Security personnel have devised profiles of common events from given systems so that they can tune detection to focus on unusual activity, avoid false positives, more rapidly identify anomalies, and prevent overwhelming analysts with insignificant alerts. • Remote monitoring of network and computer performance is conducted to provide statistical data on the number of alarms received and reported based on severity. The AT&T ESInet NOC uses monitoring tools to capture the elements of a complex end-to-end service environment, such as network elements, computer systems, databases, and the applications themselves. NOC staff can monitor the complex dependencies among these managed elements and alert the appropriate group for interpretation. This provides a method to immediately notify designated personnel of any system failures. • The following are key highlights for the notification system: • The five state levels are as indicated: Critical, Major, Minor, Warning, and Normal • We provide notification by email and SMS • Notification levels are defined by the supporting entity. • In the event of an outage, AT&T applies immediate and sustained effort, 7x24, until a final resolution is in place. We use all reasonable efforts to provide a temporary workaround within an agreed upon time frame of the issue being detected. If a temporary workaround solution is provided, we provide an action plan to be mutually agreed upon for the final resolution. We continue resolution activity until full service is restored. The primary objective of an incident is to mitigate impact. The Incident Commander and Incident Administrator are able to call upon whatever resources are required to identify and restore functionality.			

1	SR-DL001 Call Egress/Call-Delivery Circuits: The NG911 Service Provider should provide the call egress/call-delivery circuits and associated infrastructure to meet the following requirements: • Diverse entrance facilities for core sites • Diverse entrance facilities to all call-handling host locations that the County deploys, whether local, remote data center, or cloud-based • No single point of failure • Use open standards • IPv4 and IPv6 dual protocol stacks • Border Gateway Protocol (BGP) utilizing bidirectional forwarding detection • Multicast routing and switching • Quality of service (QoS) marking using Differentiated Service Code Point (DSCP) to ensure the highest voice quality for all 911 calls • Have a network traffic convergence of less than 54 milliseconds (ms) • Maintain an MOS of 4.0 or better at the handoff to the CHE	Yes			

2	SR-DL004 Abandonment Switches: The NG911 Service Provider should provision one or more abandonment switches at each PSAP, which, when activated, will automatically reroute calls to the pre-defined alternate endpoint for that PSAP based on the required routing configurations used today. Strict administrative policies and procedures will be put in place by the County. The NG911 Service Provider should describe how abandonment switches will be used in the proposed NG911 System.	Yes Abandonment is a routing policy that is pre-determined with the PSAP. Since all calls will route alternately if the PSAP is unavailable, abandonment routing is a configuration designed to allow for unique routing in the specific scenario that the PSAP “wants” to enable it. It can take the same path as typical alternate routing, or it can have separate routing rules defining what needs to be done in that specific “abandonment” scenario. Activation of the abandonment route can occur in one of three ways. 1.) Customer Management Portal Configuration Access: AT&T can allow for verified PSAP personnel to activate the abandonment via the Customer Management Portal. 2.) A PSAP Abandonment Device (PAD): located at the VIPER CPE and/or remote PSAP location. The PAD acts more like a traditional make-busy switch. It is a physical device with a physical switch. When utilized, abandonment routing will immediately take effect. 3.) A Call to the AT&T Res Center: In this scenario, a verified Broward representative would contact the AT&T Res Center at which point the configuration would be activated. AT&T ESInet policy/abandonment routing function performance was proven during Hurricane Helene in the State of North Carolina last September. At the height of the storm, 19 PSAPs in the western part of the state had 911 calls rerouting to 23 partner PSAPs, ensuring callers could reach a trained telecommunicator			
3	SR-DL005.b The NG911 Service Provider should describe the functions of the policy based rules tool and types of rules that can be provisioned by the PSAP, County, and NG911 Service Provider.	Yes The AT&T NG911 system includes a policy-based rules engine that allows the County, PSAPs, and AT&T to define routing and handling logic. Rules can be provisioned for: • Time-of-day routing • Call type prioritization. • Jurisdictional boundaries • Alternate routing during outages These rules are managed via a secure web interface with role-based access controls. AT&T ESInet i3 policy routing will provide Broward County with extensive flexibility to define and update standard and alternate routing policies. PSAPs can modify routing policies, set priorities, and modify their Operational state. Routing policies can be defined as recurring or one-time.			

		The rules-based routing proxy includes the following elements. • A repository of PSAP-defined routing policies. • Customer Management Portal – A feature-rich web tool that allows PSAPs to view their routing policies and operational status (normal, abandoned, back-up). All routing policy changes are automatically verified for syntactical and logical prior to activation in production. Secure user access is provided via the Customer portal. The following types of routing policies are supported: • Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as ‘Abandoned’. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online. • Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the primary PSAP’s overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout. • Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online. • Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned. AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples. Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies.			

		- Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP’s jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically. - Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs. - Load-balanced – The system can be configured to distribute calls between PSAPs. - All policies loaded by the customer are held in a test state (non-active) until the customer confirms that all test calls using the policies perform as expected.			
4	SR-DL006 Emergency Incident Data Object (EIDO): The NGCS and ESInet should support the exchange of EIDO over the ESInet between PSAPs and across NNIs to neighboring jurisdictions. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement.	Yes AT&T’s NGCS and ESInet support EIDO exchange across NNIs, enabling seamless data sharing between PSAPs and neighboring jurisdictions. The County and CHE vendors must ensure: - EIDO schema compliance - Secure API integration - Coordination of endpoint configurations AT&T provides onboarding support and validation tools to assist with implementation.			
5	SR-DL007 EIDO Access: The NGCS and ESInet should support access from other jurisdictions to the EIDO message servers deployed in the County’s Regional and Non-Regional environments to exchange data. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement.	Yes EIDO message servers deployed in both Regional and Non-Regional environments are accessible to authorized external jurisdictions. Access is controlled via OAuth2/SAML-based SSO, and data exchange is encrypted using TLS 1.3. The County and CHE vendors must configure firewall rules and endpoint permissions to enable secure access.			
6	SR-DL014.b As part of the call delivery monitoring, the following	Yes			

situations should result in a trouble ticket being generated automatically for dispatch and resolution, and a notification to the County: • Call delivery between Functional Elements causes an error processing should generate an alarm. • When all calls are not able to be delivered to the PSAP, the NG911 Service Provider generates an alarm and notifies the appropriate parties at the County as well as the field personnel to confirm that alternate routing is activated. • When there is a failure to deliver the 911 call, the alternate call routing plans are automatically used to route the calls. In the event the NG911 alternate routes are not available, the calls are routed to an alternate public switched telephone network (PSTN) path using a 10-digit number associated with the destination PSAP. If the primary path is unavailable, the calls should be routed to the backup 10-digit number. The logging of	AT&T provides 24X7 monitoring of the functional elements within the NGCS, the network within the NGCS, and the equipment located on site at the PSAP CPE host. There are multiple levels of alarming resulting from normal call processing. Some are “acceptable” errors, such as a busy system or an SRDB fallback routing decision. In any case that a call could not be delivered to a primary PSAP due to an equipment or network failure, trouble tickets are created, and an incident team is established to immediately investigate and resolve the issue. If primary PSAP endpoints are unavailable, the AT&T system has multiple alternate routes established to seamlessly re-route a call. These routes are established with the PSAP prior to go live, and can be modified, real time, by the AT&T Res Center, and (with proper permission) the PSAP through the AT&T Customer Management Portal (CMP). Standard alternate routes can include alternate 911 PSAP delivery (a neighboring PSAP or Operations center) via the AT&T ESInet, or a PSTN route designated by the PSAP. An example of a typical configuration would include a primary PSAP route associated to an alternate PSAP. If that alternate PSAP is down/busy, configurations allow for the call to be further routed to a dialable PSTN. PSAPs typically use a phone bank/PBX non-associated directly to the PSAP CPE in case of a total CPE failure. Other examples include additional routes to a specified GIS area for alternate or abandonment re-routing, rerouting due to time of day or special events, and re-routing to the same physical PSAP with an alternate URI for prioritization.			

	such routing should be available to the County. The NG911 Service Provider should provide examples of how these will be managed and performed in the proposed solution.				
7	SR-DL015 Call Queuing: The NG911 Service Provider should provide call queuing at the network level. If the network is unable to deliver the calls to the PSAP due to increased volume, the calls should be queued and tracked at the network level. The NG911 System should be able to process two hundred (200) calls simultaneously for each environment (Regional and Non-Regional).	Yes AT&T will provision all Broward environments to accept (at a minimum) 200 simultaneous calls. There are multiple options and a combination of configurations between the AT&T core elements and the VIPER 7 for an individual PSAP to accept, queue or reject calls coming into the VIPER 7 T-ESRP/CPE. These configurations include (but are not limited to) - Ring No Answer timer - Call capacity Management on VIPER per SIP trunk - Use of Alternate Primary PSAP SIP URIs for prioritization - Alternate and/or Default routing PSAP route lists. - PSAP Use of VIPER IVR/Call Queues AT&T looks forward to working with Broward to determine the configurations on both systems that will work best to enhance the caller/call taker experience and desired call flow outcome.			
Functional Requirements					

NG911 Call Delivery

SR-CP Call Processing

1	SR-CP003 Call Processing by Type: The NG911 Service Provider should be able to process and deliver wireline, wireless, VoIP, text (RTT, Short Message Service [SMS], Rich Communication Services [RCS], Message Session Relay Protocol [MSRP], Instant Messaging [IM]), and Multimedia Service (MMS) calls/requests for emergency response seamlessly. The system should support the use of	Yes			

	Telecommunications Device for Deaf (TDD) and TTY.				
2	SR-CP004 Caller Location Information: The NG911 Service Provider should provide the location information for each 911 call at the handheld device-level for call routing and call processing.	Yes			
3	SR-CP005 NGCS Media Recording: The NG911 Service Provider should provide call and media recording in the NGCS. The PSAP and other County staff should have access to the recordings.	Yes			

SR-IT Interfaces

1	SR-IT003 Multimedia Sessions: The NG911 Service Provider should interface the wireless providers to be capable of delivering multimedia such as video and pictures as a part of the proposed NG911 System. Deployment of this function to the PSAP will be determined on an individual PSAP basis.	Yes			

RPT - Reports

1	RPT001 Single Reporting Platform: The NG911 Service Provider should provide a single reporting platform that can be configured based on each user's role, unique USERID, and access permissions. The portal should support at least sixty (60) users.	Yes			

2	RPT002.b The reporting platform for the PSAPs should include, at a minimum the following reports: • Date and time stamp • Call delivery time (hh:mm:ss) • Call answer time (hh:mm:ss) • Call disconnect time (hh:mm:ss) • Call duration (hh:mm:ss) • Average call duration (hh:mm:ss) • Average call answer time (hh:mm:ss) • Seizure time (hh:mm:ss) • Call volumes by call type • Alternate-routed calls • Text-to-911 instances • Abandoned calls • Call volume by hour • Call volume by day of the week • Individual call information • Summary of call volumes • Call transfers/bridges • Call conferences • Agent availability • Call volumes by OSP • Repeat callers • Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	Yes AT&T's standard reporting suite provides the following reports through a web-based interface, the Customer Management Portal (CMP). • Event Count Reports per Hour. Provides metrics for total calls by hour for a day, week or month. • Event Count by Routing Reason and Destination. Provides metrics for total calls in which the Customer PSAP participated as the Primary versus Alternate route per route type (ESN and GIS), broken out by hour for day, week, or month. • Event Count by Type. Provides metrics for total calls by call type (wireless, wireline, VoIP) broken out by hour for day, week, or month. • Event Count by Incoming Trunk Group. Provides metrics for total calls by trunk group with an hourly breakout. • Bridge Call Summary. Provides metrics for calls bridged in or out by bridge type (fixed, selective, manual). Call details are available for each bridged call. • Routing Database Processing. Provides a breakout of initial calls where the Customer PSAP was Primary by selectively routed versus default routed with a No Record Found (NRF) breakout. • Event Setup Time. Provides statistics on the time to route and deliver calls where the Customer PSAP is Primary, including the minimum, maximum, median and average times. • Event Count Reports per Hour. Provides metrics for total calls in which Customer's PSAP participated by hour for a day, week or month. The AT&T tool gives users the ability to drill down and capture additional contextual information that can be used to more efficiently manage ongoing 911 operations. Users can also download raw data from the standard reports web portal to create customized reports and data and trend analysis. AT&T gives 911 officials the ability to convert static data into actionable information anywhere and at any time. In addition to the standard reporting suite, AT&T provides access to CDR data for every PSAP. This is available through the CMP and allows the PSAP to pull specific, detailed information for every call. The PSAP can export this information into a data file and manipulate/create their own reports as they see fit.			

	The NG911 Service Provider should provide a list of all available reports and provide at least three report examples.	The CMP also allows for detailed call trace information on a per call basis. This includes, but is not limited to, callback number, individual NGCS element time stamps. GPS fix type, address, and X/Y information with Radius Value processing. Below are three examples of standard call reports and screenshots of the CDR Export tool as well as the Call Trace tool. 			

3	RPT003 Reporting Platform County Staff Functions: RPT003.a The NG911 Service Provider should provide a dashboard and portal for access by County staff and others as approved by the County to run the below SLA reports. All reports should be able to run for specific dates and times.	Yes			
4	RPT003.b The reporting platform for County staff should include at a minimum: • Call processing time between elements (hh:mm:ss) • Payload processing time (hh:mm:ss) • Calls per circuit • Call distribution to PSAP circuits • Circuit utilization from OSP • Circuit utilization to PSAP • All NGCS element usage volumes (all elements used in the NG911 Service Provider's NG911 System) • End-to-end call-flow analysis • Event by incoming IP address • NOC-to-NOC reporting, trouble reporting, and tracking	Yes AT&T's standard reporting suite provides the following reports through a web-based interface. • Event Count Reports per Hour. Provides metrics for total calls by hour for a day, week or month. • Event Count by Routing Reason and Destination. Provides metrics for total calls in which the Customer PSAP participated as the Primary versus Alternate route per route type, broken out by hour for day, week, or month. • Event Count by Type. Provides metrics for total calls by call type (wireless, wireline, VoIP) broken out by hour for day, week, or month. • Event Count by Incoming Trunk Group. Provides metrics for total calls by trunk group with an hourly breakout. • Bridge Call Summary. Provides metrics for calls bridged in or out by bridge type (fixed, selective, manual). Call details are available for each bridged call. • Routing Database Processing. Provides a breakout of initial calls where the Customer PSAP was Primary by selectively routed versus default routed with a No Record Found (NRF) breakout. • Event Setup Time. Provides statistics on the time to route and deliver calls where the Customer PSAP is Primary, including the minimum, maximum, median and average times.			

	• Root cause analyses • Service availability for each component including ESInet segments • Monitoring, alarming, and logging • MOS The NG911 Service Provider should provide a list of all available reports and provide at least three report examples.	• Event Count Reports per Hour. Provides metrics for total calls in which Customer's PSAP participated by hour for a day, week or month. The AT&T tool gives users the ability to drill down and capture additional contextual information that can be used to more efficiently manage ongoing 9-1-1 operations. Users can create customized reports and perform real-time data and trend analysis, including graphing, based on daily data updates. AT&T gives 911 officials the ability to convert static data into actionable information anywhere and at any time. In addition to the standard reporting suite, AT&T provides access to CDR data for every PSAP. This is available through the Customer Management Portal (CMP) and allows the PSAP to pull specific, detailed information for every call. The PSAP can export this information into a data file and manipulate/create their own reports as they see fit. The CMP also allows for detailed call trace information on a per call basis. This includes, but is not limited to, Callback number, s007A, individual NGCS element time stamps, GPS fix type, address and X/Y information with Radius Value, processing. In RTP – Reports, #2 RPT002.b, above, are three examples of standard call reports, and screenshots of the CDR Export Tool as well as the Call Trace tool. The AT&T ESInet Executive Dashboard displays Circuit-specific PSAP-related network statistics including, but not limited to MOS, Circuit Utilization, Round Trip Time, and Packet Loss. Below are examples of that Dashboard and available statistics. 			

5	RPT004 Access to logs via Reporting Platform: The NG911 Service Provider should provide access to the system logs using the existing platform or another similar platform. This should include: • Transactional database log associated with each SIP header and URI, and	Yes AT&T will ensure access to system logs through the existing platform or a similar platform, meeting the following requirements: • Transactional Database Logs: Logs will include detailed information associated with each SIP header and URI, along with additional data accessible by the County. • Comprehensive Call Data Retrieval: Logs will capture critical call information, including calling number, SIP header details, call destination, call outcomes (successful, failures, transfers), ALI database transactions, and alternate routed calls			

	additional information provided to access by the County • Retrieval of log information should include calling number, SIP header information, call destination, successful, failures, transfers, ALI database transactions, and alternate routed calls (e.g., default, PSTN gateway, special processing, or overflow), which includes call counts • Log retrieval should be available by groups of calls (e.g., 911 versus non-emergency) and date range of calls.	(e.g., default, PSTN gateway, special processing, or overflow). Call counts will also be included. • Filtering and Grouping: Log retrieval will allow filtering by groups of calls (e.g., 911 versus non-emergency) and by specific date ranges. This logging capability ensures that Broward County has the tools necessary to monitor, analyze, and manage its NG911 system effectively.			
6	RPT005 Real Time System Monitoring: The NG911 Service Provider should provide access to real time system monitoring to the County using the existing platform or another similar platform. The platform should provide real time web-based monitoring of County traffic into the System at the functional element level and facilities (network connections). The status should be updated every 15 seconds, which includes, active, slow response, and failures.	Yes Real-time monitoring is available via a web-based dashboard. Please see the screenshot of System Monitoring from the Executive Network Dashboard. 			

The information on this Functionality Checklist remains subject to County review and verification during the evaluation process.



Enterprise Technology Services Vendor Security Questionnaire (VSQ)

ETS Vendor Security Questionnaire (VSQ): Vendor is required to submit a completed ETS Vendor Security Questionnaire (VSQ) (for applicable solution – services, hardware, and/or software). If a response requires additional information, attach additional pages with the required additional information with the additional pages and information labeled to match the applicable question number. If not provided with the submittal, the Vendor must submit within three business days after the County's written request.

The Vendor Security Questionnaire (VSQ) assesses the Vendor's security policies and/or system protocol and to identify any potential security vulnerabilities. The County will review the Vendor's VSQ response; any identified security concerns will be disclosed to the Evaluation Committee. Unresolved security concerns shall be considered by the Evaluation Committee as part of its final evaluation and may affect the Vendor's evaluation.

As the Vendor's authorized representative, I attest that any and all statements, oral, written or otherwise, made in support of the Vendor's response, are accurate, true and correct. I also acknowledge that inaccurate, untruthful, or incorrect statements made in support of the Vendor's response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to PART XI of the Broward County Procurement Code.

Vendor Name:	AT&T Enterprises, LLC.
Vendor Type (Manufacturer, Reseller, Other? If Other, specify.):	Other - Telecommunications Service Provider
Vendor Contact Person's Name / Title / Email Address:	Mario Ruiz / Customer Solutions Executive / maruiz@att.com
Product Name / Description:	AT&T ESInet™
Solicitation Number and Title (If applicable):	RFP No. GEN2129421P1, Next Generation 911 (NG911)

For each applicable section, complete the matrix by using the dropdown option to select YES or NO. Use "Comments" section to provide as much explanation as possible to clearly support your response. Additional pages may be attached to provide further detail, but any attachments should be referenced in "Comments" section. **Select "N/A" if a question within a given section is not applicable.**

SECTION 1: SOFTWARE-AS-A-SERVICE (SaaS) / HOSTING / APPLICATION DEVELOPMENT SERVICES /				
No.	Area	Question	Vendor Response	
			YES/NO	Comments
1		REQUIRED RESPONSE: Will your organization provide SOFTWARE-AS-A-SERVICE (SaaS) ? (e.g. Software-as-a-service/SaaS, application, website)	Yes	AT&T ESInet™ is a fully managed, i3 compliant Next Gen Core Services and ESInet solution.
2		REQUIRED RESPONSE: Will your organization provide HOSTING SERVICES ?	No	
3		REQUIRED RESPONSE: Will your organization provide APPLICATION DEVELOPMENT SERVICES ? (e.g. on-premise, mobile, web, or other custom code)	No	
4		REQUIRED RESPONSE: Will your organization provide MANAGED OR PROFESSIONAL SERVICES (UNSUPERVISED BY COUNTY PERSONNEL) ? <i>(Note: "Managed or Professional Services" used herein refers to <u>unsupervised</u> (by County personnel) installation, configuration, consulting, maintenance or monitoring of County systems, applications or infrastructure related to your organization's proposed solution.)</i>	Yes	
STOP: If you selected NO for Questions 1 through 4 above, PROCEED TO SECTION 2.				
5	Supporting Documentation (Upon County's request)	Provide the following: a) Workflow diagram of stored or transmitted information (for SaaS and Hosting Services only)		
6		b) Security / Network Architecture diagram (for SaaS and Hosting Services only)		
7		c) Secure Coding standard (for Application Development Services only)		
8		d) Application Security Program standard (for Application Development Services only)		
9	Audit Reporting Requirements	Does your organization have a current System and Organization Controls (SOC) 2, Type II report, inclusive of all five Trust Service Principles (Security, Availability, Processing Integrity, Confidentiality, and Privacy)? <i>(Note: For any SaaS or hosted application, the SOC report should be for the organization or application specifically, not the datacenter only.)</i>	Yes	AT&T has SOC 2 reports for certain services.
10	Payment Card Industry (PCI) environments - Applicable only if Organization or its proposed subcontractor processes or collects credit card information.	Does your organization have a current Payment Card Industry (PCI) certification (e.g., Attestation of Compliance (AOC), Self-Assessment Questionnaire (SAQ))?	N/A	
11		Will the product or solution process or collect credit card information?	No	
12		Does your organization maintain a file integrity monitoring program to ensure critical file system changes are monitored and approved with respect to confidential County data?	N/A	
13	Electronic Protected Health Information (ePHI) - Applicable only if Organization has access to or will be hosting or storing County ePHI.	Has your organization had a Risk Assessment performed in the past five years by an external auditor in conjunction with the HIPAA Security rule?	N/A	
14		Does your organization maintain current HIPAA specific policies and procedures in conjunction with the HIPAA Security Rule?	N/A	
15		Does your organization have a designated HIPAA Security and Privacy Officer(s)?	N/A	
16		Does your organization provide HIPAA Security training to your employees at time of hire and at least annually thereafter?	N/A	
17	Roles & Responsibilities	Has your organization appointed a central point of contact for security coordination?	Yes	
18		Does your organization have an expected timeframe to respond to initial contact for security related issues? Provide timeframe.	Yes	See the SLA section of our response for AT&T's specific timeframes to respond.

19		Does your organization define the priority level of an issue (e.g., minor vs. major, 0-4 scale, etc.)? Describe.	Yes	
20		Does your organization have an expected Service Level Agreement (SLA) to implement changes needed to fix security issues according to priority level? Describe.	Yes	
21	Federated Identity Management and Web Services Integration	Does your organization's product have Single Sign-on (SSO) and Federated Identity Enablement integration options (e.g., support for standards like SAML v2 and OAuth 2.0, active directory)? Describe.	Yes	The service has SSO (vendor managed). Federated Identity is not currently supported but may not be necessary.
22		Does your organization use web services and/or data import/export functions (e.g., API, FTP)? Describe.	Yes	Web services are used as prescribed by NENA i3 and have optional services that uses industry standards like secure FTP (sFTP).
23	External Parties	Will third parties, such as IT service providers have access to the County's data that is stored or transmitted by your organization?	Yes	Limited to AT&T subcontractor Intrado.
24		Does your organization have a Disaster Recovery and Continuity of Operations plan that includes third-party dependencies to ensure critical business functions can continue even during a major disruption?	Yes	
25		Does your organization outsource any aspect of the service to a third party?	Yes	
26		Does your organization utilize any off-shore resources for development? Provide location(s).	Yes	Intrado may use offshore resources in Canada and Mexico.
27		Does your organization build the application in-house?	Yes	Intrado develops the application in-house.
28		Does your organization share customer data with or enable direct access by any third-party?	Yes	Limited to AT&T subcontractor Intrado.
29		Will any proposed subcontractors process, access, transmit or store any County data?	Yes	Limited to AT&T subcontractor Intrado.
30		Do all proposed subcontractors contractually comply with your organization's security standards for data processing?	Yes	
31		Does your organization regularly audit your critical vendors? Describe.	Yes	Information regarding AT&T Supplier Information Security Requirements (SISR) is available at https://attsuppliers.com/misc/ATT_SISR_Appx.pdf and https://attsuppliers.com .
32	Information Security Policy & Procedures	Does your organization have documented standard policies and procedures for security and compliance?	Yes	
33	Risk Assessment	Does your organization have a process that addresses: (a) the identification and measurement of potential risks with mitigating controls (measures taken to reduce risk), and (b) the acceptance or transfer (e.g. insurance policies, warranties, etc.) of the remaining (residual) risk after mitigation steps have been applied?	Yes	
34	Regulatory Compliance	Is the product or solution currently certified by any security standards? (e.g., PCI-DSS, HIPAA). Provide proof of compliance documentation.	N/A	
35		Does your organization have a documented process to identify new laws and regulations with IT security implications (e.g., FIPA, new state breach notification requirements, monitoring newsletters, webinars, security or regulatory forums, etc.)?	Yes	
36		Has your organization experienced a data breach within the past five years that legally required reporting under applicable law?	Yes	
37		Does your organization have procedures for preservation of electronic records and audit logs in case of litigation hold?	Yes	
38	During Employment – Training, Education & Awareness	Have employees and proposed subcontractors received formal information security awareness training? Provide frequency.	Yes	Annually
39		Have your organization's security policies and procedures been communicated to your employees?	Yes	
40		Are periodic security reminders provided to your organization's employees?	Yes	
41	Background Checks	Does your organization perform background checks (e.g., credential verification, criminal history, credit history) to examine and assess an employee's or proposed subcontractor's work and criminal history?	Yes	
42		Are individuals who would have access to the County's data subjected to periodic follow-up background checks?	Yes	When required by contract or security clearance.
43	Prior to Employment - Terms and Conditions of Employment	Are employees and proposed subcontractors required to sign a non-disclosure agreement and/or confidentiality form upon initial employment?	Yes	
44		If so, are employees and proposed subcontractors required to sign the non-disclosure agreement annually?	No	Only upon hire.
45	Termination or Change in Employment	Does your organization require that all equipment of any terminated employee or subcontractor is returned and that their user ID is disabled in all systems and badges and/or keys are returned?	Yes	
46		Upon transfer, is existing access reviewed for relevance for employees and subcontractors?	Yes	
47	Secure Areas	Does your organization have effective physical access controls (e.g., door locks, badge /electronic key ID and access controls) in place that prevent unauthorized access to facilities and a facility security plan?	Yes	
48		Is a locked screensaver displayed on unattended workstations?	N/A	
49		Do personnel abide by a clean desk policy to remove and secure sensitive/confidential information from their workspace at the end of the work day?	N/A	

50		Does your organization have a contingency plan in place to handle emergency access to facilities?	Yes	
51		Are physical access controls authorized? Describe who is responsible for managing and ensuring that only appropriate persons have keys or codes to the facility and to locations within the facility with secure data.	Yes	
52		Are there policies and procedures to document repairs and modifications to physical components of the facility that are related to security?	Yes	
53		Are employees or subcontractors permitted access to customer environments from your physical locations only?	No	
54	Application and Information Access Control - Confidential System Isolation	Are systems and networks that host, process, and/or transfer confidential information "protected" (i.e., isolated, logically or physically separated) from other systems and/or networks?	N/A	
55		Are internal and external networks separated by firewalls with access policies and rules?	Yes	
56	Data Security	Are development and test environments separate from production environments to protect production applications from inadvertent changes or disruption?	Yes	
57		Does your organization apply database and application logical segregation of customer data?	Yes	
58		Is this a multi-tenant solution?	Yes	
59		Will County's data be co-mingled with data of any other customer?	No	
60		Does your organization provide a means to encrypt data at rest (e.g., AES)?	Yes	
61		Will County's data be processed, accessed, transmitted or stored through an off shore environment (e.g., outside continental U.S, Alaska, Hawaii)?	No	
62		Does your organization provide a means to encrypt County confidential information in transit? Describe controls that are in place to protect confidential information when transferred (e.g., encryption).	No	
63		Is there a standard approach for protecting network devices to prevent unauthorized access/network related attacks and data-theft (e.g., firewall between public and private networks, internal VLAN, firewall separation, separate WLAN network, secure portal, multi-tenancy, virtualization, shared storage, etc.)?	Yes	
64		Does your organization use email encryption to protect sensitive/confidential information when communicating with third parties (e.g., IT vendors)?	N/A	
65		Are employees permitted to work remotely from a facility not owned or leased by the organization?	Yes	
66		Are encrypted communications required for all remote connections?	Yes	
67		Does your organization use a secure VPN connection with third parties (e.g., IT vendors)?	Yes	
68		Does your organization have protections in place for ensuring secure remote access (e.g., up-to-date antivirus, posture assessment, VPN enforcement, split tunneling)?	Yes	
69		Is there a formal (documented, approved, published, communicated, and implemented) remote access policy?	Yes	
70		Can your organization restrict access to the solution to and from the County's network in a "deny all, permit by exception" configuration (i.e., whitelist County IP addresses only)?	N/A	
71	Audit Logging	Does the software or solution perform audit logging? Describe.	Yes	AT&T ESnet service maintains a baseline of network operations including audit logging and expected data flows for users and systems, which is established, documented, and actively managed. This baseline supports anomaly detection, incident response, and overall network security monitoring.
72		Does the software or solution allow for the configuration of audit log retention for a minimum of 90 days or more?	Yes	
73		Does the software track events for user activity (e.g., failed/successful logins, privileged access)? Describe.	Yes	AT&T ESnet operations maintains a baseline of network operations and expected data flows for users and systems, which is established, documented, and actively managed. This baseline supports anomaly detection, incident response, and overall network security monitoring.
74	Vulnerability Assessment and Remediation	Does your organization perform periodic vulnerability scans on your IT systems, networks, and supporting security systems? Provide frequency.	Yes	AT&T ESnet's mechanisms encompass a comprehensive vulnerability management program that include regular vulnerability assessments, scanning, and remediation activities. Our team employs automated vulnerability scanning tools, conducts thorough risk assessments, and maintains a centralized repository of vulnerabilities and their remediation status. Frequency varies depending on application.
75		Are internal or proposed subcontractors vulnerability assessments automated?	Yes	AT&T ESnet employs automated vulnerability scanning tools, conducts thorough risk assessments, and maintains a centralized repository of vulnerabilities and their remediation status.

76		Does your organization have a security patch management cycle in place to address identified vulnerabilities?	Yes	
77		Does your organization provide disclosure of vulnerabilities found in your environment and remediation timelines?	No	Due to the sensitivity of such information, AT&T deems it to be internal and proprietary information.
78		Does your organization notify customer of applicable patches?	Yes	Customers are informed of regular patches and maintenance to its applications.
79	Security Monitoring	Are third party connections to your network monitored and reviewed to confirm only authorized access and appropriate usage (e.g., with VPN logs, server event logs, system, application and data access logging, automated alerts, regular/periodic review of logs or reports)?	Yes	
80		Does your organization monitor your systems and networks for security events? Describe monitoring (e.g., server and networking equipment logs such as servers, routers, switches, wireless APs, monitored regularly).	Yes	External connections to AT&T's enterprise network are protected by firewalls that screen incoming and outgoing traffic based on source and destination address, protocol, and port, in accordance with security policy. Network- and Host-based IDS, IPS and other tools and programs augment AT&T's internal practice of defense in depth. AT&T's enterprise security measures also provide protection to the AT&T shared management infrastructure from which AT&T provides Managed Services. Security devices and tools used outside the AT&T enterprise infrastructure are deployed in accordance with service specifications and customer requirements.
81		Does your organization periodically review system activity? Provide frequency.	Yes	Security logs are reviewed regularly in accordance with AT&T security policy. Log review is scheduled daily, weekly, or monthly depending on criteria including criticality of the system and business risk. AT&T's Security Incident and Event Management Tools (SIEM) is capabilities include asset discovery, vulnerability assessment, network intrusion detection (NIDS), endpoint detection and response (EDR), SIEM event correlation, and long-term log management, incident investigation, compliance reporting, and more. Access to security logs is restricted to personnel with an authorized business need, in accordance with security policy.
82	Identity & Access Management	Does your organization have a formal access authorization process based on "least privilege" (i.e. employees are granted the least amount of access possible to perform their assigned duties) and "need to know" (e.g., access permissions granted based upon the legitimate business need of the user to access the information, role-based permissions, limited access based on specific responsibilities, network access request form)?	Yes	
83		Are systems and applications configured to restrict access only to authorized individuals (e.g., use of unique IDs and passwords, minimum password length, password complexity, log-in history, lockout, password change, expiration)?	Yes	
84		Is there a list maintained of authorized users with general access and administrative access (e.g., active directory user lists within a confidential application, a spreadsheet of users, a human resources file)?	Yes	
85		Does your organization maintain a list of "accepted mobile devices" (e.g., smart phones, cell phones) and are these devices tracked and managed (e.g., Mobile Device Management)?	N/A	
86		Is a Data Loss Prevention (DLP) in place to prevent the unauthorized distribution of confidential information?	Yes	
87		Is software installation for desktops, laptops, and servers restricted to administrative users only?	N/A	
88		Does software or system have automatic logoff for session inactivity?	Yes	
89		Does your organization control and monitor access to application source code in a secure manner?	Yes	
90		Does your organization deny developers access to production environments, as well as to any environments containing customer data?	Yes	
91		Are user IDs for your system uniquely identifiable?	Yes	
92		Does your organization have any shared accounts? Describe.	No	There are no shared accounts for the services in scope.
93		Will your organization allow remote access from proposed subcontractors to the County network, with immediate deactivation after use?	No	
94		Can service accounts be configured to run as non-privileged user (i.e., non-Domain Admin)?	No	
95		Is Multi-Factor Authentication (MFA) required for employees/contractors for remote access to production systems?	Yes	
96		Is Multi-Factor Authentication (MFA) included as a feature in the proposed system?	Yes	
97	Entitlement Reviews	Does your organization have a process to review user accounts and related access (e.g., manual process of reviewing system accounts to user accounts in AD for both users and privileged access, such as admins, developers, etc.)?	Yes	

98	Antivirus	Is antivirus software installed and running on your computers and supporting systems (e.g., desktops, servers, gateways, etc.)?	Yes	
99		Is this antivirus product centrally managed (e.g., monitored to verify all endpoints have functional agents, agents are up to date with the latest signatures, etc.)? Explain your policies and procedures for management of antivirus software.	Yes	
100		Does your organization have a process for detecting and reporting malicious software?	Yes	
101	Network Defense and Host Intrusion Prevention Systems	Does your organization have any Intrusion Protection System (IPS) in place for your environment?	Yes	
102		Are employees prevented from using personally owned smart phones or mobile devices to connect to the organization's network?	Yes	
103	Media Handling	Does your organization have procedures to protect documents and computer media (e.g., tapes, disks, hard drives, etc.) from unauthorized disclosure, modification, removal, and destruction?	Yes	
104		Is confidential data encrypted when stored on laptop, desktop, server hard drive, flash drive, backup tape (i.e., data at rest)?	Yes	
105		Are backup archives stored externally / offsite from your facility?	Yes	
106	Secure Disposal	Are there security procedures (e.g., use of secure wiping, NIST 800-88, etc.) for the decommissioning (replacement) of IT equipment and IT storage devices that contain or process confidential information?	Yes	
107	Separation of Duties	Are duties separated (e.g., front desk duties separated from accounting, data analysts access separated from IT support), where appropriate, to reduce the opportunity for unauthorized modification, unintentional modification, or misuse of your IT assets?	Yes	
108	Change Management	Do formal testing and change management procedures exist for networks, systems, desktops, software releases, deployments, and software vulnerability during patching activities, changes to the system, changes to the workstations and servers with appropriate testing, notification, and approval, etc.?	Yes	
109	Incident Management	In the event of a major security incident or data breach, do you provide the County a third-party digital forensics/incident report?	Yes	
110		Does your organization identify, respond to, and mitigate suspected or known security incidents (e.g., incident form completed as a response to each incident)?	Yes	
111		Does your organization have a formal incident response and data breach notification plan and team?	Yes	
112		Is evidence properly collected and maintained during the investigation of a security incident (e.g., employing chain of custody and other computer forensic methodologies that are monitored by internal and/or external parties)?	Yes	
113		Are incidents identified, investigated, and reported according to applicable legal requirements?	Yes	
114		Are incidents escalated and communicated? Describe.	Yes	If AT&T discovers that a party has obtained unauthorized access to Customer's data during a security breach of AT&T's network and/or data storage facilities, AT&T will promptly conduct an investigation to determine when, and if possible, how the breach occurred, and will promptly notify the Customer of such breach. AT&T will reasonably assist Customer in investigating and assessing the extent and nature of the breach and will reasonably inform Customer of the progress of AT&T's investigation and its remediation and prevention efforts.
115		Do you have a contingency plan in place to handle emergency access to the proposed solution?	Yes	
116	Disaster Recovery Plan & Backups	Does your organization have a mechanism to back up critical IT systems and County data? Describe.	Yes	The Business Continuity plan outlines specific procedures and priorities for recovering critical systems and services. These mechanisms include backup and data recovery processes, redundant infrastructure, and failover capabilities, all designed to meet RTOs and RPOs effectively.
117		Does your organization periodically test your backup/restoration plan by restoring from backup media?	Yes	
118		Does your organization have a disaster recovery plan?	Yes	
119		Are disaster recovery plans updated and tested at least annually?	Yes	
120		Do any single points of failure exist that would disrupt functionality of the proposed product or service?	No	
121	Product Security Development Lifecycle	Does your organization have any product pre-release security threat modeling in place (e.g., secure coding practice, security architecture review, penetration testing)?	Yes	
122		Does your organization maintain an end-of-life-schedule for the proposed software product or solution?	Yes	
123		Is the product engineered as a multi-tier architecture design?	Yes	
124		Is any proposed product or service within three years of end of life?	No	

125	Crypto Materials and Key Management	Does your organization have a centralized key management program in place (e.g., any Public Key Infrastructure (PKI), Hardware Security Module (HSM)-based or not, etc.) to issue certificates needed for products and cloud service infrastructure?	Yes	AT&T ESInet uses a centralized key management program in place to issue digital certificates to PSAPs to secure transactions. We use proven operational procedures which define creation and maintenance activities such as certificate expiration. AT&T ESInet will be implementing the NIOC's PCA to provide certificates once available.
126	Secure Software Design/Testing	Is the software currently certified by any security standards? (e.g., OWASP, NIST). List standards.	Yes	OWASP
127		Has the software been developed following secure programming standards like those in the OWASP Developer Guide?	Yes	
128		Does your organization use automated tools for security testing or code reviews to identify security vulnerabilities (e.g., brute force, injection, buffer overflows)?	Yes	Automated tools used in software design & testing encompass a comprehensive vulnerability management program that include regular vulnerability assessments, scanning, and remediation activities. We also employ automated vulnerability scanning tools, conducts thorough risk assessments, and maintains a centralized repository of vulnerabilities and their remediation status.
129		Does your organization perform security testing based on industry standards (e.g., OWASP Top 10, SANS Top 25)?	Yes	
130		Does your organization remediate all vulnerabilities identified prior to production deployment?	Yes	
131		Is your organization outsourcing any aspect of the service to a third party?	Yes	
132		Is the product engineered as a multi-tier architecture design?	Yes	
133		Does your organization have capability to respond to and update product for any unforeseen new regulatory requirements?	Yes	
134	Application Development Services - This section is applicable only if Organization is providing Application Development Services (e.g. on-premise, mobile, web, or other custom code)	Does your organization's development and testing teams receive training specific to application security? Describe.	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
135		Does your organization's development team use a development framework? List development languages and framework.	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
136		Does your organization follow secure coding development standards?	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
137		Does your organization have a security methodology for continuous maintenance of the application and applicable components?	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
138		Does your organization review security at each phase of the software development life cycle?	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
139		Does your organization use an industry standard methodology for conducting security testing? Describe.	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
140		Does your organization use automated tools for security testing or code reviews to identify security vulnerabilities (e.g., brute force, injection, buffer overflows)?	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
141		Does your organization perform security testing based on industry standards (e.g., OWASP Top 10, SANS Top 25)?	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
142		Does your organization use an independent third party for periodic security penetration testing?	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
143		Does your organization perform peer code reviews on source code prior to production deployment?	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
144		Does your organization remediate all vulnerabilities identified prior to production deployment?	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
145		Is your organization outsourcing any aspect of the development to a third party?	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
146		Will the County receive a copy of the source code?	N/A	AT&T ESInet is provided as a service and is not offering any Application Development Services.
147	Generative Artificial Intelligence (GenAI) - Refers to artificial intelligence technology that can produce various types of content such as text, images, music, videos, code, etc., based on inputs or prompts to create derived synthetic content beyond analyzing or acting on existing data.	Is GenAI used as a component of or in the research, development, or production of this solution or service?	No	
148		Is GenAI used in any way to provide ongoing support to this system or solution (e.g., client chatbot for support requests)?	No	
149		Does the proposed product or solution use a GenAI model that was developed in house?	No	
150		Does the proposed product or solution use a GenAI model that was developed by a third party (e.g., ChatGPT)?	No	
151		Does this solution interface with a third-party GenAI product?	No	
152		Does this solution interface with any free or open source GenAI components?	No	
153		Does your organization have policies and procedures including governance, privacy and security implemented to validate information generated by the GenAI for accuracy?	Yes	
154		Is data labeling used to identify content generated by the GenAI product or solution?	N/A	
155		Are data sources (e.g., social media, news articles, scientific journals) used in the GenAI model verified to ensure content provided is accurate?	N/A	
156		Will County data be used to train or fine tune the GenAI model used in this solution?	N/A	
157		Does your organization have a standard in place to update data used in the GenAI model frequently (e.g., weekly, monthly, quarterly) to ensure data integrity?	N/A	

158		Does your organization have established copyright and authorized use for all data used to develop and operate the GenAI model to prevent copyright violations?	N/A	
159		Is PII information handled or stored by this GenAI solution?	N/A	
160		Will any County data be stored or accessed by the GenAI component?	N/A	
161		Does your organization perform continuous monitoring to detect GenAI model drift (i.e., degradation of model performance due to changes in data, or relationships between input and output variables)?	Yes	
162		Does your organization have security controls implemented to secure the confidentiality of data entered in the GenAI product or solution?	Yes	
163		Will the system continue to function if the GenAI service is not available?	N/A	
164		Does your organization have a procedure implemented to identify, manage, and mitigate GenAI risk?	Yes	
165		Does your organization perform security testing to identify GenAI specific security vulnerabilities (e.g., data poisoning, prompt injection, model exfiltration)?	Yes	
166		Are employees allowed to use GenAI technology from a personal device when conducting company business?	N/A	
167		Has a third party vendor risk assessment been performed on this GenAI solution?	N/A	
SECTION 2: SOFTWARE INSTALLED IN COUNTY'S NETWORK				
No.	Area	Question	YES/NO	Vendor Response Comments
1	REQUIRED RESPONSE: Will your organization provide SOFTWARE INSTALLED LOCALLY IN COUNTY NETWORK?		No	
STOP: If you selected NO for Question 1, PROCEED TO SECTION 3.				
2	Supporting Documentation (Upon County's request)	Provide the following: a) Hardware and Software requirements (i.e. Operating System, CPUs, RAM)		
3		b) Network connectivity requirements		
4	Reseller	Will your organization act as a reseller to provide software to the County? If so, provide manufacturer documentation regarding the security controls of the software and a secure configuration document.		
5	Software Installation Requirements	Can the application and service accounts used to run the application be configured to run as non-privileged users (e.g., non-Local Administrator rights)?		
6		Does software require admin rights to be installed? Describe the level of administrative access the software will need on the County domain.		
7		Is remote access required for installation and support? Describe.		
8		Can the software be installed on and operated in a virtualized environment?		
9	Third Party Software Requirements	Is third party software (e.g., Java, Adobe, Log4j) required to be installed or embedded within your software for it to work? Provide software and minimum version.		
10		Are you using any open source software components (e.g., no paid license) without paid product support? If so, list software components.		
11		Will the software remain compatible with all updates and new releases of required third party software?		
12	Secure Software Design/Testing	Is the software currently certified by any security standards? (e.g., PCI-DSS). Provide standards.		
13		Has the software been developed following secure programming standards like those in the OWASP Developer Guide?		
14		Does your organization use automated tools for security testing or code reviews to identify security vulnerabilities (e.g., brute force, injection, buffer overflows)?		
15		Does your organization perform security testing based on industry standards (e.g., OWASP Top 10, SANS Top 25)?		
16		Does your organization remediate all vulnerabilities identified prior to production deployment?		
17		Is your organization outsourcing any aspect of the service to a third party?		
18		Is the product engineered as a multi-tier architecture design?		
19		Does your organization have capability to respond to and update product for any unforeseen new regulatory requirements?		
20	Audit Logging	Does software or solution perform audit logging? Describe.		
21		Does software or solution allow for the configuration of audit log retention for a minimum of 90 days or more?		
22		Does software have audit reporting capabilities (e.g., user activity, privileged access)? Describe.		
23	Security Updates/Patching	Does software have a security patch process? Describe your software security patch process, frequency of security patches and upgrade cycle releases.		
24		Does your organization support electronic delivery of digitally signed software and upgrades?		

25	Secure Configuration / Installation (i.e. PA-DSS configuration)	Does software allow for secure configuration and installation (e.g., OS hardening, disabling unnecessary services, antivirus compatibility)?		
26		Will software or solution process or collect credit card information?		
27	Confidential Data	Does product or solution process, store or transmit confidential data (e.g., Social Security Number, Date of Birth, Credit Card information)?		
28		Does software restrict confidential data (e.g., Social Security Number or Date of Birth) from being used as a primary identifier?		
29		Does software have documentation showing where all confidential data is stored in the application?		
30	Encryption	Does software support encryption of data in motion (e.g., SSL)?		
31		Does software support encryption of data at rest (e.g., column-level encryption, files)? List controls.		
32	Authentication	Does product have Single Sign-on (SSO) and Federated Identity Enablement integration options (e.g., support for standards like SAML v2 and OAuth 2.0, active directory, etc.)? Describe.		
33	Roles and Responsibilities	Does software provide role-based access control?		
34		Is a service account required for this software to run?		
35		If so, does the service account require admin rights?		
36	Product Security Development Lifecycle	Does organization have any product pre-release security threat modeling in place (e.g., secure coding practice, security architecture review, penetration testing, etc.)?		
37		Does your organization maintain end-of-life-schedule for the software product?		
38		Is product or service within three years of end of life?		
39	Regulatory Compliance	Is the software or solution currently certified by any security standards (e.g., PCI-DSS, HIPAA)? Provide proof of compliance documentation.		
40	Generative Artificial Intelligence (GenAI) - Refers to artificial intelligence technology that can produce various types of content such as text, images, music, videos, code, etc., based on inputs or prompts to create derived synthetic content beyond analyzing or acting on existing data	Is GenAI used as a component of or in the research, development, or production of this solution or service?		
41		Is GenAI used in any way to provide ongoing support to this system or solution (e.g., client chatbot for support requests)?		
42		Does the proposed product or solution use a GenAI model that was developed in house?		
43		Does the proposed product or solution use a GenAI model that was developed by a third party (e.g., ChatGPT)?		
44		Does this solution interface with a third-party GenAI product?		
45		Does this solution interface with any free or open source GenAI components?		
46		Does your organization have policies and procedures including governance, privacy and security implemented to validate information generated by the GenAI for accuracy?		
47		Is data labeling used to identify content generated by the GenAI product or solution?		
48		Are data sources (e.g., social media, news articles, scientific journals) used in the GenAI model verified to ensure content provided is accurate?		
49		Will County data be used to train or fine tune the GenAI model used in this solution?		
50		Does your organization have a standard in place to update data used in the GenAI model frequently (e.g., weekly, monthly, quarterly) to ensure data integrity?		
51		Does your organization have established copyright and authorized use for all data used to develop and operate the GenAI model to prevent copyright violations?		
52		Is PII information handled or stored by this GenAI solution?		
53		Will any County data be stored or accessed by the GenAI component?		
54		Does your organization perform continuous monitoring to detect GenAI model drift (i.e., degradation of model performance due to changes in data, or relationships between input and output variables)?		
55		Does your organization have security controls implemented to secure the confidentiality of data entered in the GenAI product or solution?		
56		Will the system continue to function if the GenAI service is not available?		
57		Does your organization have a procedure implemented to identify, manage, and mitigate GenAI risk?		
58		Does your organization perform security testing to identify GenAI specific security vulnerabilities (e.g., data poisoning, prompt injection, model exfiltration)?		
59		Are employees allowed to use GenAI technology from a personal device when conducting company business?		
60		Has a third party vendor risk assessment been performed on this GenAI solution?		
SECTION 3: HARDWARE				
No.	Area	Description	Vendor Response	
			YES/NO	Comments

1	REQUIRED RESPONSE: Will your organization provide HARDWARE ?		No	Hardware is included as part of the AT&T managed service proposed within the response. The hardware remains the property of AT&T and serves as the point of demarcation for the AT&T ESInet solution.
STOP: If you selected NO to Question 1, SKIP THIS SECTION.				
2	Reseller	Will your organization act as a reseller to provide hardware products to the County? If so, provide manufacturer documentation regarding the supply chain security controls around the hardware and a secure configuration document.		
3	Secure Hardware Design/Testing	Is the hardware currently certified by any security standards (e.g., NIST FIPS)?		
4		Has the software been developed following secure programming standards like those in the OWASP Developer Guide?		
5		Does your organization use automated tools for security testing or code reviews to identify security vulnerabilities (e.g., brute force, injection, buffer overflows)?		
6		Does your organization perform security testing based on industry standards (e.g., OWASP Top 10, SANS Top 25)?		
7		Does your organization remediate all vulnerabilities identified prior to production deployment?		
8		Is your hardware scanned to detect any vulnerabilities or backdoors within the firmware (i.e., operating system, application code)?		
9		Is your firmware upgraded to remediate vulnerabilities? Provide frequency.		
10		If a new vulnerability is identified, is there a documented timeframe for updates/releases? Provide frequency.		
11		Do you implement security measures during the manufacturing of the hardware? Describe.		
12		Is your organization outsourcing any aspect of the service to a third party?		
13		Are there physical security features used to prevent tampering of the hardware? Identify features.		
14	Security Updates/Patching	Does the hardware have a security patch process? Describe your hardware security patch process, frequency of security patches and upgrade cycle releases.		
15		Are there contingencies where key third-party dependencies are concerned?		
16		Will your organization provide a Software Bill of Materials (SBOM) listing all the open-source and third-party components included in the hardware you will be supplying?		
17	Identity & Access Management	Are remote control features embedded for the manufacturer's support or ability to remotely access? Describe.		
18		Do backdoors exist that can lead to unauthorized access? Describe.		
19		Do default accounts exist? List all default accounts.		
20		Can default accounts and passwords be changed by Broward County?		
21		Can service accounts be configured to run as non-privileged user (i.e., non-Domain Admin)?		
22	Confidential Data	Does the product or solution collect confidential data (e.g., Social Security Number, Date of Birth, Credit Card information)?		
23	Roles and Responsibilities	Is a service account required for this hardware?		
24		If so, does the service account require admin rights?		

25	Product Security Development Lifecycle	Is an end-of-life schedule maintained for the hardware?		
26		Is any proposed product or service within three years of end of life?		
27	Media Handling	Does your organization have a secure data wipe and data destruction program for proper drive disposal (e.g., Certificate of destruction, electronic media purging)? Describe.		
28	Regulatory Compliance	Is the hardware currently certified by any security standards? (e.g., PCI-DSS, HIPAA). Provide proof of compliance documentation.		
29		Will the product or solution process or collect credit card information?		
30		Does your organization have a process to identify new laws and regulations with IT security implications?		
31	Generative Artificial Intelligence (GenAI) - Refers to artificial intelligence technology that can produce various types of content such as text, images, music, videos, code, etc., based on inputs or prompts to create derived synthetic content beyond analyzing or acting on existing data.	Is GenAI used as a component of or in the research, development, or production of this solution or service?		
32		Is GenAI used in any way to provide ongoing support to this system or solution (e.g., client chatbot for support requests)?		
33		Does the proposed product or solution use a GenAI model that was developed in house?		
34		Does the proposed product or solution use a GenAI model that was developed by a third party (e.g., ChatGPT)?		
35		Does this solution interface with a third-party GenAI product?		
36		Does this solution interface with any free or open source GenAI components?		
37		Does your organization have policies and procedures including governance, privacy and security implemented to validate information generated by the GenAI for accuracy?		
38		Is data labeling used to identify content generated by the GenAI product or solution?		
39		Are data sources (e.g., social media, news articles, scientific journals) used in the GenAI model identified to ensure content provided is verifiable?		
40		Will County data be used to train or fine tune the GenAI model used in this solution?		
41		Does your organization have a standard in place to update data used in the GenAI model frequently (e.g., weekly, monthly, quarterly) to ensure data integrity?		
42		Does your organization have established copyright and authorized use for all data used to develop and operate the GenAI model to prevent copyright violations?		
43		Is PII information handled or stored by this GenAI solution?		
44		Will any County data be stored or accessed by the GenAI component?		
45		Does your organization perform continuous monitoring to detect GenAI model drift (i.e., degradation of model performance due to changes in data, or relationships between input and output variables)?		
46		Does your organization have security controls implemented to secure the confidentiality of data entered in the GenAI product or solution?		
47		Will the system continue to function if the GenAI service is not available?		
48		Does your organization have a procedure implemented to identify, manage, and mitigate GenAI risk?		
49		Does your organization perform security testing to identify GenAI specific security vulnerabilities (e.g., data poisoning, prompt injection, model exfiltration)?		
50		Are employees allowed to use GenAI technology from a personal device when conducting company business?		
51		Has a third party vendor risk assessment been performed on this GenAI solution?		

Responses

Success: All data is valid!

Status		Bid/No Bid Decision	#	Item	Item Description	Quantity Required	Unit of Measure	Numeric	Unit Price	Total Cost	
Helper:ResponseStatus		BidTableItem Helper:BidT: BidTableItem:ItemName			BidTableItem:258087		BidTableItem:258088	BidTableItem:258089	BidTableItemResponse::BidTableFormula:116075		
Network - Pricing provided shall include all non-recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed											
Success: All values provided	Bid	#1-1	Primary Connectivity to PSAPs		Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide primary connectivity to the Regional and Non Regional Public Safety Answering Points (PSAPs) through Load Balancers.	1	Lumpsum		\$ 0.00	\$ 0.00	
Success: All values provided	Bid	#1-2	Secondary Connectivity to each environment		Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide secondary connectivity to the Regional and Non Regional PSAP Environment through the VIPER Servers.	1	Lumpsum		\$ 0.00	\$ 0.00	
Success: All values provided	Bid	#1-3	Tertiary Connectivity to PSAPs		Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide tertiary connectivity to the Regional and Non-Regional PSAPs through various options available (e.g. Non Terrestrial - Satellite, FirstNet, etc.).	1	Lumpsum		\$ 0.00	\$ 0.00	
Success: All values provided	Bid	#1-4	Connectivity to other networks (within Neighboring Counties)		Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide connectivity to other networks through Network to Network Interfaces for NG911 systems and Legacy Systems.	1	Lumpsum		\$ 0.00	\$ 0.00	
Success: All values provided	Bid	#1-5	OSP in county POI Connectivity		Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide OSP connectivity to POIs within Broward County.	1	Lumpsum		\$ 0.00	\$ 0.00	
Basket Total											\$ 0.00
NG911 Services - Pricing provided shall include all non-recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed											
Success: All values provided	Bid	#2-1	Next Generation Core Services Configuration		Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Next Generation Core Services as a part of the collection and configuration of all NGCS NENA i3 Core Functions including normal, business continuity, failover, and alternate call routing.	1	Lumpsum		\$ 162,997.76	\$ 162,997.76	
Success: All values provided	Bid	#2-2	NGCS Build Out - Call Ingress		Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide NGCS Call Ingress Build Out Components used to receive calls from the OSPs such as BCF, POI, LNG, LSRG, etc.	1	Lumpsum		\$ 0.00	\$ 0.00	
Success: All values provided	Bid	#2-3	NGCS Build Out - Call Processing		Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide NGCS Call Processing Build Out Components used to process calls in the NGCS such as ESRP, ECRF, PRF, etc.	1	Lumpsum		\$ 0.00	\$ 0.00	
Success: All values provided	Bid	#2-4	NGCS Build Out - Call Egress		Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide NGCS Call Egress Build Out Components use to deliver calls to the PSAPs such as BCF, LPG, etc.	1	Lumpsum		\$ 0.00	\$ 0.00	

Success: All values provided	Bid	#2-5	NGCS Build Out - Data Systems	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide NGCS Data Systems Build Out Components used to collect, process, store and use NG911 data such as SI, LVF, GIS validation tools, GIS repository integration etc.	1	Lumpsum	\$ 0.00	\$ 0.00
Success: All values provided	Bid	#2-6	Real Time Text and SMS Text to 911 Delivery	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Transitional costs for Real Time Text and SMS Text to 911 delivery that is expected to be eliminated with OSP Phase 2 migration.	1	Lumpsum	\$ 0.00	\$ 0.00
Basket Total		\$ 162,997.76						

Professional Services - Pricing provided shall include all non-recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed

Success: All values provided	Bid	#3-1	Training	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Training as indicated in sections TRN001-TRN012.	1	Lumpsum	\$ 0.00	\$ 0.00
Success: All values provided	Bid	#3-2	Onsite technical support for installation test, go live and post go live	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Onsite technical support for installation test, go live and post go live.	1	Lumpsum	\$ 0.00	\$ 0.00
Success: All values provided	Bid	#3-3	Project Management and Senior Technical Support	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide all Project Management and Technical Support onsite resources for the project kickoff, design sessions, all phases of testing, project implementation, and up to 20 business days per environment for post go live support.	1	Lumpsum	\$ 0.00	\$ 0.00
Success: All values provided	Bid	#3-4	Integration / Coordination Services with OSPs, CHE, other service providers	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Integration/Coordination Services with OSPs, CHE, other service providers.	1	Lumpsum	\$ 0.00	\$ 0.00
Success: All values provided	Bid	#3-5	Design Sessions to include up to 6 onsite 3 hour sessions	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Price to provide Design Sessions to include up to 6 onsite 3 hour	1	Lumpsum	\$ 0.00	\$ 0.00
Basket Total		\$ 0.00						

Year 1 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed

Success: All values provided	Bid	#4-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide Ongoing Hosting during Post Implementation. Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance for all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	\$ 150,710.54	\$ 1,808,526.48
Success: All values provided	Bid	#4-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide Primary Connectivity to the PSAPs. Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance of all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	\$ 8,674.08	\$ 104,088.96

Success: All values provided	Bid	#4-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide Secondary Connectivity to each environment. Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance of all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	\$ 5,340.96	\$ 64,091.52
Success: All values provided	Bid	#4-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide Tertiary Connectivity to the Regional and Non-Regional PSAPs through various options available (e.g. Non Terrestrial - Satellite, FirstNet, etc.). Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance of all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	\$ 3,600.00	\$ 43,200.00
Success: All values provided	Bid	#4-5	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide OSP connectivity to POIs within Broward County. Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance of all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	\$ 4,144.00	\$ 49,728.00
Success: All values provided	Bid	#4-6	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price to provide OSP connectivity to POIs within Broward County. Please note: Year 1 billing will begin after successfully completing 60 days of final acceptance of all environments and Broward County has notified the NG911 Service Provider of final acceptance.	12	Month	\$ 0.00	\$ 0.00
Basket Total		\$ 2,069,634.96						

Year 2 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed

Success: All values provided	Bid	#5-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide Ongoing Hosting during Post	12	Month	\$ 150,710.54	\$ 1,808,526.48
Success: All values provided	Bid	#5-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide Primary Connectivity to the PSAPs.	12	Month	\$ 8,674.08	\$ 104,088.96
Success: All values provided	Bid	#5-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide Secondary Connectivity to each environment.	12	Month	\$ 5,340.96	\$ 64,091.52
Success: All values provided	Bid	#5-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide Tertiary Connectivity to PSAPs.	12	Month	\$ 3,600.00	\$ 43,200.00
Success: All values provided	Bid	#5-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide Connectivity to other networks (within neighboring	12	Month	\$ 4,144.00	\$ 49,728.00

Success: All values provided	Bid	#5-6	OSP in county POI Connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 2 to provide OSP connectivity to POIs within Broward County.	12	Month	\$ 0.00	\$ 0.00
Basket Total		\$ 2,069,634.96						

Year 3 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed

Success: All values provided	Bid	#6-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide Ongoing Hosting during Post	12	Month	\$ 150,710.54	\$ 1,808,526.48
Success: All values provided	Bid	#6-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide Primary Connectivity to the PSAPs.	12	Month	\$ 8,674.08	\$ 104,088.96
Success: All values provided	Bid	#6-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide Secondary Connectivity to each environment.	12	Month	\$ 5,340.96	\$ 64,091.52
Success: All values provided	Bid	#6-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide Tertiary Connectivity to PSAPs.	12	Month	\$ 3,600.00	\$ 43,200.00
Success: All values provided	Bid	#6-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide Connectivity to other networks (within neighboring	12	Month	\$ 4,144.00	\$ 49,728.00
Success: All values provided	Bid	#6-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 3 to provide OSP connectivity to POIs within Broward County.	12	Month	\$ 0.00	\$ 0.00
Basket Total	\$ 2,069,634.96							

Year 4 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed

				Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide Ongoing Hosting during Post				
Success: All values provided	Bid	#7-1	Ongoing Hosting Post Implementation		12	Month	\$ 150,710.54	\$ 1,808,526.48
Success: All values provided	Bid	#7-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide Primary Connectivity to the PSAPs.	12	Month	\$ 8,674.08	\$ 104,088.96
Success: All values provided	Bid	#7-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide Secondary Connectivity to each environment.	12	Month	\$ 5,340.96	\$ 64,091.52
Success: All values provided	Bid	#7-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide Tertiary Connectivity to PSAPs.	12	Month	\$ 3,600.00	\$ 43,200.00
Success: All values provided	Bid	#7-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide Connectivity to other networks (within neighboring	12	Month	\$ 4,144.00	\$ 49,728.00
Success: All values provided	Bid	#7-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 4 to provide OSP connectivity to POIs within Broward County.	12	Month	\$ 0.00	\$ 0.00
Basket Total	\$ 2,069,634.96							

Year 5 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed

Success: All values provided	Bid	#8-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide Ongoing Hosting during Post	12	Month	\$ 150,710.54	\$ 1,808,526.48
Success: All values provided	Bid	#8-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide Primary Connectivity to the PSAPs.	12	Month	\$ 8,674.08	\$ 104,088.96
Success: All values provided	Bid	#8-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide Secondary Connectivity to each environment.	12	Month	\$ 5,340.96	\$ 64,091.52
Success: All values provided	Bid	#8-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide Tertiary Connectivity to PSAPs.	12	Month	\$ 3,600.00	\$ 43,200.00
Success: All values provided	Bid	#8-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide Connectivity to other networks (within neighboring	12	Month	\$ 4,144.00	\$ 49,728.00
Success: All values provided	Bid	#8-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 5 to provide OSP connectivity to POIs within Broward County.	12	Month	\$ 0.00	\$ 0.00
Basket Total								\$ 2,069,634.96
Grand Total								\$ 10,511,172.56

Primary Responses

Success: All data is valid!

							Numeric	
Status	Bid/No Bid Decision	#	Item	Item Description	Quantity Required	Unit of Measure	Unit Price	Total Cost
OPTIONAL Year 6 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.								
Success: All values provided	Bid	#1-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide Ongoing Hosting during Post Implementation. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 150,710.54	\$ 1,808,526.48
Success: All values provided	Bid	#1-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide Primary Connectivity to the PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 8,674.08	\$ 104,088.96
Success: All values provided	Bid	#1-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide Secondary Connectivity to each environment. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 5,340.96	\$ 64,091.52
Success: All values provided	Bid	#1-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 3,600.00	\$ 43,200.00

Success: All values provided	Bid	#1-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide Connectivity to other networks (within neighboring counties). Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 4,144.00	\$ 49,728.00
Success: All values provided	Bid	#1-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 6 to provide OSP connectivity to POIs within Broward County. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 0.00	\$ 0.00
Basket Total		\$ 2,069,634.96						

OPTIONAL Year 7 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#2-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Ongoing Hosting during Post Implementation. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 150,710.54	\$ 1,808,526.48
Success: All values provided	Bid	#2-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Primary Connectivity to the PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points	12	Month	\$ 8,674.08	\$ 104,088.96

Success: All values provided	Bid	#2-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Secondary Connectivity to each environment. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 5,340.96	\$ 64,091.52
Success: All values provided	Bid	#2-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 3,600.00	\$ 43,200.00
Success: All values provided	Bid	#2-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide Connectivity to other networks (within neighboring counties). Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 4,144.00	\$ 49,728.00
Success: All values provided	Bid	#2-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 7 to provide OSP connectivity to POIs within Broward County. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 0.00	\$ 0.00
Basket Total		\$ 2,069,634.96						

OPTIONAL Year 8 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#3-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide Ongoing Hosting during Post Implementation. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 150,710.54	\$ 1,808,526.48
Success: All values provided	Bid	#3-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide Primary Connectivity to the PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points	12	Month	\$ 8,674.08	\$ 104,088.96
Success: All values provided	Bid	#3-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide Secondary Connectivity to each environment. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 5,340.96	\$ 64,091.52
Success: All values provided	Bid	#3-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points	12	Month	\$ 3,600.00	\$ 43,200.00

Success: All values provided	Bid	#3-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide Connectivity to other networks (within neighboring counties). Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 4,144.00	\$ 49,728.00
Success: All values provided	Bid	#3-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 8 to provide OSP connectivity to POIs within Broward County. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 0.00	\$ 0.00
Basket Total		\$ 2,069,634.96						

OPTIONAL Year 9 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#4-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide Ongoing Hosting during Post Implementation. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 150,710.54	\$ 1,808,526.48
Success: All values provided	Bid	#4-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide Primary Connectivity to the PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points	12	Month	\$ 8,674.08	\$ 104,088.96

Success: All values provided	Bid	#4-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide Secondary Connectivity to each environment. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 5,340.96	\$ 64,091.52
Success: All values provided	Bid	#4-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points	12	Month	\$ 3,600.00	\$ 43,200.00
Success: All values provided	Bid	#4-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide Connectivity to other networks (within neighboring counties). Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 4,144.00	\$ 49,728.00
Success: All values provided	Bid	#4-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 9 to provide OSP connectivity to POIs within Broward County. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 0.00	\$ 0.00
Basket Total		\$ 2,069,634.96						

OPTIONAL Year 10 - Pricing provided shall include all recurring costs to deliver all of the requirements in the Scope of Work for the complete solution proposed.

Success: All values provided	Bid	#5-1	Ongoing Hosting Post Implementation	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide Ongoing Hosting during Post Implementation. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 150,710.54	\$ 1,808,526.48
Success: All values provided	Bid	#5-2	Primary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide Primary Connectivity to the PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 8,674.08	\$ 104,088.96
Success: All values provided	Bid	#5-3	Secondary Connectivity to each environment	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide Secondary Connectivity to each environment. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 5,340.96	\$ 64,091.52
Success: All values provided	Bid	#5-4	Tertiary Connectivity to PSAPs	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide Tertiary Connectivity to PSAPs. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points	12	Month	\$ 3,600.00	\$ 43,200.00

Success: All values provided	Bid	#5-5	Connectivity to other networks (within Neighboring Counties)	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide Connectivity to other networks (within neighboring counties). Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 4,144.00	\$ 49,728.00
Success: All values provided	Bid	#5-6	OSP in county POI connectivity	Vendors are hereby informed that the Unit Price for this line item will be the Vendor's proposed (all-inclusive) not-to-exceed Monthly Price for Year 10 to provide OSP connectivity to POIs within Broward County. Note: The Vendor's proposed Unit Price will not be used in the calculation of Vendor's points for price.	12	Month	\$ 0.00	\$ 0.00
Basket Total	\$ 2,069,634.96							
Grand Total	\$ 10,348,174.80							