



# **Request For Proposal**

*Broward County*

*NG911 Proposed Solution*

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## 2.0 Vendor Proposal - Executive Summary {5 points}

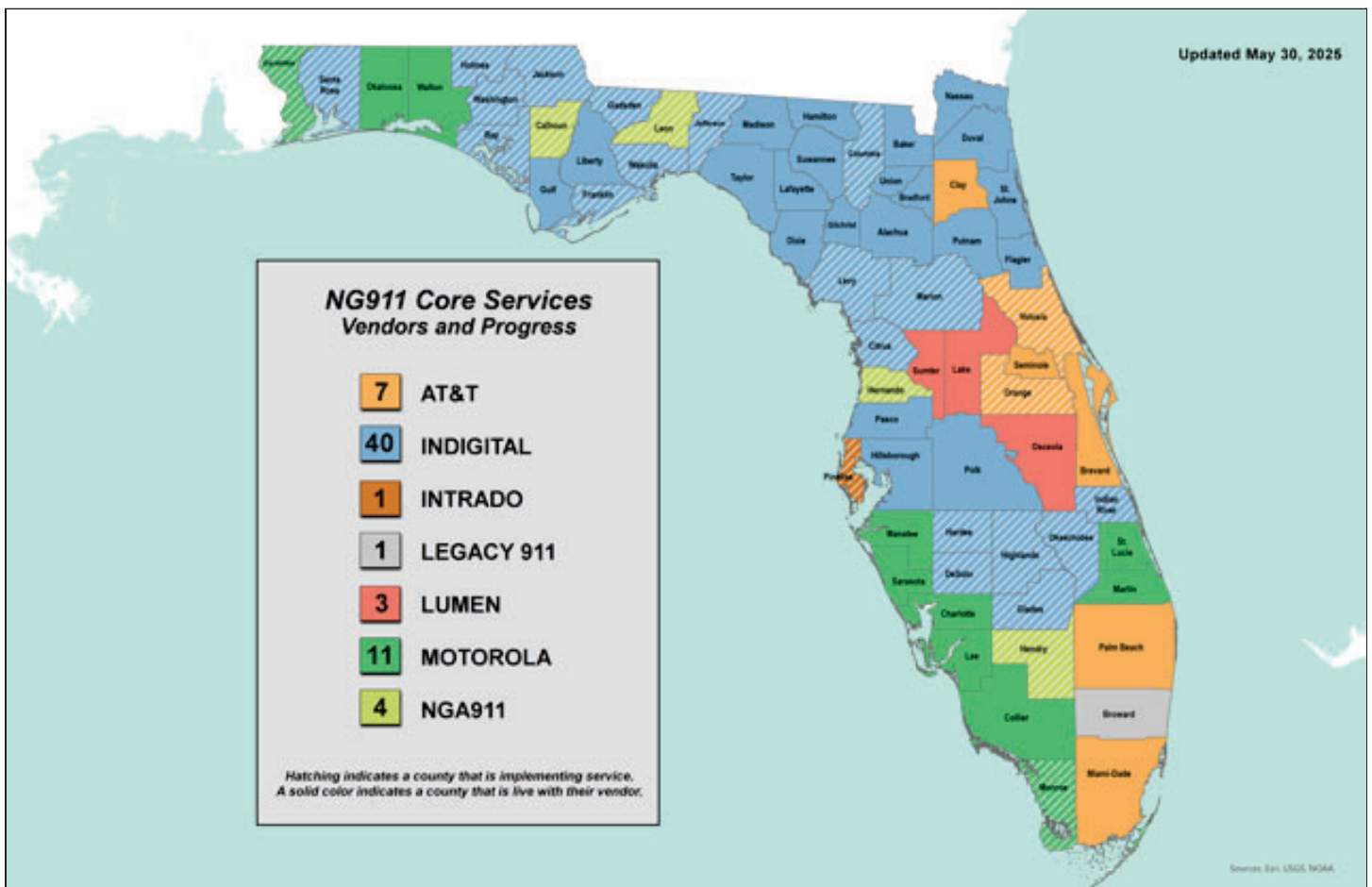
### Executive Summary:

Florida is unique in its approach to the statewide deployment of Next Generation 9-1-1. A wide range of service providers operate in its competitive environment that has separated the strong from the weak. This reflects the diverse needs of each region and each county.

INdigital has reviewed the RFP and proposed SOW from Broward County extensively and attest that our response is fully compliant with these requirements.

### Our Service Area

INdigital is the market leader in Florida, with 40 counties choosing our advanced, reliable, and cost-effective NG911 service.



The map above illustrates our commitment to Florida. With our business partner, our NGCS platforms power 51 of the 67 counties in the state. Since this map was published, three more counties are now under contract with INdigital after their former vendor struggled to deliver. These counties chose to move forward with a proven and accountable solution.

We fully support Florida PSAPs through local and large-scale events and natural disasters. We understand the importance of keeping NG911 working, and we share that vision and commitment with Broward and those it serves.

This opportunity is an important project for INdigital. We look forward to working with a neighboring thought and action leader. Broward and Collier counties can become an NG911 powerhouse across southern Florida.

INdigital has the expertise, real-world field knowledge, and is highly regarded in the industry as an advocate and champion of interoperability. Leveraging these tested, proven solutions puts public safety first and keeps communities safe when disaster strikes.

### Our Proposal

Our proposal demonstrates more than 20 years of experience creating, building, and continuously advancing high-performing NG911 systems. This isn't sales talk—it's a track record built on real results.

We're not just relying on our history. Our foundation is the success of some of the largest NG911 systems in North America. We see the Broward RFP as the catalyst for an important leap forward, one that ensures lasting resilience for the county and those who depend on it.

Broward NG911 vision	INdigital's proven solution
<p><b>Ability and Stability</b></p>	<p>Broward's vision of stability and ability reflects exactly how INdigital measures success. For us, stability means more than uptime; it's the resilience of redundant, geographically diverse networks that keep PSAPs connected through hurricanes, cyber events, and vendor failures.</p> <p>Ability comes from over 20 years of NG911 deployments and a team of former dispatchers and public safety professionals who know what it means to answer the call.</p> <p>With 40+ Florida counties already relying on our proven solutions, INdigital delivers both the expertise and local presence to ensure continuity in every situation. We don't just promise stability and ability—we've demonstrated them in the field, time and again.</p>
<p><b>Partner Support</b></p>	<p>Partner support is at the heart of how INdigital operates. We don't just provide technology, we stand shoulder-to-shoulder with PSAPs. Our team, many of</p>

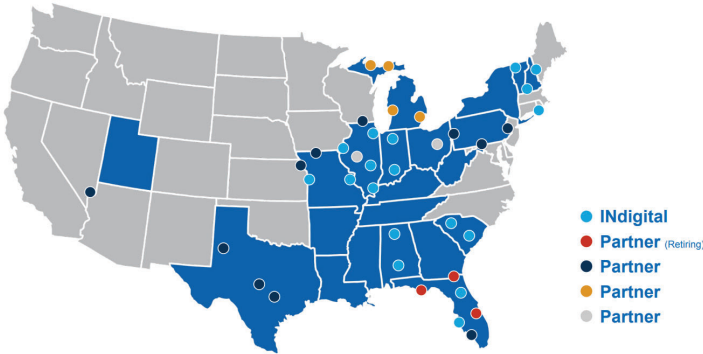
	<p>whom are former dispatchers and 911 directors, understands the challenges firsthand, which is why we prioritize clear communication, hands-on training, and 24/7 access to our National Service Operations Center.</p> <p>In Florida, we’ve proven this commitment by being present during hurricanes, outages, and local events, ensuring agencies have immediate, reliable support when it matters most. INdigital’s culture is built on relationships, not transactions, and that’s what makes us the trusted partner for 40+ Florida counties.</p>
<p>Resiliency</p>	<p>Resiliency is at the core of everything we do at INdigital, from the way we implement NG911 core services to the design of MEVO. Our proposal demonstrates this with a blend of NGCS nodes that ensure service continuity, even in the face of disruption.</p> <p>This commitment isn’t just on paper; it’s proven in the field, through our response to hurricanes and unexpected interruptions, where we’ve kept PSAPs connected and communities safe.</p>
<p>Connectivity</p>	<p>With a resilient and diverse ESiNet, INdigital provides uninterrupted communication even when traditional systems fail. Furthermore, we support this with a blend of LTE/5G connections.</p> <p>To provide additional confidence and true service continuity, the option of SpaceX Starlink low-latency low-earth-orbit (LEO) managed service has a proven track record of connectivity in hurricanes and other disasters.</p>
<p>Interoperability</p>	<p>Connectivity, for INdigital, means more than linking networks—it’s about true interoperability. Our NG911 core services are designed so that counties, regions, and states can work together seamlessly. We’ve proven this in large-scale interoperability tests, including Charleston, South Carolina, and Collier County, Florida, where multiple</p>

	<p>platforms and networks successfully connected without interruption.</p> <p>This level of connectivity ensures PSAPs aren't working in silos, but as part of a resilient, unified system that puts public safety first.</p>
<p>GIS Routing</p>	<p>GIS routing is a critical part of NG911, and INdigital has built the platforms to support it at scale. While we often partner with specialized GIS experts, the size of this project and the GIS data quality we anticipate from Broward will allow us to leverage our in-house platform to deliver accurate, efficient routing while reducing costs.</p> <p>This approach combines the best of both worlds: proven interoperability with trusted partners and the ability to optimize performance and value with INdigital's own technology.</p>
<p>Workload Management</p>	<p>At INdigital, workload management is about more than scheduling—it's about accountability. Our projects are delivered on time, with project managers who work side-by-side with counties as true teammates, not a rotating cast of new faces every few months. Unlike competitors who lock agencies into long-term contracts without delivering on promises, INdigital follows through from start to finish.</p> <p>We stay engaged throughout the entire relationship, ensuring counties have a trusted partner who is as invested in the outcome as they are.</p>
<p>Innovation</p>	<p>INdigital has a long history of innovation, beginning as the first to introduce IP transport and advanced protocols to public safety. Our work with the State of Indiana served as the foundation for the <a href="#">911.gov</a> proof-of-concept project, which operated in parallel with the live IN911 IP-based system.</p> <p>In fact, that proof-of-concept wasn't separate—it was an integral part of the original IP ESiNet, years before the</p>

	term even existed.
Security	<p>Security is built into everything we do at INdigital. We are the only NG911 provider to complete multiple independent, certified SOC 2 audits, demonstrating that our systems and processes meet the highest standards of trust and protection.</p> <p>Beyond technology, our partner OTM Cyber provides specialized training and live security drills that strengthen the posture of PSAPs and their staff. Together, we deliver a layered approach that keeps networks, systems, and people prepared against evolving threats.</p>
Experience	<p>INdigital brings 30 years of experience and success in public safety. From the beginning, we've challenged industry leaders with better ideas, stronger technology, and higher standards of quality. We've taken on statewide projects that had stalled and turned them into some of the most successful NG911 programs in the country.</p> <p>In Florida, we revolutionized NG911 one county and one PSAP at a time—and when disaster strikes, we've been there to restore PSAPs quickly and reliably.</p>

We are fully engaged in projects like Broward's and have the proven results to back it up. Across Florida, Alabama, Georgia, South Carolina, and the Texas Gulf region, our NG911 systems have continued to perform when disaster strikes—keeping PSAPs connected when others could not.

Our ESiNet solution aligns directly with Broward's vision for the future, delivering expertise, assurance, and a history of measurable performance. This proposal not only meets the requirements of the RFP—it exceeds them. The solution we present is the industry's most advanced, built on a network of ESiNets across Florida with over **20 NGCS nodes** in service across the country. With INdigital and our business partners, Broward can count on unmatched resiliency and true interoperability.



## Project Approach: Evidence, Knowledge, and Experience

INdigital has successfully completed numerous projects of this type. In the last couple of years alone, we've grown to serve **40 counties in Florida**, delivered two large-scale projects in Canada serving all provinces, completed multiple statewide deployments and have provided NGCS systems and support to the largest cities in North America with our business partners. These projects are fully delivered—not just “under contract,” a term some in the industry tend to use.

We've included references from Florida counties that face the same challenges as Broward: high call volumes, natural disasters, and fast-changing technology.

In the past three years, we concurrently completed three of our largest projects while continuing to update software for our existing customers. Importantly, INdigital has never lost a customer to a competitor—in fact, several agencies have left other NG providers to make INdigital their chosen partner.

We've provided references from the state of Florida as attachment **209 (13) References**.

## Workload of the Firm

INdigital provided a detailed list of completed and active projects in response to section VN003. Well over 75% of these projects took place concurrently. The demand for INdigital NGCS services remains high. As the company has continued to grow, our model of customer service, focused on in-market support, has earned high customer satisfaction scores. We have become the envy of our competitors in NGCS services.

We are currently working on the following NGCS projects in multiple states:

**INdigital has active NGCS projects in FL, GA, IL, LA, MI, MO, NY, OH, SC, TX, and WV**

## Project Approach

Our market and service managers will be in direct contact with Broward on status calls and other encounter opportunities to keep their finger on the pulse of the work being done.

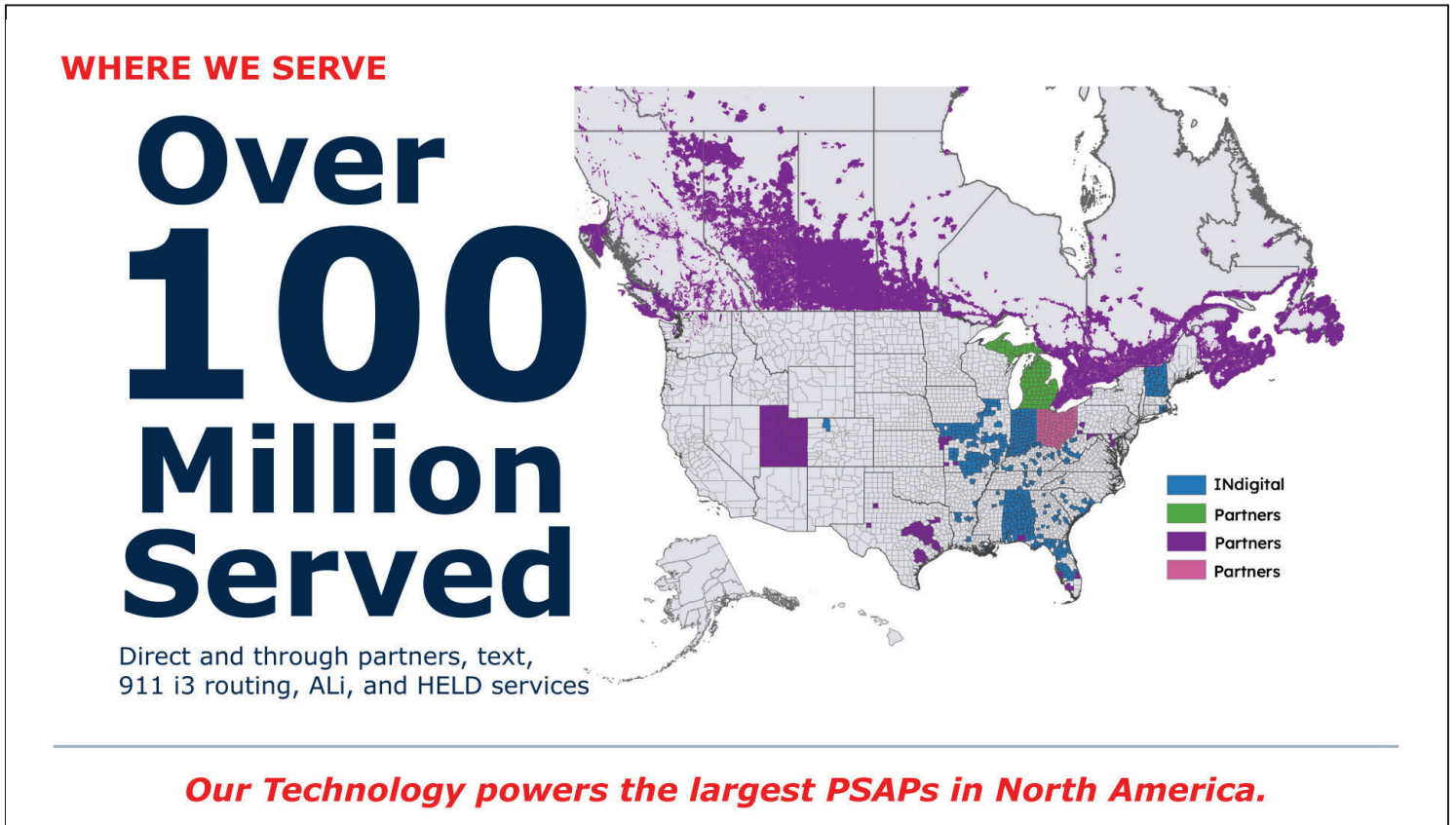
On a more formal basis, the project managers and their group leader will track the project, the dependencies of other parties (such as the OSPs, transport providers, CHE vendor and Broward staff.

Our PMBOK approach has been refined in our work on some of the largest, most demanding projects in North America. Our flexibility and workflow management has been proven many times - particularly in Florida, where one of the NG providers took everyone on a multi-year struggle bus tour.

That extended across multiple states, where we've turned one of those failed projects around in record time.

The FCC report and order in [PSHSB 25-143](#) also created a highly concurrent worklist, and INdigital is the top author / filer with 48 submissions at the FCC's website, representing conversion projects across the US. This represents another set of challenges that we will conquer.

## The Complete Package



We're not cutting any corners. It would be easy to hand off the project to an ingress aggregator and say that's good enough. But this limits Broward's future to the whim of a third party that controls the ESiNet. As we have seen in a large far western statewide project, that is not a good choice.

Our industry is full of 'we were the first' claims. We enjoy the attempted re-write of history by one of our competitors when they falsely state: "Our qualifications started over 50 years ago with the first 9-1-1 call."

Nope. Whoever wrote this can't change the truth.

The first 9-1-1 call was made by a dedicated group of telephone men in rural Alabama. We carry their tradition forward through our work today. With INdigital's NGCS nodes and resilient ESiNet, Broward gets a proven, third-party validated solution that can interoperate with all other ESiNets in Florida, Alabama, and Georgia.

Our Network-to-Network Interface (NNI) gives full interoperability with all third-party ESiNet vendors that have working systems.

On day one of go-live, Broward PSAPs will benefit from all of the NENA i3 and other industry standards, as well as those now emerging from the 3GPP IMS international standards.

[https://kb.nena.org/wiki/IMS\\_\(IP\\_Multimedia\\_Subsystem\)](https://kb.nena.org/wiki/IMS_(IP_Multimedia_Subsystem))

Our support of the Viper protocols (both i3 and RFAI) will allow Broward to make licensing decisions based on the functions and services needed, and provide cost control options.

### Call Handling Integration

The public safety industry changes rapidly. This has sped up as new market entrants create new solutions to solve emerging problems. INdigital is now a large ship, but we've kept an even larger rudder to make changes at the speed of technology.

We've integrated with all of the (working) call handling systems in the marketplace. While Broward is a Viper shop today, other options are quickly emerging. Looking beyond the RFP, INdigital is constantly testing and working with other call handling vendors.

### Text Services

INdigital provides SMS and Real Time Text through our own Text Aggregation Gateway. We're not limited to a one-vendor solution. As new types of non-voice services emerge - both on the OSP side as well as on the PSAP side, no one has the flexibility of our TC-APi (Text Control Application Programming Interface).

If Broward decides that the best call taker interface will also use services from a third-party system - such as CAD or a non-voice portal service - INdigital can fully support that, including and all the functions needed for transfer, logging, and reporting.

### IP Networking

The use of Internet Protocol revolutionized resiliency in critical networks. Able to instantly re-route packets around a bad router or cut fiber, why would you put all your 911 calls over one single provider's network? The answer is obvious. That's a bad idea.

We don't make that mistake. We select the best-performing networks from two providers, and have the experience and expertise to route IP over the best network at any point in time. Saying a single provider network is diverse is a shell game.

Dual fiber into the PSAP means nothing when the fan tray dies in the one fiber terminal that serves both of them. Fiber rings are great, but they are not resilient when they pass through a single point of failure.

## LTE and 5G Connections

We've all heard the siren call about a wireless mobile 'private connection' just for public safety. We've used this cost-effective service as a 3rd (tertiary) connection in many of our ESiNets.

The reality is that when the gears in the cell network stop turning, or public demand gets them spinning faster and faster, the disaster response is one or two temporary cell sites fed by a high-orbiting satellite. It makes for great TV news coverage. But that's not going to get the job done in Florida.

So INdigital takes that a step further. With our LTE/5G PSAP device, we can pivot between any of the three cell providers that have network capacity. This wireless technology provides over-the-air diversity to the cellular tower.

This provides seamless continuity of service for PSAPs that are affected by an outage of two resilient, unexpected fiber cuts.

## SpaceX - Starlink service

For critical regional and non-regional PSAPs, INdigital has developed a specialized public safety platform with Starlink. Providing high availability and solid performance from their low-earth orbit satellites. As a completely separate transport method, Starlink was proven to be effective in Hurricane Helene and Milton.

## Originating Service Providers (OSP) Migration

INdigital has completed more projects on time and more reliably than any other NG911 provider. As the first to make provider to pioneer the conversion from legacy MF (CAMA) to Signalling System 7 (SS7) over fiber in 2004,

We lead the industry with efficient, proven processes and experience. As the industry now shifts to SIP/IP interconnection and trunking arrangements, we connect with over (number) of OSPs (national, regional, local), all other working 911 System Service Providers, and several third-party ESiNets.

INdigital supports secure, direct SIP/IP ingress connections, as well as provides full support for Network to Network Interoperability (NNI) with all leading ESiNet providers. This allows nearly nationwide call transfer.

Beyond this, the company has created an innovative platform that uses the PSTN to provide a fail-safe 'last and final' service continuity that also includes the location of the caller. (Where the OSP makes subscriber information available under legacy ALi or i3 protocols.) This provides OSPs with an additional measure of safety for the public.

## Reporting

Our solution includes the PSNA 911Logix platform, an executive through user-level dashboard, that is the best in the industry. It can ingest both legacy analog call data and is also fully compliant with the SIP Rec i3 logging standard.

This reporting platform offers the latest and most extensive reporting capabilities in the industry. We have provided sample reports, but the real capability is more easily shown in a demo of the platform. It is not far more than just a matrix of numbers to tuck away in a .pdf folder.

## End-To-End Support

While INdigital can't provide our white glove care for Broward's Viper call handling systems, all components associated with the ESiNet are monitored 24x7x365 via our National Service Operations Center (NSOC).

INdigital manages all of the elements in our private cloud ESiNet. This includes

1. All OSP ingress, configurations, and hands-on management of the SBCs, which are our own Functional Elements (FEs).
2. Design, code, and manage all of the i3 FE modules used in the NGCS nodes.
3. Specify and order all IP transport circuits from quality transport providers.
4. Analyze and pick our data centers, ensuring they can deliver public safety-grade service.
5. Specify and install all of our own data center hardware, power, and monitoring systems.
6. Manage our own security posture and ensure compliance with a rapidly changing defense posture.
7. Operate our own NSOC, with quick access to escalation across all workgroups.
8. Maintain our own spare parts inventory in the market areas we serve.
9. Maintain a close working relationship with a second in-market support company to ensure service continuity and consistent service quality.
10. Strongly support standards bodies such as APCO, ATIS, NENA, and others to continue to advance technology and stay ahead of emerging trends.

## National Service Operations Center

This high-functioning Network Operations Center (NOC) and Security Operations Center (SOC) is supported by tier 2 and tier 3 technical resources that are dedicated to the operation of our ESiNets and the functional elements that make them great.

Our nationwide architecture is both highly local and national in its design. We partner with the nation's leading data center providers, many of whom serve many of the largest customers in the world. Our polygrid design allows all nodes to be synchronized, supporting automatic, instant recovery if a fault were to occur.

INdigital has created a compliant and layered security model focused on policy, training, prevention, detection, and mitigation. We have integrated third-party SOC devices and services within our NGCS cores for third-party surveillance of cyber health in all of our NGCS cores. Additionally, the company invests in yearly third-party SOC 2 audits to keep us up to date on our security posture. If an incident occurs in the network of an OSP or other third party, our team excels in effective methods of incident management, notification, and documented escalation procedures.

No other ESiNet provider has a more mature change management system and methods in place. We ensure that operational changes are controlled and documented. In addition to ESiNet continuity resources, our ability to provide Disaster Recovery Services (DRS) can perform on-site or remote configurations and provisioning for both voice and data Network and Functional Elements in affected areas.

This combination of services provides Broward with a robust response to address unforeseen critical events.

Complying with the requirements of the RFP, PSAPs can contact the NSOC via phone, text, or e-mail. Our NSOC will support Broward and its PSAPs 24x7x365. Served by diverse centers in Indiana and Alabama, with a backup field services staff throughout Florida.

Additionally, INdigital is providing a service manager for all 5 years of the contract as part of our proposal. The service manager will be an escalation point for all Broward County PSAPs.

### **INdigital is the Best Choice for Broward County**

INdigital understands Broward's goals, and we want to be a strong partner in the transition to NG911. Our proposal has exceeded the requirements with the best service quality and highest reliability in the industry. We have included the technical and human resources to make the transition to NG i3 and deliver success.

We have built many strong and deep relationships across the state of Florida, and we look forward to the full success of this high-visibility, high-priority project.

Thank you for considering our proposal.

## 2.0 Vendor Proposal - Evaluation Summary

Submit responses to all evaluation criterion as outlined below. Vendors that fail to submit information and/or documentation required by an evaluation criterion by solicitation's closing date and time may receive no points (if applicable) for the corresponding Evaluation Criteria. Refer to Instructions to Vendors for additional information.

Vendors should structure their proposal to align with the order of the Evaluation Criteria.

### (1) Ability of Professional Personnel (Maximum 3 + 5 Points)

#### A. Ability of Professional Personnel (File 2.25)

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 in document [2.25](#) (25) General Compliance: **PS001.a**, **PS001.b**, **PS001.c**, **PS002.b**, **PS006.b**, **PS007.b**, and **PS008.b**
- § ii. Organizational Chart: **PS009**

Summary: INdigital has reviewed and understands the requirements listed above, and has provided detailed information for all of our personnel, an organizational chart, and a meaningful response to these requirements.

#### B. General Vendor Information (File 2.25)

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

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

Summary: INdigital has provided detailed responses to the requirements of this section.

### (2) Project Approach: (Maximum 15 Points)

#### C. General System Requirements and Overall Approach (File 2.25)

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

Refer to [2.25](#) the General Compliance sections listed below for requirements:

- § i. System Requirements: **SR-GN001**, **SR-GN002.b**, **SR-GN003 - SR-GN005**, **SR-GN007.b**, **SR-GN008.b**, **SR-GN009**, **SR-GN010.b**, **SR-GN011**, **SR-GN012**, **SR-GN013.b**, **SR-GN017.b**, **SR-GN018**, **SR-GN021**, **SR-GN024**, **SR-GN025**, **SN006**, **SN007**, **SN015**, **SN016**, **VN007**
- § 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**

**Summary:** INdigital has reviewed and understands the requirements listed above, and has provided detailed information for Broward’s general requirements, and has provided meaningful responses for these requirements.

### **(3) Project Approach: NG911 Solution (Maximum 25 Points)**

#### **A. Functionality Checklist:**

Refer to **1.04** Functionality Checklist and **2.25** (General Compliance) 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, SR-IN003.b**
- § ii. 911 Call Ingress: **SR-IN003.b**
- § iii. NG911 Processing: **SR-GI013**
- § iv. Data Processing: **DAT001.b and DAT003.b**
- § v. Call Routing: **SR-CR003.b, SR-CR004, SR-CR006.b, SR-CR008, SR-CR009, SR-CR010.b, and SR-CR011**
- § vi. Network Redundancy and Resiliency: **SR-NR007 and SR-NR008.b**
- § vii. NG911 Call Delivery (Call Egress/Call Delivery to All PSAPs):  
**SR-DL001, SR-DL004, SR-DL005, SR-DL006, SR-DL007, SR-DL014.b, and SR-DL015**
- § viii. NG911 Call Delivery (Call Processing): **SR-CP003 – SR-CP005**
- § ix. Interfaces: **SR-IT003**
- § x. Reports: **RPT001, RPT002.b, RPT003 (a, b) – RPT005**

**Summary:** INdigital has reviewed and understands the requirements listed above, and has provided detailed information that outlines the details of our NG911 Solution.

#### **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.

INdigital looks forward to presenting Broward with a complete demonstration of our capabilities and best-in-class approach to the delivery of NG911 services.

#### **(4) Project Approach: Maintenance and Support Services, Service Level Experiences (Maximum 15 Points)**

Describe Vendor's approach to providing Maintenance and Support Services as per the 2.25 General Compliance sections below:

##### **A. Maintenance and Support Services:**

§ i. SR-MR002, SR-MR004, SR-MR005, and SR-MR009

§ ii. SN001.b and SN019

Describe Vendor's approach and willingness to meet the Service Level Expectations as per the 2.25 General Compliance sections below:

##### **B. Service Level Expectations**

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

**Summary:** INdigital has reviewed and understands the requirements listed above, and has proposed a complete approach to the ongoing support for the full success of the NG911 project.

#### **(5) Project Approach: Evidence, Knowledge, and Experience (Maximum 10 Points)**

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 2.09 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.

B. Provide actual performance results for the metric below on solutions in production. Refer to 2.25 General Compliance for requirements:

§ i. Solution Performance: VN008 including, but not limited to, the information outlined in the General Compliance section VN006

**Summary:** INdigital has reviewed and understands the requirements listed above, and has provided evidence of our capabilities from many different perspectives. We look forward to working on this project with Broward.

## **(6) Workload of Firm (Maximum 2 Points)**

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 project's challenges.

Summary: INdigital has submitted a complete summary of our customers, the services we have provided, and the unmatched quality of service, innovation, and success that has improved public safety in the market areas we serve.

As we noted in the Executive Summary, Workload of the Firm, well over 75% of these projects took place concurrently. We have become the envy of our competitors in NGCS services. We are currently working on the following NGCS projects in multiple states:

**INdigital has active NGCS projects in FL, GA, IL, LA, MI, MO, NY, OH, SC, TX, and WV**

Many of these projects took place concurrently, and we have noted those. We have a large and highly competent team of project managers, field personnel, and support staff. Our results convey the breadth and depth of our capabilities.

While many of our most demanding projects are nearing completion, we continue to support our business partners and customers with the attention to detail they need.

All projects have challenges. Some of the issues we've encountered were presented to us with our customers, who knew we were the only NG firm that could solve them.

We bring order, reliability, and finished work to projects that were the first of their kind or had requirements that could not be met by other providers.

## **(7) Location (Maximum 5 Points) \*Not applicable.**

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).

## **(8) Pricing (Maximum 20 Points)**

Refer to the electronic bidding system and submit as instructed. Vendor's total proposed price submitted in the **1.01 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.

**Summary: In our full review and consideration of the best solution to meet the requirements of this RFP, INdigital also provided a number of options for Broward's consideration.**

**These are listed in file 8.04 - Options for consideration. There is no better opportunity to consider advanced solutions that are at the edge of the RFP - that would otherwise go unmet.**

**As with our base, compliant response to this Proposed Solution, we thank you again for the consideration of our proposal, and look forward to building a long-lasting relationship.**

## Responses

Success: All data is valid!

### Optional Services for Consideration

Success: All values provided	Bid	#1-1	<b>MEVO Backup &amp; Disaster Recovery</b>	<p>A service continuity and disaster recovery platform (Indigital's MEVO system) will be deployed. The MEVO platform is an independent call processing system on the output (egress) side of the NGCS Routing Platform. This platform allows for 9-1-1 calls to be routed to a VOIP phone with E9-1-1 functionality. MEVO is provided per position in the</p>	12	Month	\$ 20,374.72	\$ 244,496.64
Success: All values provided	Bid	#1-2	<b>Forth Connectivity to PSAPs via LTE</b>	<p>6 LTE Connections for all PSAPs Regional and Non-Regional per site address, Forth means of connectivity to PSAPs</p>	12	Month	\$ 480.00	\$ 5,760.00
<b>Grand Total</b>								<b>\$ 250,256.64</b>

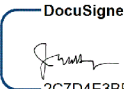
### ANTI-HUMAN TRAFFICKING AFFIDAVIT

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:** Communications Venture Corp. INdigital Telecom

Signature:  2C7D4E3BB604483...

Printed Name: Jeff Humbarger

Title: CFO

Date: August 4, 2025 08/04/2025

Form Date 9/9/24

## 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.

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: [Case No. 20-114514-NO](#)

Case Name: CHARTER COMMUNICATIONS, INC. d/b/a SPECTRUM CABLE,  
JOHN DOE, INTRADO LIFE AND SAFETY, INC., MICHIGAN  
BELL TELEPHONE COMPANY d/b/a AT&T MICHIGAN,  
[COMMUNICATIONS VENTURE CORPORATION d/b/a INDIGITA](#)  
PENINSULA FIBER NETWORK, LLC,

Date Filed: [2021, August 9.](#)

Name of Court or other Tribunal: [Circuit Court for the County of Genesee, Michigan.](#)

Type of Case: Bankruptcy  Civil  Criminal  Administrative/Regulatory

Claim or Cause of Action and Brief description of each Count: AMY CROTEAU, as personal representative of the Estate of RICHARD A. CROTEAU, Deceased, and AMY CROTEAU, in her individual capacity.

Brief Description of the Subject Matter and Project Involved: Wrongful death.

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.

Statement: [PFN is the 9-1-1 System Service Provider of record, and licenses certain NG9-1-1 Services as a Service \(SaaS\) from INdigital. This case was denied by Genesee Circuit, appealed and denied. Resolved 31-January, 2023](#)

In the Order from the Michigan Supreme Court today, the Court denied Plaintiff's Application for leave to Appeal because the Court was "not persuaded that the question presented should be reviewed by this Court."

It was then appealed to the Michigan Supreme Court, who declined to hear the case for further appeal. The Michigan Supreme Court Order is provided as an attachment to this response.

Opposing Counsel Name: [Zachary T. Runyan - Marko Law, PLLC.](#)

Opposing Counsel email: [zach@markolaw.com](mailto:zach@markolaw.com)

Opposing Counsel Phone: [313-777-7529](tel:313-777-7529)

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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.





## DOMESTIC PARTNERSHIP ACT CERTIFICATION

### REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST

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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.

□□

**DOMESTIC PARTNERSHIP ACT CERTIFICATION**

**REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST**

□□

- 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:** Communications Venture Corp. INdigital Telecom

DocuSigned by:  
  
Signature: 2C7D4E3BB604483.....

Printed Name: Jeff Humbarger

Title: CFO

Date: August 4, 2025 08/04/2025

Form Date 9/9/24

□□

**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
  - 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

**LOCATION CERTIFICATION**

**REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST**

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 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: Click or tap here to enter text.

City, State, Zip: Click or tap here to enter text.

**LOCATION CERTIFICATION**  
**REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST**

- 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.

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**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)**

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.
-

**LOCATION CERTIFICATION**  
**REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST**

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:** INdigital

Signature: 

Printed Name: Jeff Humbarger

Title: CFO

Date: 8/22/25



**VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)**

<b>Solicitation No. &amp; Title: GEN2129421P1, Next Generation 911 (NG 911)</b>				
Reference For (hereinafter, "Vendor"):	INdigital			
Reference Date:	8/11/2025			
Organization/Firm Providing Reference:	Alachua County			
Contact Name:	Keith Godwin			
Contact Title:	County 911 Coordinator			
Contact Email:	Kgodwin@alachuacounty.us			
Contact Phone:	352-338-3285			
Name of Referenced Project:	Next Generation Core Services and ESInet			
Contract Number:	13219			
Date Range of Services Provided:	Start Date: 5/31/2022	End Date: on going		
Project Amount:	\$1,422,004.34			
Vendor's Role in Project:	<input checked="" type="checkbox"/> Prime	<input type="checkbox"/> Subconsultant/Subcontractor		
Would you use this Vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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) Assumption of 911 call routing and delivery via a public safety only IP network. Assumption of MSAG, ANI, ALI services. 24 x 7 x 365 services. A stellar organization. Always responsive to every need.				
Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
<b>Vendor's Quality of Service:</b>				
Responsive:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Accuracy:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Deliverables:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Vendor's Organization:</b>				
Staff Expertise:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Professionalism:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Turnover:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Timeliness of:</b>				
Project:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Deliverables:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Project completed within budget:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Cooperation with:</b>				
Your Firm:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Subcontractor(s)/Subconsultant(s):	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Regulatory Agency(ies):	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<small>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.</small>				
<b>***THE SECTION BELOW IS FOR COUNTY USE ONLY***</b>				
Verified via: <input type="checkbox"/> Email <input type="checkbox"/> Verbal	Verified by:		Division:	
			Date:	



**VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)**

<b>Solicitation No. &amp; Title: GEN2129421P1, Next Generation 911 (NG 911)</b>				
Reference For (hereinafter, "Vendor"):	INDigital			
Reference Date:	8/13/2025			
Organization/Firm Providing Reference:	Polk County BoCC			
Contact Name:	Jaclyn Church			
Contact Title:	E9-1-1 Systems Manager			
Contact Email:	jaclynchurch@polk-county.net			
Contact Phone:	863-534-5633			
Name of Referenced Project:	NG9-1-1 System			
Contract Number:	2022-101			
Date Range of Services Provided:	Start Date:	10/4/2022	End Date:	10/4/2032
Project Amount:	\$3,458,797.20 (initial 5 year cost; 1% increase for years 6-10)			
Vendor's Role in Project:	<input checked="" type="checkbox"/> Prime	<input type="checkbox"/> Subconsultant/Subcontractor		
Would you use this Vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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)				
Description attached				
Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
<b>Vendor's Quality of Service:</b>				
Responsive:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Accuracy:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Deliverables:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Vendor's Organization:</b>				
Staff Expertise:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Professionalism:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Turnover:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Timeliness of:</b>				
Project:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Deliverables:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Project completed within budget:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Cooperation with:</b>				
Your Firm:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Subcontractor(s)/Subconsultant(s):	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Regulatory Agency(ies):	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<small>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.</small>				
<b>***THE SECTION BELOW IS FOR COUNTY USE ONLY***</b>				
Verified via:	<input type="checkbox"/> Email	Verified by:	Division:	
	<input type="checkbox"/> Verbal		Date:	

## **EXHIBIT “C”**

### **Software/Services Description**

1. Database Services – Location Database services for the PSAP Repository for all legacy wireline records in the Polk County service area will be processed by INdigital using industry standard record exchange and correction methods. i2 format ALi service (wireless, VoIP - using pANi) will be provided by INdigital.
2. Routing Services – INdigital will design and deploy a NGCS configuration that conforms to standards and includes the necessary components to provide NG9-1-1 using industry standard Functional Elements. Redundant, diverse service aggregation points of presence will be established, and the proposed solution will conform to the current standards and accommodate future adjustments to the standards as they become available.
3. Network Services – The proposal’s objective is to establish a ESiNet (Emergency Services iP Network) to serve existing and new customers in Florida. This connectivity will be provided by diverse carriers when available. This service enables connectivity to the PSAP for delivery of voice and data for NG9-1-1.
4. MEVO Services- A service continuity and disaster recovery platform (INdigital’s MEVO system) will be deployed at the four Polk County PSAPs. The MEVO platform is an independent call processing system on the output (egress) side of the NGCS Routing Platform. This platform allows for 9-1-1 calls to be routed to a VOIP phone with E9-1-1 functionality.
5. 911 Logix MIS Analytics Services - INdigital Analytics & Visualization Platform service is an advanced reporting tool that allows for the aggregation of numerous source data and allows for visualization, reporting and trending of ingress content in a NG9-1-1 network. Visualization and reporting from largest to the smallest of views with the ability to partition and manage content in the appropriate containers for the addressable customer base for NG9-1-1.

The tool provides for access to the data from any device at any time. The reporting and data collection system provides for secure user ID login and password with the ability to enforce minimum password requirements and require password changes on a predetermined interval.

The reporting and data collection system supports role-based access:

- Allowing statewide users to have access to reports for the entire State.
- Allowing some users to have access to PSAP(s) report information only.
- Allowing other users to have both PSAP and ECD Manager level access to report information.
- Allowing functionality/data to show only to certain users and not to everyone.

The reporting and data collection system allows for the scheduling of automatic report generation and delivery by email as attachments to one or more recipients in a format selected by the recipient.



**VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)**

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

Reference For (hereinafter, "Vendor"):	INDigital	
Reference Date:	08/07/2025	
Organization/Firm Providing Reference:	Jacksonville Sheriff's Office	
Contact Name:	Matt Lane	
Contact Title:	9-1-1 Emergency Systems Manager	
Contact Email:	matthew.lane@jaxsheriff.org	
Contact Phone:	(904) 630-2317	
Name of Referenced Project:	NG911 Core Services Migration	
Contract Number:	POA-71129-21	
Date Range of Services Provided:	Start Date: <del>August 2021</del>	End Date: <del>April 2024</del> 07/31/2026
Project Amount:	\$4,323,335.96 08/01/2021	
Vendor's Role in Project:	<input checked="" type="checkbox"/> Prime	<input type="checkbox"/> Subconsultant/Subcontractor
Would you use this Vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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)

**NG911 Core Services**

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

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

Verified via: <input type="checkbox"/> Email <input type="checkbox"/> Verbal	Verified by:		Division:	
			Date:	





**VENDOR REFERENCE VERIFICATION FORM (RFP/RLI/RFQ)**

<b>Solicitation No. &amp; Title: GEN2129421P1, Next Generation 911 (NG 911)</b>				
Reference For (hereinafter, "Vendor"):	INDigital			
Reference Date:	8/8/2025			
Organization/Firm Providing Reference:	Pasco County SOCC			
Contact Name:	Jody Kenyon			
Contact Title:	Sr. Tech Support Manager / 911 Coordinator			
Contact Email:	jkenyon@pascocountyfl.gov			
Contact Phone:	813-929-2735			
Name of Referenced Project:	NGCS Emergency Call Management System			
Contract Number:				
Date Range of Services Provided:	Start Date: 6/2021	End Date: ongoing		
Project Amount:	\$2,551,203.20			
Vendor's Role in Project:	<input checked="" type="checkbox"/> Prime	<input type="checkbox"/> Subconsultant/Subcontractor		
Would you use this Vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> 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) Migration of 911 call delivery to Next Generation Core Services, MSAG and All Database Management, MEVO and 911 Logix				
Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
<b>Vendor's Quality of Service:</b>				
Responsive:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Accuracy:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Deliverables:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Vendor's Organization:</b>				
Staff Expertise:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Professionalism:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Turnover:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Timeliness of:</b>				
Project:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Deliverables:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Project completed within budget:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Cooperation with:</b>				
Your Firm:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Subcontractor(s)/Subconsultant(s):	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Regulatory Agency(ies):	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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<b>***THE SECTION BELOW IS FOR COUNTY USE ONLY***</b>				
Verified via: <input type="checkbox"/> Email <input type="checkbox"/> 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"):	INdigital
Reference Date:	8/15/2025
Organization/Firm Providing Reference:	Hillsborough County 911 Agency
Contact Name:	Anthony Cammarano
Contact Title:	911 Manager
Contact Email:	cammaranoa@hcfl.gov
Contact Phone:	813-276-2911

Name of Referenced Project: Next Generation Core Services  
 Contract Number: 23795

Date Range of Services Provided: Start Date: 9/7/2023 End Date: 9/7/2033

Project Amount: \$18,515,523.63

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)

Please rate your experience with the referenced Vendor via checkbox:	Needs Improvement	Satisfactory	Excellent	Not Applicable
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Vendor's Quality of Service:

Responsive:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deliverables:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Vendor's Organization:

Staff Expertise:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Turnover:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Timeliness of:

Project:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deliverables:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Project completed within budget:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cooperation with:

Your Firm:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subcontractor(s)/Subconsultant(s):	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory Agency(ies):	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*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: <input type="checkbox"/> Email <input type="checkbox"/> Verbal	Verified by:		Division:	
			Date:	



### 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:** Communications Venture Corp. INdigital Telecom

DocuSigned by:  
  
Signature: \_\_\_\_\_  
2C7D4E3BB604483...

Printed Name: Jeff Humbarger

Title: CFO

Date: August 4, 2025 08/04/2025

Form Date 9/9/24

### 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:** Communications Venture Corp. INdigital Telecom

DocuSigned by:  
Signature:   
2C7D4E3BB604483.....

Printed Name: Jeff Humbarger

Title: CFO

Date: August 4, 2025 08/04/2025

**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: [Click or tap here to enter text.](#)

Names and addresses of Affiliated Entities: [Click or tap here to enter text.](#)

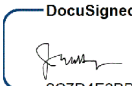
Principal's Name: [Click or tap here to enter text.](#)

Names and addresses of Affiliated Entities: [Click or tap here to enter text.](#)

Principal's Name: [Click or tap here to enter text.](#)

Names and addresses of Affiliated Entities: [Click or tap here to enter text.](#)

**Vendor Name:** Communications Venture Corp. INdigital Telecom

DocuSigned by:  
  
Signature: \_\_\_\_\_  
267D4E3BB604483...

Printed Name: Jeff Humbarger

Title: CFO

Date: August 4, 2025 08/04/2025

**VENDOR QUESTIONNAIRE AND STANDARD CERTIFICATIONS**  
**REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST**

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.

1. Legal business name: **Communications Venture Corp.**
2. Doing Business As/Fictitious Name (if applicable): **INdigital**
3. Federal Employer I.D. No. (FEIN): **35-1957521**
4. Dun and Bradstreet No.: **DUNS: 96-837-1096**
5. Website address (if applicable): **www.INdigital.net**
6. Principal place of business address: **INdigital; 1616 Directors Row; Fort Wayne, IN 46808.**
7. Office location responsible for this project: **INdigital - line 6 above.**
8. Telephone No.: **877-469-2010.** Fax No.: **877-469-4329**
9. Generic e-mail for purchase orders: **contracts@indigital.net**  
(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):
  - INdigital is an Indiana Corporation**
  - Sole Proprietor
  - Limited Liability Company (LLC)
  - Limited Partnership
  - General Partnership
  - Other – Specify: Click or tap here to enter text.

11. Authorized Contact(s):

Name: <b>Larry Stidham</b>	Name: <b>Jeff Humbarger</b>
Title: <b>CRO (Chief Revenue Officer)</b>	Title: <b>CFO (Chief Financial Officer)</b>
E-mail: <b>lstidham@indigital.net</b>	E-mail: <b>jhumbarger@indigital.net</b>
Telephone No.: <b>260-469-2151</b>	Telephone No.: <b>260-469-2107</b>

12. List name and title of each principal, owner, officer, and majority shareholder:

a) Click or tap here to enter text.	d) Click or tap here to enter text.
b) Click or tap here to enter text.	e) Click or tap here to enter text.
c) Click or tap here to enter text.	f) Click or tap here to enter text.

**VENDOR QUESTIONNAIRE AND STANDARD CERTIFICATIONS**  
**REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST**

**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  
Please refer to Attachment 1.07,2 responses to question 13.
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
15. Has Vendor ever failed to complete any services and/or delivery of products during the last three years?  
 Yes    No
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
19. Has Vendor been terminated from a contract within the last three years?    Yes    No
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.

**VENDOR QUESTIONNAIRE AND STANDARD CERTIFICATIONS**  
**REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST**

**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.

**VENDOR QUESTIONNAIRE AND STANDARD CERTIFICATIONS**  
**REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST**

**Scrutinized Companies List Certification**

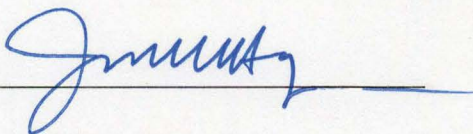
Pursuant to Section 287.135, Florida Statutes, any company or other entity on the **Scrutinized Companies with Activities in Sudan List**, the **Scrutinized Companies with Activities in Iran Terrorism Sectors List**, or the **Scrutinized Companies or Other Entities that Boycott Israel List**, are prohibited 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\*:**

**Vendor Name:** INdigital

Signature: 

**Printed Name:** Jeff Humbarger

**Title:** CFO

**Date:** 22- August, 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. 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 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).

*Form Date 7/1/25*

**VENDOR QUESTIONNAIRE AND STANDARD CERTIFICATIONS**  
**REQUEST FOR PROPOSAL, REQUEST FOR QUALIFICATION, OR REQUEST FOR LETTER OF INTEREST**

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.

1. Is Vendor or any of its principals or officers currently a principal or officer of another organization?  
 Yes     No

A. Mr. François LaFlamme is a Senior Partner of the investment firm Novacap of 3400, rue de l'Éclipse; Suite 700; Brossard, QC; CANADA J4Z 0P3 | Phone: +1 (450) 651-5000.

Mr. LaFlamme also serves as Chair of the Board at All West Holdings, Inc.; Chairman and Secretary of INdigital Holdings, Inc., and is a board member of both Stratus and Logibec.

B. Mr. Mark Grady is the President and Board member of INdigital.

Mr. Grady also serves as the President of New Paris Telephone, Inc., and other subsidiary corporations of the parent company located at 19079 Market ST; New Paris, IN 46553.

# Bid Bond in Accordance with Contract Specifications

Be sure to refer to the actual bond documents referenced in the contract specifications for specific terms before completing this form.

<b>PRINCIPAL NAME</b> Communications Venture Corporation dba INdigital	<b>PRINCIPAL ADDRESS</b> 1616 Directors Row, Fort Wayne, IN 46808
<b>SURETY NAME</b> Atlantic Specialty Insurance Company	<b>SURETY ADDRESS</b> 1777 Sentry Parkway West, Building 17, Suite 230, Blue Bell, PA 19422
<b>OBLIGEE NAME</b> Broward County Board of County Commissioners	<b>OBLIGEE ADDRESS</b> 115 S. Andrews Ave Room 212, Fort Lauderdale, FL 33301

## Bond Information

<b>BID DATE</b> 08/22/2025	<b>ONTRACT ID</b> GEN2129421P1	<b>ONTRACT VENDOR ID</b> 21676
<b>PROJECT DESCRIPTION</b> GEN2129421P1 - Next Generation 911 (NG911)		
<b>AMOUNT OF BID SECURITY</b> 5%	<b>AMOUNT OF BID SECURITY-SPELLED OUT</b> Five Percent of Amount Bid	
<b>BOND ENTERED AND EXECUTED BY</b> Kathleen M. Coen		<b>ATTORNEY-IN-FACT SIGNATURE</b> <i>Kathleen M Coen</i>

Know all men by these presents that Atlantic Specialty Insurance Company, a Corporation duly organized under the laws of the State of New York, are held and firmly bound unto the above owner/obligee by the transmission. The surety agrees to waive the statute of fraud defense and further agrees that the owner/obligee is a third party beneficiary of the waiver for the purposes of enforcing this bid bond.





# Power of Attorney

Principal: Communications Venture Corporation dba INdigital  
Obligee: Broward County Board of County Commissioners

Surety Bond No: SFL0820404032

KNOW ALL MEN BY THESE PRESENTS, that ATLANTIC SPECIALTY INSURANCE COMPANY, a New York corporation with its principal office in Plymouth, Minnesota, does hereby constitute and appoint: Kathleen M. Coen, each individually if there be more than one named, its true and lawful Attorney-in-Fact, to make, execute, seal and deliver, for and on its behalf as surety, any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof; provided that no bond or undertaking executed under this authority shall exceed in amount the sum of: **unlimited** and the execution of such bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof in pursuance of these presents, shall be as binding upon said Company as if they had been fully signed by an authorized officer of the Company and sealed with the Company seal. This Power of Attorney is made and executed by authority of the following resolutions adopted by the Board of Directors of ATLANTIC SPECIALTY INSURANCE COMPANY on the twenty-fifth day of September, 2012:

Resolved: That the President, any Senior Vice President or Vice-President (each an "Authorized Officer") may execute for and in behalf of the Company any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof, and affix the seal of the Company thereto; and that the Authorized Officer may appoint and authorize an Attorney-in-Fact to execute on behalf of the Company any and all such instruments and to affix the Company seal thereto; and that the Authorized Officer may at any time remove any such Attorney-in-Fact and revoke all power and authority given to any such Attorney-in-Fact.

Resolved: That the Attorney-in-Fact may be given full power and authority to execute for and in the name and on behalf of the Company any and all bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof, and any such instrument executed by any such Attorney-in-Fact shall be as binding upon the Company as if signed and sealed by an Authorized Officer and, further, the Attorney-in-Fact is hereby authorized to verify any affidavit required to be attached to bonds, recognizances, contracts of indemnity, and all other writings obligatory in the nature thereof.

This power of attorney is signed and sealed by facsimile under the authority of the following Resolution adopted by the Board of Directors of ATLANTIC SPECIALTY INSURANCE COMPANY on the twenty-fifth day of September, 2012:

Resolved: That the signature of an Authorized Officer, the signature of the Secretary or the Assistant Secretary, and the Company seal may be affixed by facsimile to any power of attorney or to any certificate relating thereto appointing an Attorney-in-Fact for purposes only of executing and sealing any bond, undertaking, recognizance or other written obligation in the nature thereof, and any such signature and seal where so used, being hereby adopted by the Company as the original signature of such officer and the original seal of the Company, to be valid and binding upon the Company with the same force and effect as though manually affixed.

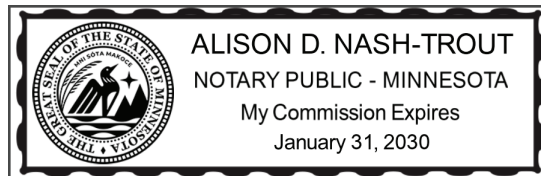
IN WITNESS WHEREOF, ATLANTIC SPECIALTY INSURANCE COMPANY has caused these presents to be signed by an Authorized Officer and the seal of the Company to be affixed this first day of January, 2023.




By   
Sarah A. Kolar, Vice President and General Counsel

STATE OF MINNESOTA  
HENNEPIN COUNTY

On this first day of January, 2023, before me personally came Sarah A. Kolar, Vice President and General Counsel of ATLANTIC SPECIALTY INSURANCE COMPANY, to me personally known to be the individual and officer described in and who executed the preceding instrument, and she acknowledged the execution of the same, and being by me duly sworn, that she is the said officer of the Company aforesaid, and that the seal affixed to the preceding instrument is the seal of said Company and that the said seal and the signature as such officer was duly affixed and subscribed to the said instrument by the authority and at the direction of the Company.



  
Notary Public

I, the undersigned, Secretary of ATLANTIC SPECIALTY INSURANCE COMPANY, a New York Corporation, do hereby certify that the foregoing power of attorney is in full force and has not been revoked, and the resolutions set forth above are now in force.

Signed and sealed. Dated 08/21/2025



  
Kara L.B. Barrow, Secretary

This Power of Attorney expires  
January 31, 2030



## Project Questionnaire {15 points}

### 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.

**INdigital**

NG911 System		Complies (All requested information associated with the requirements below must also be provided)	Does Not Comply
No.	NG911 Service Provider Requirements		
<b>Vendor General Requirements</b>			
1	<p>VN002</p> <p>The NG911 Service Provider shall have experience providing NG911 systems for at least five years:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital has been in continuous operation since 1995, with active internet protocol (IP) NG911 deployments beginning in 2004.</p> <p>INdigital’s primary subcontractors have been in business between ten and 30 years, with most exceeding 10 years of continuous operation.</p> <p>In 2004, INdigital began providing IP based 911 services that advanced the industry, and paved the way for the emerging work of the NENA i3 working group.</p> <p>In 2007, the first NENA standards emerged, and INdigital was very active in NENA work groups, ICE testing and other initiatives to continue the development of the standard to the point that there was an initial confidence</p>	

		<p>that a working system could be put into production.</p> <p>In 2009, INdigital began the transition of our core NGCS nodes to version 1 of the standard. At the time, NENA was not ANSI certified, which delayed the adoption of early systems.</p> <p>In 2015, NENA issued a more advanced standard after the association adopted stricter compliance with the ANSI standards development protocols.</p> <p>In our 2015 (G-15) contract with the state of Indiana, we began the rollout of i3 based services across our service areas.</p> <p>In 2025, we now provide our third generation of i3 functional elements (FEs).</p> <p>These NG911 Systems are the most advanced in the industry, and have had extensive third party Independent Validation and Verification (IVV) to determine their proper function, reliability, standards compliance, and the overall quality of service that a customer can expect.</p> <p>INdigital is the only provider to have had this extensive review, which has also included SOC and security audits.</p> <p>A listing of our work portfolio is in document <a href="#">2.25 attachment - response to section VN003</a></p>	
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**Professional Services Requirements**

1	<p>PS001.1</p> <p>Project Management Responsibilities:</p> <p>The NG911 Service Provider shall assign a dedicated PM</p>	<p><b>Yes.</b></p> <p>The proposed solution includes a dedicated project manager (PM) with an executive management sponsor to oversee the project goals and objectives.</p>	
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<p>who, for the duration of the project, the PM shall:</p> <ol style="list-style-type: none"> <li>1. Ensure the Scope of Work (SOW) is completed (includes a Project Schedule of key milestones). <ol style="list-style-type: none"> <li>a) Equipment delivery</li> <li>b) Installation and configuration</li> <li>c) Testing schedule</li> <li>d) Go-live schedule</li> </ol> </li> <li>2. Ensure that the NG911 Service Provider-assigned resources are scheduled for the activities and deliverables outlined in the Project Plan and Project Schedule.</li> <li>3. Perform comprehensive risk assessment and mitigation planning.</li> <li>4. Ensure project status meetings are scheduled, led, and documented, and meeting minutes are distributed within 24 hours of all meetings.</li> <li>5. Maintain an issues log and ensure all issues are prioritized and worked in a timely manner during the life of the project.</li> <li>6. Maintain all project-related</li> </ol>	<p>The lead PM, along with the Florida Market/Service Managers will serve as the primary contacts with all contracted staff to ensure the project schedule and all milestones are met. To accomplish this goal, the project manager will apply appropriate Project Management Institute principles that align with the Project Management Body of Knowledge (PMBOK).</p> <p>INdigital will fully comply with the requirements of modern project management principles.</p> <p>See 2.11 PS001.1 - Project Management Plan</p>	
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	communications and documentation.		
2	<p>PS002 Project Plan and Schedule:</p> <p>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.</p> <p>Minimum required elements of the project plan include at a minimum:</p> <ul style="list-style-type: none"> <li>● Installation all equipment on premise and within the NGCs domain</li> <li>● Schedule and strategy for connecting other ESInets (such as Miami Dade and Palm Beach counties)</li> <li>● Buildout of operational NGCS</li> <li>● Buildout of OSP meet points</li> <li>● Schedule and strategy for connecting OSPs</li> <li>● Operational network operations center (NOC)/security operations center (SOC)</li> </ul>	<p><b>Yes.</b></p> <p>See 2.11 PS001.1 - Project Management Plan</p>	

	<ul style="list-style-type: none"> <li>• Fully functional spatial routing of calls</li> <li>• Implementation of multimedia (e.g. video, picture, sensor, etc.)</li> <li>• Final Design Review Sessions based on Statement of Work</li> <li>• All phases of testing (e.g. NG911 Provider testing, Preliminary Acceptance Testing, Final Acceptance Testing after Go-Live)</li> <li>• Cutover by environment and PSAP (i.e. Regional PSAPs and the Non-Regional PSAPs)</li> </ul>		
3	<p>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 regarding the initial plan submitted.</p>	<p><b>Yes.</b> The INdigital PM and field service team will coordinate and update the draft plan with greater details determined through meetings. Plans remain “living documents” to be updated as needed according to Change management procedures.</p>	
4	<p>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</p>	<p><b>Yes.</b> It is understood to be onsite and documentation to be provided 5 business days prior to the meeting.</p>	

	<p>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.</p>		
5	<p>PS005 Weekly Project Calls: The NG911 Service Provider shall conduct weekly project calls. These project calls shall include an agenda before the 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.</p>	<p><b>Yes.</b> It is understood to conduct weekly calls with proper documentation. See also - 2.11 PS001.1 - Project Management Plan</p>	
6	<p>PS006 Project Monthly Status Reports: PS006.a The NG911 Service Provider shall provide</p>	<p><b>Yes.</b> The cadence of progress reporting will follow as described here according to the state of the project agreed upon by the project team.</p>	

	<p>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.</p>	<p>See also: 2.11 PS001.1 - Project Management Plan</p>	
7	<p>PS007 Technical Project Lead: PS007.a The NG911 Service Provider shall identify a single Technical Project Lead. This person shall be the primary 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.</p>	<p><b>Yes.</b> The resumes of the Technical Lead (and others) that will make this project a success are in this document See also: 2.0 Vendor Proposal, § 1. a. - staff resumes and org chart</p>	
8	<p>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</p>	<p><b>Yes.</b> The resumes of the CSR (and others) that will make this project a success are in response document See also: 2.0 Vendor Proposal, § 1. a. - staff resumes and org chart</p>	

	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.		
9	<p><b>PS010 Staff CJIS Certification Requirements:</b></p> <p>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.</p>	<p><b>Yes.</b></p> <p>All INdigital staff are background checked at the time of hire.</p> <p>All staff that will have access to CJI data are certified to the necessary level of compliance based on the role they provide.</p>	
<b>Equipment and Hardware</b>			
1	<p><b>SR-EH003 Onsite Equipment Requirements:</b></p> <p>All components installed by the NG911 Service Provider in the PSAPs shall meet the following requirements:</p> <ul style="list-style-type: none"> <li>• All components shall be locally redundant at the</li> </ul>	<p><b>Yes.</b></p> <p>All hardware used for this solution will be COTS. The solution provided will be diverse and redundant in all aspects to ensure a steady state for continuity of operations.</p>	

	<p>hardware and software application layers</p> <ul style="list-style-type: none"> <li>● All hardware and software shall be: <ul style="list-style-type: none"> <li>New not used</li> <li>Currently available on the open market</li> <li>Not identified as end of life by the manufacturer during the period of performance</li> </ul> </li> <li>● 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) with automatic, uninterrupted failover if the primary circuit fails</li> <li>● Failure of any single instance of a hardware or software element or physical connection shall not negatively impact the overall System performance</li> </ul>		
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	<ul style="list-style-type: none"> <li>• All network-connected elements shall support at least two redundant network interfaces</li> <li>• Capacity to handle 50% growth without requiring the replacement of any hardware or software components</li> <li>• Voice and data circuits delivered from diverse providers to each call-handling host location</li> <li>• Must properly flag emergency services circuits and provide Telecommunications Service Priority (TSP) for repair and installation of voice and data circuits</li> </ul>		
2	<p><b>SR-EH004 Onsite Equipment Spare Parts:</b></p> <p>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).</p> <p>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</p>	<p><b>Yes.</b></p> <p>INdigital will acquire a secure space to adequately store and protect hardware necessary to meet the required SLAs. The equipment needed is determined based on hardware components identified as necessary to maintain full functionality given possible failure scenarios.</p> <p>As equipment is utilized it will be replenished within a reasonable time frame to maintain SLAs.</p>	

	<p>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.</p>		
<p><b>General System Requirements</b></p>			
1	<p>SR-GN002 NENA I3 Standard-Based Systems:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital has proposed a standards compliant NG911 system.</p>	
2	<p>SR-GN006 Multi-factor Authentication (MFA):</p> <p>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</p>	<p><b>Yes.</b></p> <p>Access to systems is via VPN secured by MFA (Multi Factor Authentication)</p> <p>MFA can be text, token, or an Authentication application.</p>	

	describe the types of MFA (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	<p>SR-GN007 Change Control Process:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital does this by operational policy and through the use of INdigital Work Safety Plans (IWSP).</p> <p>The IWSP is communicated with all identified and appropriate stakeholders.</p> <p>See 2.11 SR-GN007 - IWSP / maintenance operations plan</p>	
4	<p>SR-GN008 Implementation and Change Method of Procedure:</p> <p>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</p>	<p><b>Yes.</b></p> <p>INdigital's Change Management process is governed by operational policy and through the use of INdigital Work Safety Plans (IWSP).</p> <p>The IWSP is communicated with all identified and appropriate stakeholders.</p> <p>See also a sample IWSP + MOP: 2.25 SR-GN008_b - IWSP + MOP</p>	

	calendar days for all other changes.		
5	<p>SR-GN010 All Changes Tested in Lab:</p> <p>SR-GN010.a The NG911 Service Provider shall test all new features, functions, equipment, and software (including patches and upgrades) in the lab environments before being deployed.</p>	<p><b>Yes.</b></p> <p>INdigital has a fully staffed Quality Assurance and testing team that thoroughly lab tests and validates all software to ensure compliant with the expected results and performance before these versions transition to production systems.</p>	
6	<p>SR-GN013 As-Built/System Documentation:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital will provide the county with design documentation and final as-builts.</p> <p>The as-builts will be updated as changes are made through the life of the solution.</p>	
7	SR-GN014 Not a First Application Site:	<b>Yes.</b>	

	<p>The County does not want to be a first application site to introduce new applications, 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.</p>	<p>INdigital understands the request to not use Broward as an FOA (first office application) site.</p>	
8	<p><b>SR-GN015 Avoid PSAP Disruption:</b></p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital has proposed a diverse and resilient solution.</p> <p>The scheduling of work or maintenance will be performed according to our Change Management policy which utilizes INdigital IWSP’s ensuring service availability coordinated and communicated with the County.</p> <p>See also:</p> <p>2.11 SR-GN015 Security and Monitoring documentation.</p> <p>2.11 SR-GN007 - IWSP / maintenance operations plan</p>	
9	<p><b>SR-GN016 Terminate Legacy 911 components:</b></p> <p>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</p>	<p><b>Yes.</b></p> <p>INdigital will provide and utilize LNG’s, LPG’s and LSRG Gateway’s needed during the transition to 9-1-1.</p> <p>The use of legacy gateways during the transition allows for a seamless transition of SIP services on a case by case basis without the need of a flash cut to SIP.</p>	

	<p>process used in other implementations to speedily terminate legacy systems.</p>	<p>INdigital excels in the transition of legacy to NG by implementing a phased approach that transitions the carriers with the highest call volumes as the first step of the process. This has been a proven reliable approach in the transition to SIP / NG9-1-1.</p> <p>This approach provides nearly an instant benefit to the PSAP while safely maintaining legacy interfaces and interoperability during the implementation process.</p>	
10	<p><b>SR-GN017 Spare Parts:</b></p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital operates throughout the State of Florida with a continually growing presence.</p> <p>We keep critical spares in the market to respond efficiently to system failures if they were to occur.</p> <p>All systems are fully redundant, resilient, and capable of handling the entire traffic load for the entire county.</p> <p>A single impairment should have no effect on service availability. INdigital has dedicated support and service employees located in Florida.</p>	
11	<p><b>SR-GN019 System and Network Time Changes:</b></p> <p>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</p>	<p><b>Yes.</b></p> <p>INdigital utilizes the UTC time zone for all logging across our North American infrastructure.</p> <p>This allows for common system timing and logging, and can be easily reformatted to the local time zone if needed.</p>	

	a result of date and time changes.		
12	<p><b>SR-GN020 Single Points of Failure:</b></p> <p>The NG911 Service Provider shall ensure there is no single point of failure in the design and implementation of the NG911 equipment and network within or outside of Broward County.</p>	<p><b>Yes.</b></p> <p>INdigital makes these annual certifications to the FCC, and we plan to share that information with Broward County.</p> <p>All of the systems and services provided in this request are highly redundant and resilient.</p> <p>All pre-production failover testing is transparent to the customer to ensure compliance with this objective.</p> <p>Additionally, we have automated test tools and reporting included in the proposal that ‘pitch and catch’ test calls provide a system wide heartbeat.</p> <p>In addition, automatic backup systems, PRF business rules and other safeguards ensure call delivery in the event of a primary CHE system failure.</p>	
13	<p><b>SR-GN022 System Backups:</b></p> <p>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 Provide shall provide a copy of the proposed backup plan.</p>	<p><b>Yes.</b></p> <p>INdigital maintains daily backups within the NGCS data centers located in Winter Haven, Jacksonville, and Atlanta.</p> <p>Additionally, we backup all data centers into our National Core Services network offsite from these primary data centers.</p> <p>These backups are incremented daily, weekly, and monthly so that we have multiple restoration points to restore data if needed.</p> <p>Further details of the backup strategy is provided in the attachment:</p>	

		2.11 SR-GN015 - Security and Monitoring documentation section High Level Backup and COOP.	
14	<p>SR-GN023 System Restoration:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital will provide documented restoration semi-annually of all systems needed to restore services for Broward County from both regional and non-regional backup repositories.</p> <p>We will restore the backup configuration systems into a separate instance of an INdigital lab environment and transition traffic to this test system to demonstrate the ability of restoring NGCS service from backup using this lab environment.</p> <p>This allows the primary nodes to be unchanged if an unexpected incident were to occur.</p> <p>This will fully demonstrate compliance to Broward IT staff and at least semi-annually.</p> <p>See also:</p> <p>2.11 SR-GN015 - Security and Monitoring documentation section High Level Backup and COOP.</p>	
	<b>Technical Requirements</b>		
<b>General Technical Requirements</b>			
<b>Security/Notification</b>			
1	<p>SN001 Network Operation Center (NOC)/Security Operation Center (SOC):</p> <p>SN001.a The NG911 provider shall provide a NOC/SOC</p>	<p><b>Yes.</b></p> <p>INdigital operates a Network Service Operations Center (NSOC) fully staffed by INdigital employees 24X7X365. The benefit of our NSOC is a reduced reaction time, effective communication, and an overall coordinated response.</p>	

	<p>staffed 24 X 7 X 365 to support for the proposed NG911 System for the County PSAPs.</p>	<p>In addition the NSOC is supported for overflow and backup by contracted U.S. based partners for NOC services.</p> <p>A 3rd party Security SOC / Monitoring partner is always fully engaged for additional security services and oversight.</p> <p>The NSOC monitors company dashboards, support tickets, and telephone service requests in realtime. All actions by the NSOC team members are documented in our CRM system Team Support. This allows visibility and transparency on the steps being taken by INdigital to restore services.</p> <p>Finally, INdigital has a rotation of SME's that are on call to provide immediate escalation support to the NSOC if the problem requires a more complex resolution of an unexpected issue with an OSP or CHE vendor.</p> <p>This provides Broward County multiple layers of resources to respond to critical situations.</p>	
2	<p><b>SN002 U.S.-Based Support:</b></p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital has ensured that all system access is solely U.S. based.</p>	
3	<p><b>SN003 All System Changes Tested:</b></p>	<p><b>Yes.</b></p> <p>INdigital adheres to a change control process that requires all system changes to</p>	

	<p>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.</p>	<p>be documented and stakeholders notified of the changes and anticipated impact.</p> <p>Additionally, this documentation requires a documented back out procedure.</p> <p>Software upgrades and security patches are vetted and tested by INdigital engineers prior to implementation.</p> <p>Much of this testing is completed by INdigital using purpose built automation tools. This allows the company to quickly implement critical patches with extensive testing in a short turnaround time period.</p>	
4	<p>SN004 All Systems Monitored:</p> <p>All networks, hardware, and software shall be monitored and have alarms to notify of out-of-normal operations.</p>	<p><b>Yes.</b></p> <p>All critical systems are monitored and notify the INdigital NSOC via dashboards, email, and text messages depending on the critical nature of the alarm.</p> <p>This can also be extended to Broward County as needed to provide a high level of transparency to the health of the NG911 System.</p> <p>See also: 2.11 SR-GN015 - Security and Monitoring documentation</p>	
5	<p>SN005 Edge Security:</p> <p>The NG911 Service Provider shall deploy Border Control Function (BCFs) at all network edges to include intrusion detection and prevention Systems.</p>	<p><b>Yes.</b></p> <p>INdigital has proposed its own ingress and egress Border Control Functionality (BCF) FEs, as well as the necessary licensing to support IDS &amp; IPS functionality in this response.</p> <p>See also: 2.11 SR-GN015 - Security and Monitoring documentation</p>	
6	<p>SN008 Proactive Cybersecurity Analysis:</p>	<p><b>Yes.</b></p>	

	<p>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.</p>	<p>INDigital scans all public interfaces provided by the company for vulnerabilities multiple times a week.</p> <p>Internal interfaces are scanned monthly with additional quarterly scans for high risk and critical vulnerabilities.</p> <p>Additionally, the company proactively has an independent 3rd party do a SOC2 type 2 audit and report on our cyber preparedness.</p> <p>See also: 2.11 SR-GN015 - Security and Monitoring documentation</p>	
7	<p>SN010 System Logging:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INDigital maintains an audit trail of recent change logs for system changes made by INDigital personnel.</p> <p>Broward County employees would not have access to systems that would allow them to prevent a 911 from being routed and delivered to a PSAP.</p> <p>For the services being offered, the ability to purge logs is immaterial.</p>	
8	<p>SN014 Meet Florida CS/HB 7055 (2022) Cybersecurity Requirements:</p> <p>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</p>	<p><b>Yes.</b></p> <p>INDigital provides ongoing and pro-active security training to all staff.</p> <p>We have an IRP, our plans and policies are based on the NIST CSF.</p> <p>We understand these reporting requirements and that the county is prohibited from paying ransomware.</p> <p>See also: 2.11 SR-GN015 - Security and Monitoring documentation</p>	

	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	<p>SN018 NENA NG-SEC Compliance:</p> <p>The NG911 Service Provider shall be NENA NG-SEC-compliant. The NG911 Service Provider shall provide a completed NENA NG-SEC compliance matrix.</p>	<p><b>Yes.</b></p> <p>INdigital completes the review of the NENA NG-SEC compliance matrix annually and will perform an audit specific to this solution.</p>	
<b>SR-IN 911 Call Ingress</b>			
1	<p>SR-IN002 OSP Integration:</p> <p>For the integration of all OSPs’ connectivity for wireline, wireless, and VoIP traffic, as well as multiline telephone systems (MLTSs), the NG911 Service Provider shall:</p> <ul style="list-style-type: none"> <li>• Coordinate with the County to obtain a letter of authority/agency</li> <li>• Establish interconnection, commercial agreements, and trunking</li> <li>• Provide interface control documents (ICDs) for all OSPs, CHE, and other third-party providers requiring ESInet connectivity</li> </ul>	<p><b>Yes.</b></p> <p>INdigital understands the construct of the ATIS OBF ordering and billing, 251/252 protocols, and LOAs. Senior management was involved in the creation of version 1.0 of this framework.)</p> <p>INdigital has commercial agreements in place with all OSPs believed to be providing retail service on Broward County.</p> <p>ICD documents are available for all parties that will connect to the ESiNet.</p> <p>We are familiar with the establishment of SIP connections under PSHSB 25-143, and our staff is the top filer in this docket. We currently have weekly calls on these matters.</p> <p>Your CSR team will provide weekly and on-demand updates, and we routinely prepare ‘connected OSP reports; for various state DoR to ensure</p>	

	<ul style="list-style-type: none"> <li>• Coordinate with all telecommunications providers and manage circuit order processes, including testing and integration</li> <li>• Analyze current trunk engineering for 911 traffic and validate any trunk rebalancing for public-safety-grade service</li> <li>• Provide updates to the County on the migration status and interface types for all OSPs</li> </ul> <p>The NG911 Service Provider shall provide proposed examples of OSP tracking and ICDs.</p>		
2	<p>SR-IN003 Multiple POIs:</p> <p><b><u>SR-IN003.a</u></b></p> <p>The NG911 Service Provider shall provide multiple POIs for OSPs both locally and nationally with a minimum of four POIs—<del>at least two within Broward County.</del> Having local and national POIs will provide OSPs with interconnection choices.</p> <p><b>The NG911 Service Provider shall list the locations of all POIs that will be used.</b></p>	<p><b>Yes.</b></p> <p>In-state Points of Interconnection (POIs) and in-market call processing facilities are located in Jacksonville, Florida, and Winter Haven, Florida.</p> <p>National POIs for carrier interconnection are strategically located in:</p> <p>Montgomery, Alabama</p> <p>Atlanta, Georgia</p> <p>Chicago, Illinois</p> <p>Indianapolis, Indiana</p> <p>Manchester, New Hampshire</p> <p>Williston, Vermont</p> <p>Additional POIs can be created for local handoff as specified in requirement</p>	

		<b>1.04 (a 1) SR-IN003.b</b>	
3	<p><b>SR-IN004 OSP Connections to POIs:</b></p> <p>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.</p>	<p><b>Yes.</b></p> <p>All new connections to the NGCS are established via SIP. Originating Service Providers (OSPs) may interconnect at the Florida POIs or at INdigital's national POIs. Carriers are notified of INdigital's selection as the 9-1-1 service provider through a letter of authorization and a carrier kickoff meeting. During these notifications, INdigital provides all necessary information for interconnection to serve Broward County, along with project leader contact information. This ensures direct communication between stakeholders and OSPs if additional details are required.</p> <p>Carriers are expected to establish SIP connections to INdigital's POIs at no cost to Broward County. If a carrier is unable to connect via SIP, INdigital supports TDM or eTDM interfaces; however, any costs associated with these alternatives are the responsibility of the OSP, not Broward County.</p>	
4	<p><b>SR-IN005 ALI Migration:</b></p> <p>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</p>	<p><b>Yes.</b></p> <p>All Enhanced 9-1-1 database services will continue until they are fully superseded by Next Generation processes. These include automated SOI file processing, provisioning of pANI loading and ALI steering, and support for Private Switch ALI (MLTS) through a web interface that provides</p>	

<p>transition, including the following as needed:</p> <ul style="list-style-type: none"> <li>● Master Street Address Guide (MSAG) maintenance during the migration of OSPs</li> <li>● MSAG Conversion Service (MCS)</li> <li>● Service order input (SOI) process for subscriber records to include and moves, adds, and changes of ALI records</li> <li>● Integration and provisioning for MLTS databases</li> <li>● Pseudo automatic number identification (pANI) provisioning and shell records management</li> <li>● 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</li> <li>● Provide reporting for all data within the LDB via a web-based tool</li> <li>● Migration plan and migration to i3 call ingress</li> </ul> <p>The NG911 Service provider shall describe the step-by-step process used to</p>	<p>immediate validation feedback for entered ALI records. Authorized PSAP personnel will receive accounts on the web interface, enabling them to view ALI and MSAG records and submit change requests. The web interface also serves as a platform for identifying and resolving discrepancies within the jurisdiction, facilitating communication among carriers, INdigital, and the 9-1-1 Authority.</p> <p>Once the jurisdiction’s NG9-1-1 GIS dataset is deemed sufficiently mature, the MSAG will be derived automatically from the GIS data and provided to carriers for their use. At that point, the jurisdiction’s GIS and addressing authority will be able to concentrate on maintaining the GIS layers (including the legacy fields within the Site/Structure Address and Road Centerline layers) without needing to directly manage the MSAG.</p> <p>When the GIS dataset reaches the required level of accuracy, it will be provisioned into the LVF and ECRF to support location validation, address conversion for carriers, and call routing for 9-1-1 calls. INdigital will evaluate the GIS database’s capability to provide equivalent functionality to the legacy ALI/MSAG system in order to confirm its readiness to replace legacy database functions.</p> <p>Finally, the MSAG Conversion Service (MCS), delivered by the LVF server, will assist carriers in transitioning their subscriber address databases from legacy formats to CLDXF fields. The MCS will also be available to the NGCS to convert civic addresses for</p>	
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	accomplish all required items above.	calls entering from carriers or leaving to the PSAP.	
5	<p>SR-IN006 Manage OSP Migration:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital provides each OSP with a packet of interconnection information at the start of the project. To ensure transparency and strong communication, INdigital maintains a regular meeting schedule with all national and large regional OSPs, as well as with the customer throughout both implementation and post-conversion phases.</p> <p>The frequency of customer meetings is determined by the project phase and is typically defined by the customer. During implementation, meetings are usually held weekly or bi-weekly. After full conversion, meetings are generally held monthly to review support matters. This cadence ensures frequent updates, clear communication, and timely escalation opportunities between INdigital and Broward County.</p> <p>Our references consistently highlight that INdigital’s service management team, dedicated to Florida customers, is highly responsive and proactive in addressing any needs of the Broward County 9-1-1 staff. This collaborative approach underscores INdigital’s commitment to partnering with Broward County to deliver the best possible 9-1-1 service to your communities.</p>	
6	<p>SR-IN007 Integrated Text to 911</p> <p>The NG911 Service Provider shall integrate with the Text Control Center (TCC) to provide text-to-911 via the</p>	<p><b>Yes.</b></p> <p>INdigital provides Text Control Center (TCC) services through the NGCS system, delivered directly to the VIPER via the J-STD-110 standard or through our Text API.</p>	

	<p>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.</p>	<p>Real-Time Text (RTT) is fully supported by the NGCS, including text transfer and text conferencing capabilities.</p> <p>INdigital and Intrado actively participate in NENA ICE events to validate i3 system interoperability. While the VIPER 7 CHE has a relatively limited deployment footprint nationwide, we have conducted successful integrations in lab testing environments.</p> <p>Based on our experience at these industry events and with prior versions of the more widely deployed VIPER system, we do not anticipate any implementation issues with the VIPER 7 CHE.</p>	
<b>SR-GI NG911 Processing</b>			
1	<p>SR-GI001 Governing GIS Standards:</p> <p>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):</p> <ul style="list-style-type: none"> <li>● NENA Standard for NG9-1-1 GIS Data Model, NENA-STA-006.2a-2022</li> <li>● NENA Standard for NG9-1-1 Additional Data, NENA-STA-012.2 2017</li> </ul>	<p><b>Yes.</b></p> <p>INdigital location services comply with these standards.</p>	

	<ul style="list-style-type: none"> <li>● NENA NG9-1-1 United States Civic Location Data Exchange Format (CLDXF) Standard, NENA-STA 004.1.1-2014</li> <li>● NENA GIS and Data Collection Standards, NENA 02-014</li> <li>● NENA Information Document for Synchronizing Geographic Information System Databases with MSAG &amp; ALI, NENA 71-501</li> <li>● NENA Information Document for Development of Site/Structure Address Point GIS Data for 9-1-1, NENA-INF-014.1 2015</li> <li>● NENA Standard Data Formats for E9-1-1 Data Exchange &amp; GIS Mapping, NENA-STA-015.10-2018</li> </ul>		
2	<p>SR-GI002 GIS Datum:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital shall process, validate, and provision the data into the NGCS environment without requiring additional conversion or transformation by the County.</p>	

3	<p>SR-GI003 GIS Transformations and Projections:</p> <p>Transformations between datums require complex calculations and can seriously degrade the accuracy of the GIS data. The County shall retain oversight of all transformations and reprojection of GIS data.</p> <p>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.</p>	<p><b>Yes.</b></p>	
4	<p>SR-GI004 GIS Schema:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital shall provide all necessary field mapping and Extract, Transform, Load (ETL) processes to align the County’s GIS data with the NG911 schema. INdigital shall perform these conversions in a manner that preserves the integrity of the County’s authoritative datasets while ensuring compliance with NENA NG911 GIS standards. All ETL processes shall be documented, repeatable, and coordinated with the County’s GIS staff to support accuracy, transparency, and ongoing synchronization.</p>	

5	<p>SR-GI005 GIS Data Validation Settings:</p> <p>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.</p>	<p><b>Yes.</b></p>	
6	<p>SR-GI006 Legacy Location Data:</p> <p>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 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</p>	<p><b>Yes.</b></p> <p>INdigital operates LDB services and will obtain all ALI and steering records needed from OSPs.</p>	

	assume all costs associated with legacy data acquisition.		
7	<p>SR-GI007 Orphaned ALI Records:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>The INdigital Location Services team will work with OSPs to resolve incorrect ALI information and will update records as necessary until the OSPs provide permanent corrections.</p>	
8	<p>SR-GI008 Transition-Related Costs:</p> <p>The NG911 Service Provider shall assume all costs associated with transitioning to geospatial call routing and location validation and shall plan for such costs in the original proposal. This includes GIS-based MSAG conversion and maintenance during the transition period.</p>	<p><b>Yes.</b></p> <p>INdigital shall assume all costs associated with the transition to geospatial call routing and location validation, and these costs will be incorporated into the original proposal. This includes GIS-based MSAG conversion and maintenance throughout the transition period.</p> <p>During the interim phase, INdigital shall support hybrid routing models in which legacy MSAG-based selective routing remains active in parallel with GIS-based call routing. This ensures uninterrupted 9-1-1 call delivery while GIS data matures and is validated for accuracy. INdigital shall manage MSAG conversion, reconciliation, and maintenance at no cost to the County, while simultaneously provisioning the County’s GIS datasets into the NGCS environment.</p> <p>Once the GIS data achieves sufficient maturity and accuracy, INdigital shall transition Broward County to permanent geo-routing. Calls will then be routed entirely</p>	

		<p>through the LVF and ECRF using County-authoritative GIS data, eliminating the need for MSAG-based routing. This ensures precise call delivery, alignment with NENA i3 standards, and long-term sustainability of the County’s NG911 system.</p> <p>INdigital’s proven processes, already deployed in Florida and multiple other statewide NG911 implementations, ensure a seamless transition from interim to permanent geo-routing without additional cost or operational burden to the County.</p>	
9	<p><b>SR-GI009 SI GIS Data Uploads:</b></p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital accepts Esri file geodatabase uploads through the Spatial Interface (SI) and provisions the data into the NGCS for validation and call routing. Automated validation and feedback reports are provided to the County to ensure data accuracy and consistency.</p>	
10	<p><b>SR-GI010 SI and NGCS Provisioning:</b></p> <p>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 software already in use at the County) for the term of the agreement and migration to NG911.</p>	<p><b>Yes.</b></p> <p>INdigital maintains Esri licensing and associated maintenance fees to support GIS data used in the ECRF, LDB, LIS, and LVF functions.</p>	

11	<p><b>SR-GI011 Nonduplicative GIS Data:</b></p> <p>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).</p>	<p><b>Yes.</b></p> <p>INdigital will work with the County to maintain a single authoritative GIS dataset that supports both NG911 and CAD applications. All fields required for NG911 call routing and location validation, as well as those necessary for CAD operations, will be preserved in the attribution tables to ensure consistency and accuracy. Where NG911 and CAD requirements differ, INdigital will follow the County’s direction and apply CAD standards, such as in cases involving one-way streets versus road centerline attribution.</p> <p>In some cases, to meet PSAP call-routing expectations, INdigital has implemented independent routing datasets within the ECRF. For example, when only Phase I or tower-based location data is received in the PIDF-LO for calls near jurisdictional boundaries, INdigital can update the routing dataset to produce the correct routing outcome without modifying the County’s authoritative GIS dataset. This approach ensures that operational routing needs are met while preserving the integrity of the County’s single GIS dataset for both NG911 and CAD.</p>	
12	<p><b>SR-GI012 Exception Codes:</b></p> <p>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</p>	<p><b>Yes.</b></p> <p>INdigital’s workflow allows County staff to review, classify, and mark exceptions directly within the validation platform, with all exceptions tracked and auditable. Once an exception code is applied, the system will recognize the record in subsequent validations, preventing duplicate or</p>	

	not adversely affect legacy data to GIS match rates.	unnecessary reporting. This process maintains transparency while allowing focus to remain on true discrepancies that could affect call routing or location accuracy.	
13	<p>SR-GI014 SI Message Logging:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>These records are securely retained for a minimum of 30 days, with the option for extended retention if required by the County. INdigital’s logging processes are designed to support auditing, troubleshooting, and compliance with NENA i3 standards while ensuring data integrity and security.</p>	
14	<p>SR-GI015 GIS Database:</p> <p>The NG911 Service Provider’s GIS database shall support updates from Esri geodatabases.</p>	<b>Yes.</b>	
15	<p>SR-GI016 GIS Database Verification and Validation:</p> <p>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.</p>	<b>Yes.</b>	
16	<p>SR-GI017 GIS Data:</p> <p>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</p>	<p><b>Yes.</b></p> <p>All data will be securely stored, accessed only by authorized personnel, and used solely for the purposes of providing NG911 services in accordance with the County’s direction.</p>	

	without the County's consent.		
<b>DAT - Data Processing</b>			
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.	<b>Yes.</b>	
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.	<b>Yes.</b>  INdigital proposes a fully automated GIS data exchange process that leverages secure upload and download (push/pull) mechanisms. Transfers will occur over SFTP or other County-approved secure methods to ensure both efficiency and data integrity.  All GIS data files used for alternate routing configurations will follow the same protocols as the complete GIS dataset. Once data is submitted via the designated transfer method, the system will automatically validate and process the files. No data will be placed into production for 9-1-1 call operations until all participating stakeholders have reviewed and confirmed readiness.  The system supports GIS databases in both GeoPackage (.gpkg) and Esri File Geodatabase (.gdb) formats, with clearly documented data requirements provided to the County to ensure consistency, transparency, and ease of ongoing updates.	
3	DAT003 Data for the PRF:	<b>Yes.</b>	

	<p>DAT003.a The NG911 Service Provider shall provide a process and portal to manage the PRF routing plans.</p>	<p>INdigital will provide a secure web-based portal to manage Policy Routing Function (PRF) routing plans. The portal will allow authorized County and PSAP personnel to view, request, and manage routing plan configurations in real time. All routing plan changes will follow a documented change management process that includes validation, version control, and approval workflows to ensure accuracy and transparency. Audit logging will be maintained for all activities within the portal, and role-based access controls will ensure only authorized users can initiate or approve changes. This process ensures PRF routing plans are managed securely, efficiently, and in alignment with County requirements.</p>	
4	<p>DAT004 Call Handling Equipment Configuration Data:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital will provide all necessary SIP URIs to support call transfers and conferencing. In addition, INdigital will deliver Outbound Call Interface Function (OCIF) services to enable the transfer of 9-1-1 calls to the PSTN for third-party services such as wrecker companies or poison control centers. OCIF functionality will also allow direct dialing of 10-digit numbers from the County's Call Handling System (CHE), ensuring seamless interoperability with external resources.</p>	
5	<p>DAT005 Routing and Configuration Data:</p> <p>The NG911 Service Provider shall provide a process to manage the configuration</p>	<p><b>Yes.</b></p> <p>INdigital maintains a customer database of 9-1-1 transfer and administrative transfer destinations. These destinations will be incorporated into the INdigital NGCS during the conversion process. We will begin by</p>	

	<p>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.</p>	<p>loading all existing destinations currently in use by the County and then add any additional destinations identified as necessary. This will be accomplished through an extensive audit process to ensure accuracy and completeness of all connection points.</p> <p>Once the system is live, the County may submit a service ticket through the INdigital customer portal to request the addition of a new transfer—whether 9-1-1 or PSTN. INdigital will assign the appropriate SIP URI, which will then be shared with VIPER system administrators for integration into the Call Handling Equipment (CHE). INdigital will coordinate and support all testing required between stakeholders to confirm successful activation of any new or updated transfer destinations.</p>	
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**SR-CR Call Routing**

1	<p>SR-CR001 Legacy systems connectivity:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>Since the FCC Report and Order in PSHSB 25-143 was issued, it is nearly impossible to establish new TDM facilities. INdigital recommends, where necessary, the use of emulated TDM by establishing a Point of Interconnection (POI) at the selective router and co-locating a Legacy Network Gateway (LNG) at that location. It should be noted, however, that this process can take considerable time to implement.</p> <p>As an alternative, INdigital can leverage third-party aggregators such as Sinch or Bandwidth to connect to legacy selective routers. This approach is typically more cost-effective and faster to deploy.</p>	
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		<p>Today, INdigital is interconnected with all major NGCS providers in Florida, including Intrado/AT&amp;T, Motorola, and Comtech. As a result, the need for legacy system connectivity has become minimal and is increasingly a remnant of the past.</p>	
2	<p><b>SR-CR002 NG911 Systems Connectivity:</b></p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital has extensive experience establishing and managing ESInet-to-ESInet connectivity in Florida and across multiple states. We are currently interconnected in Florida with all major NGCS providers, including Intrado/AT&amp;T, Motorola, and Comtech, with NGA interconnection underway. This production-proven interoperability framework ensures seamless call transfer capabilities between neighboring ESInets and provides a tested foundation for statewide and regional backup routing strategies.</p>	
3	<p><b>SR-CR003 Rules, Policies and Algorithms:</b></p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital shall provide the County with full documentation of all routing rules, policies, and algorithms available within the NGCS to support call delivery. This includes the configuration of routing groups, overflow policies, time-of-day/day-of-week routing, jurisdictional boundary routing, and alternate routing plans. Documentation will be made available through the INdigital customer portal, along with version control and audit history to ensure transparency and accountability.</p> <p>Routing configurations will be tailored to replicate and enhance the County’s existing routing groups, while leveraging NG911</p>	

		<p>capabilities such as geospatial call routing, policy-based decisioning, and dynamic failover. INdigital will work with County staff to validate all routing logic during implementation and will support ongoing adjustments to ensure call routing policies remain aligned with operational requirements.</p>	
4	<p><b>SR-CR005 Credentialing:</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>● Capability to acquire certificates from a NIOC PCA-vetted Intermediate Certificate Authority (ICA) and ability to validate NIOC PCA Certificates for authenticity</li> <li>● Interoperate with the NIOC PCA for credentialing (vendor NIOC PCA implementation through its own ICA or a state or regional NIOC ICA)</li> <li>● Provide a system that utilizes certificate-based role authentication in</li> </ul>	<p><b>Yes.</b></p> <p>INdigital supports NIOC PCA certificates for secure interoperability. In addition, INdigital has the capability to issue and exchange self-signed certificates between providers where appropriate. Both methods are fully supported within our NGCS environment, ensuring flexibility and compliance with credentialing requirements.</p>	

	<p>accordance with the PCA outlined in NENA-STA-010.3 2021 and in deployment with the NIOC Certificate Policy</p> <ul style="list-style-type: none"> <li>• Support the authentication of roles using the certificate obtained from the NIOC PCA</li> <li>• Support credentialing with the Forest Guide and hierarchical ECRFs when integrated with state or adjacent NG911 systems</li> </ul>		
5	<p>SR-CR006 Call Routing Configurations:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>Our NGCS uses NENA i3-compliant Policy Routing Function (PRF) logic to define and enforce routing behavior. This includes dynamic routing groups, overflow policies, time-of-day/day-of-week rules, and location-based algorithms that can be tailored to replicate the County’s current call distribution model. In addition, INdigital supports policy-driven alternate routing to MEVO, backup PSAPs, or other designated endpoints to ensure no call is lost during outages or service degradation.</p> <p>Routing configurations are applied across redundant and geographically diverse NGCS hosts, ensuring resiliency and high availability. INdigital has deployed this model successfully in multiple states, including Florida, where both regional and county-level PSAPs are supported on the same ESiNet with seamless routing policies.</p>	

		<p>All call-routing rules will be documented, reviewed, and validated with County stakeholders prior to activation. Any updates will follow a formal change management process, with full audit trails and version control available through the INdigital customer portal. This guarantees transparency, operational input, and alignment with the County’s existing call distribution expectations while providing the benefits of a modern, geospatially enabled NG911 environment.</p>	
6	<p>SR-CR007 Services, Applications, and/or Functional Elements Anticipated:</p> <p>The NG911 Service Provider shall provide the following NENA i3-compliant Functional Elements as part of the overall NG911 System:</p> <p><i>SR-CR007.1 Legacy Network Gateway (LNG)/Legacy Selective Router Gateway (LSRG)</i></p> <p>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</p>	<p><b>Yes.</b></p> <p>INdigital is offering a fully compliant Next Generation 9-1-1 service.</p> <p>All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard.</p> <p>All of the Functional Elements of the requirement are included in the Proposed Solution. Please refer to file 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.</p>	

<p>networks. An LSRG provides an interface between a 911 selective router and an ESInet, enabling calls to be 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.</p> <p><i>SR-CR007.2</i></p> <p><i>Border Control Function (BCF)</i></p> <p>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 prevent deliberate or malicious attacks.</p> <p><i>SR-CR007.3 Emergency Services Routing Proxy (ESRP)</i></p> <p>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</p>		
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<p>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.</p> <p><i>SR-CR007.4 Policy-based Routing Function (PRF)</i></p> <p>A PRF stores Policy Routing Rules (PRRs) that are used 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.</p> <p><i>SR-CR007.5 Emergency Call Routing Function (ECRF)</i></p> <p>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 to route an emergency call to the appropriate PSAP for the caller’s location or to a responder agency.</p>		
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<p><i>SR-CR007.6 Location Validation Function (LVF)</i></p> <p>A LVF provides a LoST protocol server where civic location information is validated against the authoritative GIS database information.</p> <p><i>SR-CR007.7 Spatial Interface (SI)</i></p> <p>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).</p> <p><i>SR-CR007.8 Location Database (LDB)</i></p> <p>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.</p> <p><i>SR-CR007.9 Network Time Protocol (NTP) and Time Source</i></p> <p>An NTP service synchronizes network time between servers, clients, and applications across a network. The time source provides consistent, credible, and accurate time</p>		
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<p>synchronization to ensure system performance. This time shall also be synchronized with the internal CHE.</p> <p><i>SR-CR007.10 Master Street Address Guide (MSAG) Conversion Service (MCS)</i></p> <p>An MCS is a service that provides conversion between Presence Information Data Format – Location Object (PIDF-LO) and MSAG data.</p> <p><i>SR-CR007.11 Network-to-Network Interface (NNI) to Other Neighboring NG911 Systems</i></p> <p>An NNI enables the interconnection and exchange of data between different distinct networks or NG911 systems typically operated by different service providers or organizations. An NNI allows disparate networks to seamlessly communicate with each other, facilitating the transmission of voice, data, and multimedia traffic.</p> <p>The NG911 Service Provider shall provide all services, applications, and functions as described above for the County, inclusive of all routing and call handling</p>		
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	requirements outlined in the SOW.		
7	<p>SR-CR010 Emergency Call Routing:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>Emergency routing policies may include load balancing, priority-based routing, overflow routing, and automatic failover to alternate PSAPs, MEVO, or backup environments. All routing logic will be fully documented, tested with stakeholders, and subject to a formal change management and validation process to guarantee accuracy and transparency.</p> <p>This approach ensures that during emergency events, Broward County maintains uninterrupted 9-1-1 service with resilient and flexible call-routing options across both Regional and Non-Regional environments.</p>	
8	<p>SR-CR012 Overflow Notification:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INDigital supports metadata conveyance alongside the SIP INVITE that delivers the emergency call.</p> <p>When a call is overflow routed, the call signaling can include additional data objects:</p> <p>Call Reason or equivalent indicators in SIP headers / PIDF-LO extensions</p> <p>Event information in the SIP Reason header (example, “overflow routing”)</p> <p>Here is an example from a production system serving Lee County FL.</p> <p>History-Info:  &lt;sip:sos@leecoemerdispatchcenter.lee.fl.us. [REDACTED]?Reason=NENAI3v3%3B</p>	

		<p>cause%3D200%3Btext%3DNormal%20Route&gt;;index=1</p> <p>History-Info:  &lt;sip:sos@leecoso.lee.fl.us.█?Reason=NENAI3v3%3Bcause%3D402%3Btext%3DCongestion%20or%20RTO&gt;;index=2</p> <p>This particular call was routed to a secondary route because of Congestion at the first destination.</p>	
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**SR-NR Network Redundancy and Resiliency**

1	<p>SR-NR001 Redundant Circuits into the VIPER Load Balancers:</p> <p>The NG911 Service Provider shall provision two redundant circuits into each location to terminate at the VIPER load balancers.</p>	<p><b>Yes.</b></p> <p>These diverse circuits will be engineered to provide high availability and resiliency, ensuring no single point of failure. Circuit paths will be geographically and logically separated to the extent possible, with continuous monitoring and failover capabilities to maintain uninterrupted 9-1-1 call delivery.</p>	
2	<p>SR-NR002 Redundant Circuits into the VIPER Servers:</p> <p>The NG911 Service Provider shall provision two circuits into two locations in each environment (Regional and Non-Regional) to terminate at the VIPER servers.</p>	<p><b>Yes.</b></p>	
3	<p>SR-NR003 Diverse Power:</p> <p>All power shall be redundant and diverse (i.e., at least two separate circuits) with a UPS system and generator</p>	<p><b>Yes.</b></p>	

	backup for each component of the NG911 System.		
4	<p>SR-NR004 Diverse and Redundant Circuits:</p> <p>All voice and data circuits shall be redundant and delivered via diverse entrances into all facilities.</p>	<b>Yes.</b>	
5	<p>SR-NR006 Maintain Active Calls:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INDigital implement routing resiliency consistent with NENA i3 (NENA-STA-010.3-2021) requirements for survivable ESInets. The ESInet shall employ:</p> <ul style="list-style-type: none"> <li>• Dynamic routing protocols (OSPF or IS-IS) with Bidirectional Forwarding Detection (BFD) for sub-second detection and rerouting of IP path failures.</li> <li>• BGP with BFD at ESInet boundaries to ensure diverse path continuity between networks.</li> <li>• SIP signaling over SCTP multi-homing where supported, or equivalent methods, to allow session continuity during circuit failover.</li> <li>• DNS SRV/NAPTR failover for SIP proxy and ESRP redundancy.</li> </ul> <p>This will allow for SIP sessions not be dropped during a single circuit or node failure, and that associated call metadata is preserved during reroute.</p>	
6	SR-NR008 Circuits Monitored:	<b>Yes.</b>	

	SR-NR008.a All circuits shall always be monitored to ensure they are available when needed.		
<b>NG911 Call Delivery</b>			
<b>SR-DL 911 Call Egress/Call Delivery to All PSAPs</b>			
1	<p>SR-DL002 NG911 Circuit Bandwidth:</p> <p>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 will be large enough to handle all traffic.</p>	<b>Yes.</b>	
2	<p>SR-DL003 Interface to VIPER:</p> <p>The NG911 Service Provider shall interface the NGCS into the County's VIPER 7 platform to allow the NGCS and CHE to exchange routing and activity data, including all 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</p>	<p><b>Yes.</b></p> <p>INdigital will work cooperatively with stakeholders to implement ACD and IVR functionality for the VIPER system. These are standards-based interfaces, fully supported within an i3-compliant environment.</p> <p>VIPER is an i3-compliant CHE system, and INdigital is an i3-compliant NGCS provider. While VIPER 7 currently has a limited deployment footprint, we do not anticipate any compatibility issues with the standard interfaces requested in this RFP.</p>	

	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.	<b>Yes.</b>	
4	SR-DL008 Early Media and Ring Back:  To permit the functions in the VIPER, the NGCS shall support 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.	<b>Yes.</b>  This is a common configuration request across multiple CHE manufactures and not unique to VIPER.	
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	<b>Yes.</b>  INdigital supports SIP 183 messaging to deliver early media during call setup, ensuring that ring-no-answer conditions do not negatively impact the ACD in use within the Regional environment.  While VIPER 7 currently has a limited deployment footprint nationwide, INdigital	

	Service Provider shall provide at least three other VIPER 7 implementations where the proposed NG911 System has been successful.	has successfully demonstrated interoperability with VIPER systems in both lab and production environments through NENA ICE events and industry testing. These validations confirm full compatibility between INdigital's NGCS and VIPER 7 using i3-compliant standard interfaces.	
6	SR-DL010 Call Back and Bridging: The NGCS shall support the ability to call back 911 callers and to bridge the calls to various agencies within and outside of Broward County.	<b>Yes.</b> The proposed solution includes OSP callback services where they have made this feature available. The FEs in the ESiNet provide extensive call (and SIP bridging services for all media types.	
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.	<b>Yes.</b> OCIF is an i3-standard interface delivered through the NGCS. All i3-compliant CHE, including VIPER 7, are fully compatible with this service.	
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	<b>Yes.</b> INdigital provides i3-compliant bridging and conferencing services that excel this capability. All interfaces seamlessly interoperate with all working major CHE and NNi platforms that support i3 protocols.	

	<p>this function has been integrated to VIPER 7 implementations.</p>		
9	<p>SR-DL013 Legacy Selective Router Retirement:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital will migrate all interconnecting OSPs to SIP.</p> <p>In alignment with the FCC requirement in order PSBHSB 25-143, all carriers are mandated to interconnect via SIP to NG-ready PSAPs.</p> <p>Once this migration is completed within the FCC’s 6-12 month timeline, all legacy selective router services and LNGs can be decommissioned (unless required for a non-qualified MLTS provider granted authority by the County).</p>	
10	<p>SR-DL014 Call Delivery Monitoring and Notifications:</p> <p>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.</p>	<p><b>Yes.</b></p>	
<p><b>SR-AF Alternate Call Routing/Failure</b></p>			
1	<p>SR-AF001 Activation of Alternate and Failover Routing:</p> <p>The NG911 System provided by the NG911 Service Provider shall permit the activation of alternate and failover routing to, at a minimum, mirror the current County routing by using</p>	<p><b>Yes.</b></p> <p>INdigital will coordinate PRF strategies with the County and the PSAPs to define rollover plans for common impairments such as congestion, busy signals, or service unavailability.</p> <p>Additional routing actions may be executed through our PSAP Re-Route Tool (PRRT), which provides a secure web-based interface</p>	

	<p>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.</p>	<p>that allows PSAP personnel to log in and redirect calls to alternate locations as needed.</p> <p>For further support, INdigital’s Network and Security Operations Center (NSOC) is available 24x7 to assist with re-route requests and ensure calls are delivered without interruption.</p>	
2	<p>SR-AF002 Regional Environment Failover:</p> <p>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 Service Provider shall describe the method of marking the calls and list other locations where this has been accomplished.</p>	<p><b>Yes.</b></p> <p>INdigital utilizes tags and reason codes within call signaling that can trigger specific actions by the VIPER 7.</p> <p>In addition, the NGCS can update the SIP URI to designate alternate destinations, enabling the VIPER 7 to make accurate call delivery decisions. These methods are standard call presentation practices for CHE platforms shared by multiple PSAPs and are fully supported in INdigital’s NG911 architecture.</p>	
3	<p>SR-AF003 Non-Regional Environment Failover:</p> <p>The NG911 System provided by the NG911 Service Provider shall support the</p>	<p><b>Yes.</b></p> <p>The ESiNet can accept re-routed calls from the VIPER 7, when it is presented with the appropriate SIP URI.</p>	

	<p>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.</p>	<p>The NGCS then re-routes the call to the designated PSAP based on the provided information.</p> <p>The ESiNet is also capable of re-routing calls outside of the VIPER environment, depending on the rejection codes received from the VIPER.</p> <p>For example, 4xx, 5xx, and 6xx rejection codes can trigger alternate PRF strategies to ensure calls are delivered to the proper destination without interruption.</p>	
4	<p>SR-AF004 Automatic Activation of Call Routing to the Other Environment:</p> <p>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</p>	<p><b>Yes.</b></p> <p>INdigital implements alternate routing strategies based on the SIP response codes received from the VIPER 7 system. For example, specific 4xx, 5xx, or 6xx response codes can trigger predefined PRF policies to redirect calls to alternate destinations.</p> <p>In the event of a complete VIPER failure where no SIP messaging is received, INdigital employs custom timers within the NGCS.</p> <p>Once the timer expires, the system automatically executes an alternate routing decision, ensuring calls are delivered to a designated backup destination without requiring interaction with the VIPER.</p>	

	PSAP and list where this has been implemented.		
5	<p>SR-AF005 Activation of Call Routing to Other NG911 Systems:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital would update the History-Info and Reason Parameter within the SIP PIDFL0 messaging of the call.</p> <p>This allows for i3 compliant CHE systems to present the reason this out of jurisdiction call was presented to the alternate PSAP.</p>	
6	<p>SR-AF006 Legacy Selective Router Connectivity to Neighboring Agencies:</p> <p>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</p>	<p><b>Yes.</b></p> <p>INdigital supports code transfers to the LSRG via LPG services.</p> <p>The code is intercepted by the LPG and updated with the associated SIP messaging for the NGCS and LSRG to make the appropriate translation to complete the transfer to the Legacy Selective Router.</p> <p>Although this is supported, it is unlikely to remain necessary given our fast pace of NG 911 deployments in Florida.</p> <p>But we can support those who choose the legacy technology of AT&amp;T.</p>	

	provided by the County. The NG911 Service Provider shall describe how this requirement will be accomplished.		
7	<p>SR-AF007 NG911 System Connectivity to Neighboring Agencies:</p> <p>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 requirement will be accomplished.</p>	<p><b>Yes.</b></p> <p>All working NGCS providers in Florida (and adjacent states) have interconnection agreements with each other for the transfer, presentation and general interoperability of NG9-1-1 systems.</p> <p>INdigital has active bi-directional agreements with AT&amp;T / Intrado, Lumen, and MSI that operate in Florida. (We also have agreements with Comtech.)</p> <p>SIP URI translations are made between systems vendors. INdigital would also support the use of a Forest Guide if one is established for Florida.</p>	
	<b>Functional Requirements</b>		
<b>NG911 Call Delivery</b>			
<b>SR-CP Call Processing</b>			
1	<p>SR-CP001 Integrate with VIPER 7:</p> <p>The NG911 Service Provider shall integrate with VIPER 7 in both environments (Regional and Non-Regional).</p>	<b>Yes.</b>	
2	<p>SR-CP001.1 Integrate with VIPER 7 in the Regional Environment:</p>	<p><b>Yes.</b></p> <p>INdigital would extend the ESiNet connections to the VIPER host POIs. Establishing a new trunking interface to the</p>	

	<p>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.</p>	<p>VIPER would allow for the system to be extensively tested without disrupting current 9-1-1 traffic.</p> <p>Once testing is completed, we would interface to the legacy network using LPG and LSRGs.</p> <p>This makes the new SIP NG service in production and ready for carrier conversions.</p> <p>We would then coordinate with carriers individually for the turn up of NG911 services from each OSP. This would continue until all carriers have turned down legacy interfaces to the SR and have migrated to NG9-1-1 at the INdigital POI's.</p>	
3	<p>SR-CP001.2 Integrate with VIPER 7 in the Non-Regional Environment:</p> <p>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 functions. The NG911 Service Provider shall describe how this is accomplished.</p>	<p><b>Yes.</b></p> <p>INdigital would extend ESiNet connections directly to the non-regional PSAPs.</p> <p>If these PSAPs are served by a 3rd party 911 provider, we would provide interoperability via LSRG trunking or a direct ESiNet to ESiNet NNI SIP interoperability connection arrangement.</p>	
4	<p>SR-CP002 Data Supports VIPER 7 Functions:</p> <p>SR-CP002.a The NG911 Service Provider shall work cooperatively with the CHE vendor to ensure that the</p>	<p><b>Yes.</b></p> <p>INdigital has a full depth of experience interfacing to all major CHE providers. This includes VIPER, Solacom, Vesta (legacy, DMS, and Nxt), as well as many others.</p>	

	<p>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.</p>		
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**SR-IT Interfaces**

1	<p>SR-IT001 Interface Documentation:</p> <p>The NG911 Service Provider shall provide interface documentation on the configurations and data exchanges to the other interface vendors and work cooperatively to interconnect. These include but may not be limited to:</p> <ul style="list-style-type: none"> <li>● Incoming POIs</li> <li>● Legacy Systems</li> <li>● Other NG911 Systems</li> <li>● PSTN, Wireless and VoIP systems</li> <li>● VIPER EIDO Server</li> <li>● TCC</li> </ul> <p>The NG911 Service Provider shall provide an example of interface documentation and list all interfaces that have</p>	<p><b>Yes.</b></p>	
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	been implemented from the proposed NG911 System.		
2	<p>SR-IT002 Interfaces:</p> <p>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.</p> <p><i>SR-IT002.1</i> Incoming POIs</p> <p><i>SR-IT002.2</i> Legacy systems</p> <p><i>SR-IT002.3</i> Other NG911 systems</p> <p><i>SR-IT002.4</i> PSTN, wireless, and VoIP systems</p> <p><i>SR-IT002.5</i> VIPER EIDO server</p> <p><i>SR-IT002.6</i> TCC</p>	<p><b>Yes.</b></p> <p>INdigital has a full depth of experience interfacing to all major CHE providers.</p> <p>POI interfaces will follow standard industry practices, testing methods and turn up.</p> <p>Legacy systems will follow standard industry practices, testing methods and turn up.</p> <p>Other NG911 Systems are currently interconnecting and operating in production.</p> <p>PSTN and VoIP systems will follow standard industry practices, testing methods and turn up.</p> <p>VIPER EIDO server will follow Intrado’s provisioning methods and procedures.</p> <p>TCC services are part of our Proposed Solution, and will follow standard industry practices, testing methods and turn up.</p>	
<b>RPT - Reports</b>			
1	<p>RPT002 Reporting Platform PSAP Functions:</p> <p>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</p>	<p><b>Yes.</b></p> <p>See also 2.25 SR-GN021 reporting platform.</p>	

	reports shall be able to run for specific PSAPs and be able to limit to specific PSAPs for specific users.		
	<b>NG911 System Deployment</b>		
<b>Initial Deployment</b>			
1	<p>SD001 General Requirements:</p> <p>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 assigned to NG911 Service Provider staff must be maintained and kept in working order throughout the entire project.</p>	Yes.	
2	<p>SD002 Site Survey:</p> <p>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.</p> <p>During the site survey, the NG911 Service Provider shall:</p>	Yes.	

<ul style="list-style-type: none"> <li>● Determine the interface cable lengths</li> <li>● Determine the power requirements</li> <li>● Determine hardware installation requirements at each PSAP—six (6) total</li> <li>● Provide a copy of the site survey, site summary, and recommendations within five (5) business days after completion of all sites surveys and data gathering meetings.</li> <li>● Determine rack usage space at each PSAP—six (6) total</li> </ul> <p>Any recommended or remediation actions by the NG911 Service Provider shall be completed before beginning hardware installations.</p> <p>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</p>		
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	with the County's E911 and Operation staff.		
3	<p>SD003 Design Meetings:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>Job one will be to get the E911 team some new SWAG that says NG911 on it.</p>	
4	<p>SD004 Design Specifications:</p> <p>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.</p>	<p><b>Yes.</b></p>	
5	<p>SD005 Implementation Strategy:</p> <p>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</p>	<p><b>Yes.</b></p> <p>INDigital provided an attachment that illustrates our typical strategy/approach with examples.</p> <p>As stated in that document, the finalized implementation plan will incorporate input from the county for all environments and the entire project.</p>	

	<p>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.</p>	<p>See also: 2.11 PS001.1 - Project Management Plan</p>	
6	<p>SD006 NGCS Preparation and Configuration:</p> <p>The NG911 Service Provider shall configure the hardware and software required for the NG911 System in accordance with the agreed-to design document.</p>	<p>Yes.</p>	
7	<p>SD007 Engineering and Ordering of IP Circuits as Necessary:</p> <p>The NG911 Service Provider shall design, order, and implement IP circuits to the various required PSAPs and POIs.</p>	<p>Yes.</p>	
8	<p>SD008 Procurement and Pre-configuration of Equipment to be Installed at the PSAPs:</p> <p>The NG911 Service Provider shall procure and</p>	<p>Yes.</p>	

	pre-configure equipment to be installed at the PSAPs.		
9	<p>SD009 Site Preparation and Circuit Delivery:</p> <p>The NG911 Service Provider shall prepare the site and deliver the circuits into the PSAPs.</p>	<p><b>Yes.</b></p>	
10	<p>SD010 Equipment Delivery to the PSAPs:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital will make arrangements for all equipment shipments to be at its own facility and risk.</p>	
11	<p>SD011 Installation at the Regional PSAPs:</p> <p>The NG911 Service Provider shall install the required equipment at the Regional PSAPs.</p>	<p><b>Yes.</b></p>	
12	<p>SD012 Connectivity between the PSAP and NGCS at the Regional PSAPs</p>	<p><b>Yes.</b></p>	

	<p>The NG911 Service Provider shall interconnect, configure, and test the Regional PSAP installed equipment to communicate with the NGCS data centers.</p>		
13	<p><b>SD013</b> Configuration of the CHE and Other Interfaced Systems at the Regional PSAPs:</p> <p>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.</p>	<b>Yes.</b>	
14	<p><b>SD014</b> Installation at the Non-Regional PSAPs:</p> <p>The NG911 Service Provider shall install the required equipment at the Non-Regional PSAPs.</p>	<b>Yes.</b>	
15	<p><b>SD015</b> Connectivity between the PSAP and NGCS at the Non-Regional PSAPs:</p> <p>The NG911 Service Provider shall interconnect, configure, and test the Non-Regional PSAP installed equipment to communicate with the NGCS data centers.</p>	<b>Yes.</b>	

16	<p>SD016 Configuration of the CHE and Other Interfaced Systems at the Non-Regional PSAPs:</p> <p>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.</p>	<p><b>Yes.</b></p>	
<b>Testing</b>			
1	<p>TS001 System Testing:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital has extensive experience in this type of deployment and testing regime. We will work with Broward on a test plan, and fully welcome the county's participation.</p> <p>See also:</p> <p>2.11 TS001 - System Test Plan and 2.11 PS001.1 - Project Management Plan</p>	
2	<p>TS002 Preliminary Acceptance Testing (PAT):</p> <p>Preliminary Acceptance Testing will allow the County to verify all configuration</p>	<p><b>Yes.</b></p> <p>INdigital has extensive experience in this type of deployment and testing regime. We will work with Broward on a test plan, and fully welcome the county's participation.</p>	

	<p>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 ready for Preliminary Acceptance Testing.</p> <p>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.</p>	<p>See attachments</p> <p>2.11 TS001 - System Test Plan and 2.11 PS001.1 - Project Management Plan for communication of plan and results</p> <p>INdigital understands, and as stated above expects to work closely with the county to ensure successful testing and required testing.</p> <p>It is understood that development of these plans will require onsite participation. The provided test plan sample also accounts for logging, communicating, remediation and re-testing.</p>	
3	<p>TS003 Provide Test Environment:</p> <p>The NG911 Service Provider shall provide access to the NG911 System in a testing</p>	<p><b>Yes.</b></p> <p>INdigital will create a lab (isolated testing environment) that is segmented from the</p>	

	environment. This should be the actual hardware and software that is not interconnected to the live environment.	solution's production environment with the same hardware and software versions.	
4	<p>TS004 Final Acceptance Testing (FAT):</p> <p>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.</p> <p>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.</p>	<p><b>Yes.</b></p> <p>See compliance statement above to requirement TS002 for planning, coordination, and documentation.</p> <p>INdigital understands the County's requirements for acceptance criteria.</p>	
<b>Go-Live and Post Go-Live</b>			

1	<p><b>GL001 Go-Live (Cut Over):</b></p> <p>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.</p> <p>The plan must be a step-by-step event plan with every activity along with the expected duration of each activity.</p> <ul style="list-style-type: none"> <li>● The NG911 Service Provider will coordinate all required parties for the cutover</li> <li>● PSAP and County representatives will make the final determination to back out or tentatively accept the Go-Live.</li> <li>● The County reserves the right to determine when a backout procedure is initiated.</li> </ul>	<p><b>Yes.</b></p> <p>See also:</p> <p><a href="#">2.11 TS001 - System Test Plan and</a></p> <p><a href="#">2.11 PS001.1 - Project Management Plan</a></p>	
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2	<p><b>GL002 Go-Live by Environment:</b></p> <p>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.</p>	Yes.	
3	<p><b>GL003 Post Go-Live Support:</b></p> <p>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.</p>	Yes.	
<b>Training</b>			
1	<p><b>TRN001 Train-the-Trainer Training:</b></p> <p>The NG911 Service Provider shall provide minimum three onsite train-the-trainer</p>	Yes.	

	<p>training sessions of up to fifteen (15) people per session on the dashboard/portal, PRF, incident reporting, ticketing tools, and other provided interfaces and applications to County staff.</p>		
2	<p>TRN002 Dashboard/Portal Training:</p> <p>The NG911 Service Provider shall provide minimum three onsite user training sessions on the dashboard/portal to County and PSAP staff.</p>	Yes.	
3	<p>TRN003 GIS Tool Training:</p> <p>The NG911 Service Provider shall provide minimum one onsite training session on the GIS tools provided.</p>	Yes.	
4	<p>TRN004 Incident Reporting and Ticketing Tool Training:</p> <p>The NG911 Service Provider shall provide minimum three onsite training sessions on incident reporting, the retrieval of service request data, and ticketing tools.</p>	Yes.	
5	<p>TRN005 PRF Management Training:</p> <p>The NG911 Service Provider shall provide minimum two onsite training sessions on PRF management.</p>	Yes.	

6	<p>TRN006 Change Management Training:</p> <p>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.</p>	<p><b>Yes.</b></p>	
7	<p>TRN008 Training Materials and Curriculum:</p> <p>TRN008.a Training materials and curriculum shall be provided minimum 60 business days prior to the respective training.</p>	<p><b>Yes.</b></p>	
<p><b>Maintenance and Support Requirements</b></p>			
<p><b>Maintenance and Support</b></p>			
1	<p>SR-MR001 Maintain Compliance with the Current Industry Standards:</p> <p>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</p>	<p><b>Yes.</b></p> <p>INdigital is an active participant in the development and testing of NENA i3 standards. As new standards are adopted, INdigital will create product specifications for software development.</p> <p>Once the software is developed it is QA/QC via an automated test toolset to ensure forward and backward compatibility.</p> <p>With the previous established requirement that Broward will not be an FOA site, once QA/QC testing is completed, INdigital will coordinate with the county for an upgrade to either the A side or the B side of the system</p>	

	<p>standards within twenty-four (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.</p> <p>The NG911 Service Provider shall describe the process used to identify, develop, test, and implement new standard components, functions, and applications.</p>	<p>to test in production for a period time as specified by the County.</p> <p>This allows for the system to be reverted back to the pre-existing configurations without the need to uninstall upgrades. Once the production testing is completed with a soak period, the upgrade will then be deployed throughout the infrastructure of the previous software version following the same protocols.</p>	
2	<p>SR-MR003 Configuration Management:</p> <p>The configuration management process shall include the following:</p> <ul style="list-style-type: none"> <li>• Frequency of scheduled software releases and the decision-making processes involved in determining what features and defect resolutions to include in a scheduled release.</li> </ul>	<p><b>Yes.</b></p> <p>As described previously all maintenance will be planned, scheduled and implemented according to the INdigital change management process with an IWSP. The IWSP's track changes being implemented and the process followed will include backout procedures to return to the previous state should there be problems identified through implementation and testing that were unforeseen in preimplementation testing.</p> <p>Our software development team utilizes the JIRA platform for workflow and</p>	

<ul style="list-style-type: none"> <li>● 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.</li> <li>● The NG911 Service Provider shall provide access to the defect tracking system to allow the County to track the progress of defect resolutions.</li> <li>● 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.</li> <li>● 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</li> </ul>	<p>documentation of the development process throughout a systems development life cycle (SDLC).</p> <p>Defects or issues during project implementation will be logged in our RAID log &amp; Issue tracker which will be shared and communicated with the County project team.</p> <p>See also:</p> <p>2.11 PS001.1 - Project Management Plan for more details on tracking during project implementation.</p> <p>After project implementation the issue or defect would be captured and communicated/shared with the County through our help desk ticketing system Team Support.</p> <p>The team will evaluate and determine the mitigation strategy depending on the severity and impact of the defect identified. In lieu of any identified critical or emergency release to counter high risk vulnerability or severely impacted systems the routine release or patching would be performed quarterly with cumulative packages.</p> <p>Note that new functionality created by INdigital or major software releases would not follow this routine cycle, but would follow the change management / update processes as described above.</p>	
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	<p>former configuration. The configuration management procedure shall be available to maintenance personnel and County staff.</p> <p>The NG911 Service Provider shall describe the process used or provide example notifications and procedures.</p>		
3	<p>SR-MR006 Manage OSP Moves, Adds, and Changes:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>The FCC provides an online portal to notify the Originating Service Providers of the request to invoke the provisions of FCC 24-178. (a/k/a PSHSB 25-143) This is a simple web form filled out by the PSAP or at the direction of an authorized person of the 911 jurisdiction.</p> <p>The 911 authority provides a list of PSAPs, location of NGCS POIs and certification the CHE is ready to accept SIP based calls for phase 1 compliance.</p> <p>There is a second phase of compliance called phase 2 which requires OSPs to provide location via PIDFLo with the SIP call.</p> <p>In our experience with over 56 filings of this type, we recommend requesting phase 1 first, then request phase 2 later.</p> <p>Many of the OSPs are scrambling to just complete phase 1 interconnection. Making a phase 1 and phase 2 request simultaneously increases the implementation difficulty considerably for all stakeholders.</p>	
4	<p>SR-MR007 Legacy System Monitoring:</p>	<p><b>Yes.</b></p>	

	<p>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.</p>		
5	<p>SR-MR008 Removal of Legacy Systems and Circuits (Move to Maintenance and Support):</p> <p>After 30 days of no traffic, the NG911 Service Provider shall manage the termination of the unused legacy systems and circuits. The NG911 Service Provider should coordinate the removal of unused equipment from the PSAPs.</p>	<p><b>Yes.</b></p>	
6	<p>SR-MR010 Scheduled Maintenance:</p> <p>The NG911 Service Provider shall coordinate all scheduled maintenance</p>	<p><b>Yes.</b></p> <p>The scheduling of maintenance will be performed according to our Change Management policy which requires INdigital Work Safety Plans (IWSP's) ensuring service</p>	

	<p>using the change management process. This shall include:</p> <ul style="list-style-type: none"> <li>• Scheduled downtime</li> <li>• Preventative maintenance</li> </ul>	<p>availability through coordination and communication with the County and identified stakeholders.</p> <p>See also: 2.11 SR-GN007 - IWSP / maintenance operations plan</p>	
7	<p><b>SR-MR011 Mandatory Meetings:</b></p> <p>The NG911 Service Provider shall attend the following meetings with the County in person:</p> <ul style="list-style-type: none"> <li>• Executive Meetings – Semi-annual to review performance with the NG911 Service Provider’s executive team.</li> <li>• Performance Review Meetings – Monthly or quarterly to review performance.</li> </ul>	<p><b>Yes.</b></p> <p>INdigital will provide a dedicated Market Manager (CSR.) This market manager will be fully knowledgeable with the solution provided, its operation and current state through the helpdesk, reporting, and regular communications with the County. This individual will facilitate and/or lead these meetings.</p>	
8	<p><b>SR-MR012 GIS Maintenance:</b></p> <p>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.</p>	<p><b>Yes.</b></p> <p>The method to provide GIS data updates will adhere to the established protocol via SFTP or other Broward approved methods to ensure consistency and reliability throughout the data exchange process.</p> <p>The frequency of GIS data updates will be determined by the GIS authority based on their operational needs and update schedules. This approach allows each authority the flexibility to manage updates in alignment with their internal processes, data maintenance cycles, and resource availability. Data dropped off via the</p>	

		<p>designated transfer method will be automatically processed by the system. Before use in production, INdigital will perform the following checks on the GIS data:</p> <ul style="list-style-type: none"> <li>• All polygon layers completely fill, but do not extend outside of the Provisioning Polygon</li> <li>• All polygon layers (except the Provisioning Polygon) have no gaps or overlaps in their set of polygons beyond the agreed-upon tolerance setting.</li> <li>• The accuracy of the geodetic components of the RCL and SiteStructure layers will not be verified as it is assumed that the GIS provider has curated the data.</li> <li>• Using the attributes of the RCL layer, no road-centerline range will overlap another</li> <li>• All addresses in the Site/Structure layer are included in an RCL segment. (Due to validation considerations, the NENA standards allow for Sites that are not included in an RCL, but until all agencies are fully i3, INdigital recommends avoiding this situation. The RCL segment may be in an adjoining Provisioning Polygon.)</li> </ul>	
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**Service Level Expectations**

1	<p>SR-SLA001 Availability: The NG911 Service Provider shall maintain 99.999% availability for all components of the NG911</p>	<p><b>Yes.</b></p>	
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	System for each PSAP. Availability will be calculated by the total downtime at the PSAP divided by the total available time per month.		
2	<p>SR-SLA002 Equipment and Support Staff Availability:</p> <p>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.</p>	Yes.	
3	<p>SR-SLA003 Response and Resolution Times:</p> <p>SR-SLA003.a The NG911 Service Provider shall resolve all issues and failures within the agreed upon response and resolution times.</p>	Yes.	
4	<p>SR-SLA004 Supply Chain:</p> <p>Due to events with the pandemic, the County seeks confirmation that any committed plan and/or</p>	<p>Yes.</p> <p>INdigital maintains inadequate inventory of equipment to provide NGCS services.</p>	

	<p>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.</p>	<p>We operate as a national provider for NG9-1-1 services covering over 100 million people in North America.</p> <p>We use only US based equipment manufacturers and have policies in place to limit the impact of supply chain issues to the greatest extent possible.</p>	
5	<p>SR-SLA005 Reason for Outage and Root Cause Analysis (RCA):</p> <p>SR-SLA005.a After any issues are reported, the NG911 Service Provider shall provide a preliminary reason for outage (RFO) and restore 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.</p>	<p><b>Yes.</b></p>	
6	<p>SR-SLA006 RFO/RCA Follow Up:</p> <p>RFO/RCA reports that include any short- and/or long-term remedies, including implementation schedules, shall include follow-up reporting. The</p>	<p><b>Yes.</b></p>	

	County shall be notified by the NG911 Service Provider regularly (at minimum daily or weekly until fully resolved) and as actions are completed.		
<b>Final Acceptance Criteria</b>			
1	FAC001 Final Acceptance: After successful Preliminary Acceptance Testing and Go-Live, the County shall conduct Final Acceptance Testing alongside NG911 Service 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.	Yes.	

The information on this Project Questionnaire remains subject to County review and verification during the evaluation process.

# PROJECT IMPLEMENTATION PLAN

## Project Management Summary

The proposed solution includes a dedicated project manager with an executive management sponsor overseeing project goals and objectives. This individual, along with the Market/Service Manager, will serve as the primary contact with all contracted staff to ensure the project schedule and all milestones are met. To accomplish this goal, the project manager will apply appropriate Project Management Institute principles that align with the Project Management Body of Knowledge (PMBOK).

This individual will fully coordinate and organize timely project status calls to review the execution of tasks and activities focused on the Statement of Work (SOW). These calls will be set at an agreed upon cadence. The cadence may change based on needs of the phase of the project. The statement of work will include a responsibility matrix for the project.

Additionally, a monthly or bi-monthly, written report will be prepared for the benefit of the board. Any outstanding tasks or action items identified as key to the project's success will be coordinated and assigned by the designated project manager. This high-level management, collaboration, and execution of tasks will result in the successful implementation and management of the proposed solution and related services as defined in the RFP and resulting contract.

Following contract execution, the project manager will coordinate a kick-off meeting with board personnel, working together to establish expectations and content ahead of time.

Following the completion of the kick-off meeting, the project manager will provide a detailed project schedule, including project phases, tasks, and milestones with specific starting and completion dates.

This RFP and the signed contract will serve as the project charter and budget baseline. Project management plans include:

- Work Breakdown Structure (WBS)
- Schedule Baseline
- Change Management
- Communications Management
- Conflict Resolution

- Acceptance Testing
- End of Project Report
- Lessons Learned

Technical documents will include originating service provider (OSP) conversion documents, "as built" drawings, comprehensive test plans, build sheets, policy routing function (PRF) documentation, training materials, project notes, and other ad hoc reports as needed.

A real-time punch list via sheets, xls or PDF will be provided, which provides a visual of specific tasks within the overall project plan.

Inherent in the statement of work will be monitoring and controlling the installation and milestones for deploying the proposed system. This will mitigate risks and ensure the system meets the design specifications and delivery requirements.

***Remainder intentionally left blank.***

## Example Project Gant Chart :

Task	Q1			Q2			Q3			Q4			Q1		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
1 <b>Contract Signing</b>	Contract Signing														
2 <b>Milestone - Contract Execution</b>															
3 Pre-Project Planning	Pre-Project Planning														
4 Detailed Baseline Project Plan Complete	Detailed Baseline Project Plan Complete														
5 Co-Location Agreement Finalized	Co-Location Agreement Finalized														
6 PSAP Notification, Planning, and Coordination	PSAP Notification, Planning, and Coordination														
7 EsiNet Order	EsiNet Order														
8 LOA received			LOA received												
9 Carrier Conversion Planning and Notification			Carrier Conversion Planning and Notification												
10 Customer Kickoff			Customer Kickoff												
11 Hardware and Software Ordered and Received			Hardware and Software Ordered and Received												
12 INdigital Core Install						INdigital Core Install									
13 EsiNet Buildout						EsiNet Buildout									
14 DC Install						DC Install									
15 PSAP Install new CPE						PSAP Install new CPE									
16 PSAP Integration existing CPE						PSAP Integration existing CPE									
17 Carrier Management						Carrier Management									
18 Update As-Built Documentation						Update As-Built Documentation									
19 <b>Milestone - Installation of Equipment/Software</b>															
20 Data Centers							Data Centers								
21 Carrier Management							Carrier Management								
22 PSAPS							PSAPS								
23 Updating As-Built Documentation							Updating As-Built Documentation								
24 Phase 3 - Testing and Validation										Phase 3 - Testing and Validation					
25 DC Testing										DC Testing					
26 Begin Carrier cuts and testing										Begin Carrier cuts and testing					
27 EsiNet Testing										EsiNet Testing					
28 PSAPs Testing										PSAPs Testing					
29 Security Testing										Security Testing					
30 Updating As-Built Documentation										Updating As-Built Documentation					
31 <b>Milestone - NGCS Core Turn Up and Testing</b>															
32 Training											Training				
33 NDC Turnup											NDC Turnup				
34 Complete Carrier Cuts											Complete Carrier Cuts				
35 PSAPs											PSAPs				
36 Go Live											Go Live				
37 Migrate remaining PSAPs											Migrate remaining P				
38 <b>Milestone - System Acceptance (15 Days Post Go Live)</b>															
39 Post Cut Testing and Monitoring											Post Cut Testing and				
40 Updating As built Documentation											Updating As built Do				
41 PSAPs Closeout													PSAP		
42 Organizational Closeout													Organ		
43 Client Close Out													Client		
44 Deliverables and Project Documentation													Delive		
45 Subcontractor Close Out													Subco		
46 Communications Review													Comm		
47 Post-Implementation Support/Warranty													Post-I		

### List of Project Stages

Stage	Description	Sequence	Tentative Schedule
0 - Planning and Preparation	Planning and Preparation portion of the project, this will include initial site visits, client and internal kick-off meetings, requirements gathering, finalize decisions, establish resources, etc. General purpose is to complete and document the design and implementation of the project including the procurement of necessary hardware, software, and circuits.	1	Contract signing = X X + 30 days
1 - Installation	The installation stage of the project where equipment is received and initially installed as our base installations require.	2	X + 6 months
2 - Configuration	Configuration stage of the project where once the equipment has been installed it will now be configured from the base installations to meet the specific solution criteria.	3	X + 9 months
3 - Testing and Validation	Testing and Validation phase of the project where we will test internally all functions and interfaces according to test plans. Internal testing will be followed by customer acceptance testing and validation according to agreed upon test plans.	4	X + 10 months
4 - Cutover/ Deployment	Cutover/Deployment will include the training for the County 9-1-1	5	X + 13 months

	staff, carrier migration to new POIs, and go-live.		
5 - Project Close Out	Project Close out includes final acceptance processes, final documentation, project review, and enter maintenance.	6	X + 15 months

**High-level baseline IMS** - This high-level integrated master schedule outlines a typical project schedule. All are unique based on the requirements of the services contracted. INdigital uses many tools to manage tasks and their subtasks associated with complex projects. The below dates and tasks are for a baseline and example only; they will be adjusted based on contract and negotiated timelines with the County. Oftentimes, the “Go-live” and Carrier cut will be done in 2 phases. The first being a transition of existing carriers to a gateway for initial or Phase 1, transitioning all call processing to our NGCS equipment and new ESiNet, essentially taking over all functions. The second or Phase 2 would be moving carriers at a determined schedule from this gateway to the required location on the required technology. The determination of this process, if needed, will vary depending on the state and circumstances of the existing systems and their support.

Task Name	Start Date - Baseline	End Date - Baseline
Contract Signing	x	x
Milestone - Contract Execution		
Stage 0 - Planning and Preparation	x	X+30 days
Pre-Project Planning	x	X+30 days
Planning & Coordination	x	X+30 days
Detailed Baseline Project	x	X+30 days

Plan Complete		
Co-Location Agreement Finalized	x	X+30 days
PSAP Notification, Planning, and Coordination	x	X+ 5 months
Equipment Ordering	x	X + 4 months
EsiNet Order	x	X+30 days
<p>**The 4 month gap will be used for planning, equipment ordering, supply chain lead times, buildout lead times, equipment receipt, installation, and coordination to be further refined within subtasking and kickoff meetings.</p>		
LOA received	X +2 months	X + 2 months
Carrier Conversion Planning and Notification	X + 2.5 months	X + 4 months
Customer Kickoff	X + 80 days	X + 80 days
Hardware and Software Ordered and Received	X + 1 month	X + 4 months
Stage 1 - Installation	X + 5 months	X + 6 months
INdigital Core Install	X + 5 months	X + 6 months
EsiNet Buildout	X + 5 months	X + 6 months
DC Install	X + 5 months	X + 6 months
PSAP Install new CPE	X + 5 months	X + 6 months

PSAP Integration existing CPE	X + 5 months	X + 6 months
Carrier Management	X + 5 months	X + 6 months
Update As-Built Documentation	X + 5 months	X + 6 months
Milestone - Installation of Equipment/Software		
Stage 2 - Configuration	X + 7 months	X + 9 months
Data Centers	X + 7 months	X + 9 months
Carrier Management	X + 7 months	X + 9 months
PSAPS	X + 7 months	X + 9 months
Updating As-Built Documentation	X + 7 months	X + 9 months
Stage 3 - Testing and Validation	X + 9 months	X + 10 months
DC Testing	X + 9 months	X + 10 months
Begin Carrier cuts and testing	X + 9 months	X + 10 months
ESiNet Testing	X + 9 months	X + 10 months
PSAPs Testing	X + 9 months	X + 10 months
Security Testing	X + 9 months	X + 10 months

Updating As-Built Documentation	X + 9 months	X + 10 months
Milestone - NGCS Core Turn Up and Testing		
Stage 4 - Cutover/Deployment	X + 11 months	X + 13 months
Training	X + 11 months	X + 13 months
NOC Turnup	X + 11 months	X + 13 months
Complete Carrier Cuts	X + 11 months	X + 13 months
PSAPs	X + 11 months	X + 13 months
Go Live	X + 11 months	X + 13 months
Migrate remaining PSAPs	X + 11 months	X + 13 months
Milestone - System Acceptance (15 Days Post Go Live)		
Post Cut Testing and Monitoring	X + 11 months	X + 13 months
Updating As built Documentation	X + 11 months	X + 13 months
Stage 5 - Project Close Out	X + 14 months	X + 15 months
PSAPs	X + 14 months	X + 15 months
Organizational Closeout	X + 14 months	X + 15 months
Client Close Out	X + 14 months	X + 15 months

Deliverables and Project Documentation	X + 14 months	X + 15 months
Subcontractor Close Out	X + 14 months	X + 15 months
Communications Review	X + 14 months	X + 15 months
Post-Implementation Support/Warranty	X + 14 months	X + 15 months

**High-Level Stakeholder Roles & Responsibilities Table**

Specific resource assignments will be made at the task and subtask levels within the Plan.

Stakeholder	Role	Responsibility
INdigital Project Sponsor (Mark Grady/Eric Hartman)	Project Leadership	A vital leadership role, ensure ongoing alignment to business objectives, escalation point for decisions and issues that are beyond the authority of the project manager
Customer Project Sponsor (TBD)	Project Leadership	The business / project sponsor acts as a vocal and visible champion, legitimizes the project’s goals and objectives, keeps abreast of major project activities, and is a decision-maker for the project. The business / project sponsor will provide support for the project manager; assisting with major issues, policy conflicts, and removing obstacles. The project sponsor approves scope changes and signs off on major deliverables. The business / project sponsor supports the project by communicating the vision of the project and work to reduce barriers and risks.
INdigital PMO	Project Leadership	Project management conduct and oversight

INdigital PM	Project Leadership	See above INdigital's project manager
Customer Project Manager (TBD)	Project Leadership	The responsibility of the business / technical lead for the project is to understand the features and functionality available in the solution, as well as create and communicate a vision for how best to implement the solution to meet business requirements. The business / technical lead will lead the implementation team, to include working in partnership with the project manager to provide clear and timely communications on technical issues / topics is critical to this role.
Customer Staff	Team Member	Requirements gathering, coordination, testing
INdigital Provisioning Team	Team Member	Carrier management and coordination
INdigital Procurement Team	Team Member	Purchasing, receiving and payment
INdigital Install Team	Team Member	Requirements gathering, installation of products and services, testing and QA
INdigital DB Team	Team Member	Requirements gathering, testing and QA
INdigital Development Team	Team Member	Requirements gathering and product enhancement, testing and QA
INdigital Trainer	Team Member	Conduct training
NSOC	Internal stakeholder	Point of contact during carrier transition & go live
OTM Cyber	External stakeholder	3rd party oversight and Security monitoring
CPE Vendors	External stakeholder	CPE integration

originating service providers	External stakeholder	Carrier transition, testing, and delivery of service requests
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## **Change Management**

### **Section Purpose**

This section will describe how changes to the project during project implementation will be handled, documented, and approved.

### **Change Management Goal**

The goal of the change management process is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes, in order to minimize the negative impact of improperly defined and managed project changes, and consequently improve the day-to-day operations of the project.

### **Change Management Processes**

At INdigital, change management varies in some instances based on the project type (the types of changes encountered vary, the impacts of any changes vary, and how change is managed may vary).

#### ***Change Control Board***

A Change Control Board (CCB) will be established as part of this project. The CCB will consist of the INdigital project manager, one of the INdigital project sponsors, the customer project manager, and any relevant technical Subject Matter Experts (SMEs) needed. This does not preclude the possibility of other key stakeholders to be involved in review of changes if deemed pertinent and necessary.

#### ***Change Requests/Order Workflow***

A Change Request shall define the effort involved in implementing the change, the total cost or associated savings to the customer, of implementing the change, and the effect, if any, of implementing the change on the project schedule. INdigital manages change by requiring the submission of a hard copy form (change request form shown below), and then tracking those forms in a change management log (shown below).

Changes will be discussed during weekly status calls or, if appropriate, during other project communication points. If any considered change is determined, based on that discussion, to be necessary or otherwise worthy of further consideration, the change request form should be filled out and submitted by

the requesting entity to the appropriate project manager (an INdigital-requested change should be submitted to the INdigital project manager, a customer-requested change should be submitted to the customer project manager). The next step will be to submit the change request to the CCB. That same appropriate manager upon submission will add the entry to the change management log for tracking. It is expected that the CCB will review every requested change and work to determine what the impact of any requested change will have (impacts to cost, timeline, functionality, scope). Once such an evaluation is complete, the CCB can either approve the change(s), reject the change(s), or, in some cases, request more information or postpone the decision pending some other occurrences to take place that would factor into their ultimate choice.

### ***Change Management Escalation***

If a change can have an impact that goes beyond what the project CCB is comfortable addressing, it may require the team to expand to bring in a greater number of SME to give a more thorough review of a major change (e.g. adding an additional data centre). Changes of a larger magnitude should include a review to ensure they remain in scope applying the appropriate scope management control.

### ***Contract Amendments***

Changes to a contract during its term may incur additional costs and possible delays relative to the project schedule, or may result in less cost to the customer (for example, the customer decides it no longer needs a deliverable in whole or part) or less effort on the part of a selected vendor.

Any change that alters the essential terms of the original contract, including any change that expands or decreases the statement of work, the contract duration, the payment terms and/or the contract maximum amount, shall require a contract amendment in accordance with customer contracting policies and procedures. Under no circumstances may a change request be used where a contract amendment is otherwise required per the signed contract.

### ***Change Request Form***

A blank copy of the change request form template will be stored in the “to be agreed upon” project document directory within the project document

repository. Any completed forms will also be maintained in the directory named with the change number.

PROJECT DETAILS	
Project Name: Project Manager:	
CHANGE DETAILS	
Change No: {Unique identifier for the change (as per Change Register)} Change Requester: {Name of person who is requesting the change} Change Request Date: {Date on which this form is completed} Change Urgency: {Urgency for undertaking the change}	
Change Description: {Brief description of the change requested}	Change Drivers: {List any drivers which necessitate this change}
Change Benefits: {Describe the benefits associated with the change}	Change Costs: {Describe the costs associated with the change}
IMPACT DETAILS	
Project Impact: {Describe the impact on the project if this change is / not implemented}	
APPROVAL DETAILS	
Supporting Documentation: {Reference any supporting documentation used to substantiate this change}	
Submitted by  Name:	Approved by  Name:

Signature: _____ Date: ____/____/____	Signature: _____ Date: ____/____/____
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Any documentation to support this change should be attached to this document.  
PLEASE FORWARD THIS FORM TO THE PROJECT MANAGER.

### Change Management Log

CHANGE MANAGEMENT LOG															
PROJECT NAME: State of Vermont INdigital ESNet, NGCS Holed @la.com				PROJECT MANAGER: Robert Brown				LAST UPDATED: 5/2/2019							
ORGANIZATION: State of Vermont				DATE CREATED: 4/30/2019				VERSION NO.: 1							
PROJECT DESCRIPTION: INdigital ESNet, NGCS Holed @la.com															
ID NUMBER	OWNER/NAME	ESTIMATED COMPLETION DATE	ACTUAL COMPLETION DATE	ESCALATION REQUIRED	DESCRIPTION OF REQUESTED CHANGE	STEPS REQUIRED	IMPACT SUMMARY	FINAL OUTCOME & DATE/URL	CHANGE REQUESTED BY	DATE OF REQUEST	CHANGE TYPE	CURRENT STATUS	PRIORITY	TEMPLATE DROP-DOWN KEYS	
										5/2/2019		OPEN	LOW	OPEN	LOW
														IN-PROGRESS	MEDIUM
														CLOSED	HIGH
															CRITICAL

The change management log is the document where all formal change requests, submitted via a change request form, are logged. Once the initial change request is submitted (as outlined above), it will be logged in this form by either the INdigital project manager or the customer project manager. The person designated to log the change entry will be based on communication between the two project managers referenced, and it will be stored / maintained in the project document directory on the project project document repository site.

### Key Project Staff Changes

INdigital shall not change members of key project staff without providing the customer written justification, a comprehensive transition plan and obtaining prior written approval of the customer. Customer approval for replacement of key project staff will not be unreasonably withheld.

Notwithstanding the foregoing, the customer acknowledges that key project staff may become

unavailable due to termination of employment for any reason, through disability or death, illness, or through leave of absence such as FMLA or National Guard duty for example. In such circumstances, INdigital shall promptly notify the customer in writing of the impending or actual departure of any key personnel and of the qualifications and identity of proposed replacement key project staff. The customer has the right to reasonably disapprove of any replacement key project staff.

## **Project Communications Plan**

### **Section Purpose**

Comprehensive and diligent communication planning is a key element of successful projects. This section will serve as the key communications planning tool for the project.

### **Overview**

Many of the project team members are geographically separated. The project team will primarily utilize the phone or its equivalent as means for voice communications. Another prime means of communicating information for this project will be via electronic messaging or email. Any significant information or decision made via a voice call will be captured, documented, and disseminated via email to verify and memorialize with team members. Most meetings or reviews that do not require a face to face meeting will utilize the Google meet toolset for use as a virtual meeting room. When meetings or reviews are held either virtual or face to face minutes will be recorded, then disseminated to team members in attendance for review via pdf and email. Once approved, those minutes will be memorialized into a pdf document and uploaded to the project document management site. The INdigital team will utilize Google docs and Smartsheets or MS Project. For sharing word processing documents and spreadsheets with customer team members, an export of the Google docs will be made to either the respective MS product format or pdf. For sharing of the IMS an export of the plan will be made to a pdf or .xls or MS Project format depending on the purpose of the export and reason for sharing.

## Project Meetings and Reviews

Information	Correspondent	Recipient	Frequency	Method
Kick off Meeting	INdigital Project Team	TBD	Once at the beginning of execution	Meeting (Face-to-face)
Project Status Meeting	INdigital Project Team	TBD	Weekly	Meeting (Phone/Face-to-face/Google Meet)
3 <sup>rd</sup> Party / Subcontractor Coordination	INdigital Project Team	TBD	Once – or as required	Meeting (Phone/Face-to-face/Google Meet)
PSAP interconnection	INdigital Project Team	TBD	As Required per PSAP	Meeting (Phone/Face-to-face/Google Meet)
Carrier Conversion Planning Meeting	INdigital Project Team	TBD	Once	Conference call
Individual Carrier Calls	INdigital Project Team	TBD	As Required (normally 2 to 3 per carrier)	Conference call

### Meeting Protocols

For regular weekly project status meetings, INdigital’s project manager whenever possible shall provide a meeting agenda and any handouts at least one business day in advance of the scheduled meeting.

### Project Kick-off and Planning

The customer and INdigital project managers will arrange for kick-off dates and procedures for managing the project – such as reporting status and resolving issues. This will provide an opportunity to introduce all key members of the project teams and walk through the project management plan and key milestones.

### Coordination with Telecommunication Companies

INdigital must coordinate and make any necessary arrangements with the telecommunication companies operating in the market in order to ensure calls originating from each TSPs network will be received and delivered into the provided system.

**Document Management**

For this project, all final and approved documentation (communications-related or otherwise) needs to be stored/archived at the agreed upon location for document management and storage. The path for access to the location is: TBD

This will provide a common area for the project documents, artifacts, and deliverables. Access to this project document site will be access controlled and maintained.

**Document Approval Process**

The customer project manager and INdigital’s project manager will come to agreement on the exact format of the project documentation and collaboration reports.

**Contact Information**

The following subsections are defined project teams, functional teams, and other key project member lists used for communications and distribution purposes.

**Customer team**

Team members and stakeholders -

Name	Role	Email	Office Phone	Mobile Phone
TBD	TBD			

**Frequency, Document Type, & Distribution**

The following table outlines the documents to be disseminated to the project teams, described in the contact information sections, on the following schedule for review and inclusion in the file management system:

Deliverable	Document Type	Distribution List	Description	Update Frequency
Project Management Plan	Adobe PDF	Customer Team	The project management plan will dictate specifics on how the INdigital project manager will administer the project and will include the following documentation:	Once
			1. Change management plan (will dictate how changes will be handled including any service level terms on over/under estimates)	
			2. Communication management plan (will dictate what will be communicated, to who, and how often)	
			3. Requirements management plan (will dictate the approach that the requirements will be gathered, approved, and maintained)	

			4. Human resources management plan (will dictate what resources will be assigned to the project, for how long, under what allocation, who they report to, and how to handle changes to the resource plan)	
			5. Procurement management plan (will dictate how the vendor(s) will interact with the project and expectations regarding vendor relations with customer resources)	
			6. Quality management plan (will dictate the quality controls over the work being done on the project as well as determine key performance indicators – this document is not limited to deliverables)	
			7. Risk and issues management plan (will dictate how risks and issues will be managed over the course of the project)	
			8. Scope management plan (will dictate how the scope will be maintained to prevent “scope creep”)	
Change Requests	MS Word	Customer Team,	Formal document which outlines any changes to	Per Occurrence

		INdigital Team,	the contract scope, schedule, budget, and resources.	
Change Requests Log	MS Excel	Customer Team, INdigital Team	Tracks the specific change requests submitted and their impact to the project scope, budget and schedule.	Per Occurrence
Budget Log	MS Excel	Customer Team	Outlines original contract costs by deliverable with billed and paid-to-date information.	Monthly
Risk Log/Register (Issue and Risk Tracker)	Smartsheet / MS Excel	Customer Team, INdigital Team	A log of all risks (opened or closed) that could impact the project. Risks should be outlined by their impact and their potential to occur. All risks should have an owner.	Weekly
Issue Log (Issue and Risk Tracker)	Smartsheet / MS Excel	Customer Team, INdigital Team	A log of open and resolved/completed issues. Issues should be outlined by description, owner, date of occurrence, and remediation strategy. The remediation strategy needs to tie back to action items through resolution, final resolution needs to be documented with the issues as they are closed.	Weekly
Decision Log	Smartsheet / MS Excel	Customer Team, INdigital Team	A log of all decisions made over the course of the project. Decisions should have a date and	Weekly

			name of decider, as well as who approved the decision. Part of the RAID log as discussed by the project teams.	
Test Plans	MS Excel	Customer Team, INdigital Team	A description of the testing approach, participants, sequence of testing and testing preparations	Once
Test Cases & Results	MS Excel	Customer Team, INdigital Team	The specific test cases to be tested and the testing results. Test cases tie back to the project requirements (to ensure each one has been met).	Create once then update with results
Implementation Master Schedule	Smartsheets, Adobe PDF, and .MPP	Customer Team, INdigital Team	The IMS outlines how the project will Go-Live and will include a mini-project plan for the exact events that need to occur. These events will be assigned to the resources that need to do them and will include the anticipated and required timeframes for when they need to get done.	Once per Implementation, updates sent as needed or requested
Project Status Reports	MS Word	Customer Team	Provides an update on the project health, accomplishments, upcoming tasks, risks and significant issues. The status report and the project colour being report shall be developed in consultation with the customer business lead and customer project	Weekly

			manager.	
Meeting Agenda/ Minutes	MS Word	Customer Team, INdigital Team	All scheduled meetings will have an agenda and minutes. The minutes shall contain risk issues, action items, and decision logs. Minutes shall be transcribed over to the main logs.	Per Occurrence
End of Project Metrics	Adobe PDF	Customer Team	These are metrics that reflect how well the project was performed. Metrics will be outlined in the quality management plan	Once
Lessons Learned	Adobe PDF	Customer Team	A compilation of the lessons learned having 20/20 hindsight. Lessons learned shall be delivered in an Excel template and collected from each of the customer and INdigital project team members to get a full 360-degree view of the project in retrospect.	Once
Closeout Report	Adobe PDF	Customer Team	This report will include all the lessons learned, project metrics, and a summary of the project's implementation and outcome in operation.	Once
COOP Plan	Adobe PDF	Customer Team, INdigital Team	This plan provides information for Continuity of Operations identifying & supporting the solution's system critical function survivability and	Living document to be maintained through life of contract

			restoration.	
IRP	Adobe PDF	Customer Team, INdigital Team	An incident response plan (IRP) is a formal document that outlines the steps an organization should take to prepare for, respond to, and recover from an incident, such as a cyberattack. It's a crucial part of an organization's overall risk management strategy.	Living document to be maintained through life of contract
SSP	Excel	Customer Team, INdigital Team	A System Security Plan (SSP) is a comprehensive document that outlines the security requirements for an information system and details the security controls in place or planned to meet those requirements. It serves as a roadmap for managing and mitigating risks associated with the system.	Living document to be maintained through life of contract

**Status Reports**

INdigital's project manager shall provide project documentation and collaboration to meet the State's vendor reporting requirements. If requested, INdigital shall use the State's status report template. If no template is provided to INdigital, the status information shall include, at a minimum: all planned tasks accomplished for the reporting period, planned accomplishments for the next period, and noteworthy project decisions for the current period.

Each report shall include a project dashboard at the top outlining the overall status of the project in terms of the scope and schedule (using a legend or icon of green, yellow, and red based upon the following definitions):

- Green - on track to deliver committed scope by committed deadline with committed resources / funding.

- Yellow – not on track to deliver committed scope by committed deadline with committed resources / funding but have a plan to get back to green.
- Red – not on track and currently do not have a plan to get back to green. Need project management intervention or assistance.

In the event of yellow or red overall project status, there should be a specific task(s) and/or issue(s) identified as yellow or red which are the root cause of the overall project status being yellow or red. These items shall be presented in sufficient detail to determine the root-cause. The report shall include a budget section outlining milestone payments paid-to-date and in total.

## **Issue and Risk Management Plan**

### **Section Purpose**

This section will describe how risk and issues will be managed for this project, including documenting, tracking, escalating, and remediation of any issues and risks encountered.

### **Overview**

Issue tracking and risk management are key elements of this project, and are critical to ensuring issues are not lost or remain unresolved, and that risks to the success of the project are highlighted and discussed between the project teams to leverage proactive consideration of the many potential roadblocks, missteps, and uncertainties that can arise throughout this project's duration.

### **Issue Process**

The issue management process is used to ensure that every issue identified is formally identified, documented, prioritized and resolved within an appropriate timeframe. For project purposes, an issue is defined as any event/item which currently adversely affects the ability of the project to produce the required deliverables.

Issues will be tracked on this project in a Risk / Action / Issue / Decision (RAID) process for initial entry and discussion. These specific entries will be made in the daily log (RAID) and tagged as an "Issue Log Entry".

Once an item has been logged in the daily log, it will be reviewed by the County project team to determine if the entry warrants official tracking status as an issue on the risk and issue tracker.

## **Risk Process**

The risk management process is undertaken to ensure that project risks are properly identified, documented, prioritized, and mitigated or escalated as appropriate. For project purposes, a risk is defined as any event which could adversely affect the ability of the project to produce the required deliverables / results. Risks will be tracked on this project in a Risk / Action / Issue / Decision (RAID) process for initial entry and discussion. These specific entries will be made in the daily log (RAID) and tagged as the “Risk Log Entry”. Once an item has been logged in the daily log, it will be reviewed by the County project team to determine if the entry warrants official tracking status as a risk on the risk and issue tracker.

## **Raise Issue / Risk**

This process provides the ability for any member of the project team to raise a project-related risk or issue. The following procedures are undertaken:

- Identify a risk or issue that may be applicable to a particular aspect of the project (e.g. scope, deliverables, timescales)
- Make an entry in the daily log (RAID) and label the entry as a “Risk Log Entry” or as an “Issue Log Entry”. This log will be managed by the INdigital project manager.
- Review all RAID entries in the daily log to determine if the item logged warrants escalation to entry on to the risk and issue tracker.

## **Enter Issue or Risk in Issue and Risk Tracker**

The project teams review the risks and issues raised and determine whether any given risk or issue is applicable to the project. This decision is based upon whether or not the risk or issue may impact or is impacting:

- A deliverable specified in the contract deliverables
- The quality targets specified in the Quality Management Plan
- The delivery targets specified in the Project Plan
- The resource targets specified in the Resource Management Plan
- The financial targets specified in the Budget Log

If the risk or issue is considered by the project teams to be ‘project-related’, then a formal risk or issue is entered in the issue and risk tracker. The following items are assigned with each entry: if it is determined that any entry needs to

be entered into the issue and risk tracker, that entry will be assigned the following:

- a tracking number (e.g. xx-004)
- Assignment (who is assigned to monitor or resolve issue or risk)
- Status (Open, Closed, Pending)
- Probability (the overall likelihood of the risk or issue element occurring) – defined as follows:
  - High – Very likely the event will occur; greater than a 70% chance
  - Medium – A probability of 30-70% chance of occurrence
  - Low – Unlikely to occur; less than a 30% chance
- Impact (the severity of the risk or issue on the success of the project) – defined as follows:
  - High - The risk, should it occur, would seriously impact the project, but the project could still be successful if appropriately mitigated.
  - Medium - The risk, should it occur, would have a mid-level impact to the success of the project.
  - Low - The risk is unlikely to occur, and if it does, the impact would be low to the success of the project.
- Priority (the degree of exposure represents how the risk should be managed) – defined as follows:
  - High – The risk should be mitigated with a response strategy / plan developed
  - Medium – The risk should be reviewed, watched or monitored and the project team will determine if a response strategy / plan should be developed
  - Low – The risk could be accepted or assumed, depending on the project team’s decision
- Define whether the entry is a “Risk” or an “Issue”
- Issue / risk description
- Enter a remediation strategy (how issue will be resolved / how will risk be mitigated or avoided)
- Person entering
- Date issue / risk was opened
- Target resolution/remediation date
- If item warrants an entry into the “Lessons Learned” project database

### **Assign Risk Actions (Mitigation Strategy)**

The project review group (by default it is the County project team) formally review each risk listed in the issue and risk tracker (based upon risk priority) and may decide:

- Risk is not applicable to this project and can be closed on the issue and risk tracker
- Risk may be applicable and should be logged and risk mitigation options should be discussed, logged, and actions as necessary assigned.
- Change the risk to a project issue and track accordingly.
- To assign risk actions to enact mitigation strategy.

### **Assign Issue Actions (Resolution Strategy)**

The project review group formally reviews each issue listed in the issue and risk tracker (based upon issue priority) and may decide:

- To close an issue in the issue and risk tracker if there are no outstanding issue actions and the issue is no longer impacting on the project
- To raise a change request if the issue results in the need for a change to the project
- To change issue to a project risk if the issue is likely to impact on the project in the future
- To assign issue actions to attempt to resolve the issue

### **Project Review Group**

The project review group undertakes an assessment of the risks and issues and assigns resolution or mitigation actions where appropriate. The project review group is responsible for:

- Regularly reviewing all risks and issues recorded in the issue and risk tracker
- Identifying risks or issues which require change requests and/or log entries to be made
- Approving risk mitigation / issue resolution actions
- Closing issues which are no longer impacting on the project
- Closing risks if they no longer pose a concern to the project

### **Issue / Risk Documents**

Documentation used to monitor and/or control issues and risks within the project.

***Daily Log (RAID - Risks, Assumptions, Issues, and Dependencies)***

The daily log (RAID) is maintained by INdigital in sheets. Weekly, as part of the weekly status meeting, the daily log (RAID) will be provided (in Microsoft Excel format) so the project teams can review the entries for consideration for entry into the risk and issue tracker. A current version (in MS Excel) will be stored in the County project document repository site for the project.

***Issue and Risk Tracker***

The issue and risk tracker is maintained by INdigital in sheets. As items are added and/or updated on that log, it will be extracted into Microsoft Excel and included in the weekly project documentation for review by the project teams during the weekly project status meetings. A current version (in MS Excel) will be stored in the County project document repository site for the project.

## **INdigital Cyber Security Approach**

INdigital Following the National Institute of Standards and Technology (NIST) framework and NENA's Next Generation Security (NG-SEC) the Proposed Solution takes a holistic approach to network security. INdigital has dedicated staff with years of hands-on operational expertise in network and cyber security to protect the environment from new attack vectors. Applicable NIST 800 Series publications are utilized to evaluate network inventory, creating controls and procedures based on levels of associated risk with identified and evolving threat vectors. The data and inventory of the systems, their classification, and the controls selected in the Proposed Solution will be a coordinated effort with the customer. This includes credentialing, rights management, authorization, encryption, and verification.

All INdigital staff are required to complete Cyber Awareness training upon hire and then ongoing continuing education annually. We also conduct quarterly phish testing accompanied with additional training.

With regard to the Proposed Solution, all support is provided by the 24x7x365 help desk and INdigital's National Service Operations Center (NSOC). The benefit of our NSOC is a reduced reaction time, effective communication, and an overall coordinated response. INdigital's full portfolio of monitoring tools and active alarming is employed to identify potential problems before they occur and when possible, leveraging predictive modeling. This includes bandwidth usage, memory usage, CPU usage, and the availability of NG services. INdigital uses several platforms for alarms and monitoring of systems (depending on function and system). Network Tools used - NAGIOS, PRTG, 911 Logix, Logging Subsystems, Netflow/Kibana, Forticloud/Fortiview and the third party. The INdigital solution provides audio and visual alarms to the NSOC. Alarms originating from critical applications and services notify tier 2 & 3 engineers immediately and directly of possible problems. INdigital will also leverage other monitoring and reporting information such as netflow, call statistics, etc. to establish baselines for normal operation. Thresholds both high and low will be established for deviation from those baselines. If a threshold is met or breached, alerts and notification will be sent to the NSOC for further investigation

The Fortinet products in the Proposed Solution leverage artificial intelligence and machine learning. This allows its threat intelligence back end to power the threat detection capabilities that make up the FortiGuard services and share that information across the Fortinet Security Fabric to all other devices. The NSOC will have access and visibility into the security through the Forticloud and event log functionality. The proposed solution utilizes the Fortinet intrusion prevention systems (IPS) within the framework of the ESiNet BCF FEs. Fortinet IPS provides detection and survivability to egregious security attacks. These include zero-day, advanced targeted attacks, ransomware, polymorphic, and distributed denial of

service (DDoS) attacks. The IPS includes multiple inspection engines, threat intelligence feeds and advanced threat protection options to defend against these unknown threats. IPS, in combination with good network management techniques, like shutting down unused ports and services and configuring current access control lists (ACL), provides secure access to the ESiNet.

Beyond our own NSOC monitoring, we have also included a 3rd party monitoring solution as additional oversight and another layer in our defense in depth approach. This service provides INdigital with cutting edge, patented technology, a 24x7x365 operations group of cyber experts, and unique forensics that can capture data. The combination of remediation assistance and full packet capture allows for much quicker remediation if a cyber incident were to occur. The third party monitoring service uses layer 2 network monitoring to provide predictive analysis. For example, by analyzing data packets in and out of the network, NSOC personnel can find and isolate ransomware before it spreads. This is independent of the endpoint security solution in use. The vendor will send a regular in-depth vulnerability report with remediation recommendations to the INdigital security team, which can be shared with the Board Technology Committee. Supported through a 24x7x365 NSOC, the third party vendor will contact the INdigital team with any identified concerns requiring immediate action or take predetermined actions depending on a predetermined response plan.

The INdigital solution will provide 2 EDR solutions alternating at the individual workstations eliminating a single point of failure. This will be installed and maintained according to the CPE manufacturer's recommendations. The updates will first be vetted and certified on lab workstations which mirror the production systems to ensure functionality and no service interruption occurs within the call handling solution. Other risk mitigations will be in place as well to protect workstations against new and evolving threats that may emerge in between these signature and version updates. These additional mitigations include the workstations being hardened, 3rd party monitoring at both the ESiNet and PSAP levels and the IDS/IPS systems monitoring traffic over the ESiNet.

Those parts of the Proposed Solution that have been internally developed utilize Open-source Web Application Security Project (OWASP) best practices. All cyber security policies and standards are followed and applied with consideration and understanding of the risk sensitivity of the function or mission.

All equipment and NEs are new, operating with a near-current stable software release. To the extent a supplier releases a patch or update to mitigate a security risk or affect the performance of the NE, INdigital will apply the patch or upgrade after determining that there are no unintended consequences to the operation of the operating ESiNet. The FEs will use the latest stable release of software or operating systems that have been certified by testing in INdigital's test lab. To the extent INdigital or an underlying supplier releases a patch or update to mitigate a security risk or affect the performance of the FE, INdigital will apply the patch

after determining that there are no unintended consequences to the operation of the operating ESiNet. The Proposed Solution also provides an identical non-production 'lab' system that uses the same NE and FE devices, but which do not process or convey live 911 traffic, putting the public caller at risk.

Scanning, testing, and other measures can be planned and vetted on the lab system with fewer restrictions and without negatively impacting the live system. This environment will allow for initial vetting and testing of the remediation activities for those identified vulnerabilities within the solution that were detected during the security assessments and other changes to the solution prior to being made on the live system. INdigital typically uses the CVSS v3.0 Ratings.

INdigital has an operating policy that governs our change management whether planned maintenance or emergency. Both will be governed by the same procedures and policy. Summary: This policy is intended to provide guidance and clarification for situations and events when an INdigital Work Safety Plan (IWSP) is required and basic guidance on expected practices for performing the associated maintenance. INdigital has a password and credentialing policy that requires the approach of "least privilege". All INdigital systems shall be accessed via a unique Identification and authentication. Equipment default and null passwords are to be changed prior to implementation and guest accounts will be disabled. Exceptions to these policies will be identified, approved and documented by the State and the contractor.

INdigital will comply with industry standards and practices related to the storage of NG9-1-1 records and systems logging containing protected information. INdigital's solution will include encryption of data in transit and encryption of identified critical data at rest. Technologies to support this function include VPN technology, disk encryption, and digital certification using x.509 security certificates and a certification authority. We are aware of NENA's efforts to create a CA and are supportive of this initiative. All encryption will be at minimum AES 256. Per the INdigital data retention policy, INdigital renders data and software unreadable prior to disposing of physical IT equipment or media.

Regarding physical security and physical protections INdigital restricts physical access to its facilities through the use of security IDs, badge readers and camera systems. The data centers that are leased by INdigital will also be secure facilities. The PSAP or dispatch center facilities which would contain INdigital solution edge devices for interconnection may not be under INdigital control to guarantee physical security.

INdigital provides mandatory baseline security awareness training to all its staff and additional training specific to their position. Additional remedial training is required for staff identified through periodic testing. INdigital can provide reports on these measures upon request. INdigital also has staff members when required complete CJIS training and certification.

In addition, we propose that INdigital will work in collaboration with the customer to develop a specific Site Security Plan (SSP), Continuity of Operations Plan (COOP) and Incident Response Plan (IRP). This plan will account for the deployment and implementation of this infrastructure. INdigital will develop and provide to the Board a final design document (AS built). This will include equipment racks, configurations, network interfaces and other requested documentation.

### **TDOS and DDOS Strategies**

INdigital operates its own NSOC (national service operation center), which is a combined workgroup acting as both our SOC and NOC. All NSOC employees are specifically trained and specialize in 9-1-1 services. The NSOC operates 24x7x365 days a year, monitoring, detecting, and responding to both DDoS and TDoS events.

Telephony denial of service TDoS and DDoS attacks can be difficult to identify, especially when originating from legacy OSPs, and require a multi-threaded process to mitigate associated vulnerabilities. The Proposed Solution utilizes the Fortinet intrusion prevention systems (IPS). Fortinet IPS provides detection and survivability to egregious security attacks. These include zero-day, advanced targeted attacks, ransomware, polymorphic, and distributed denial of service (DDoS) attacks. The IPS includes multiple inspection engines, threat intelligence feeds and advanced threat protection options to defend against these unknown threats. Additionally, INdigital partners with a third party monitoring vendor at our data centers which uses layer 2 network monitoring to provide predictive analysis. For example, by actively analyzing data packets in and out of the network, NSOC personnel can find and isolate ransomware before it spreads. This is independent of the endpoint security solution that may be in use at the PSAP. The vendor will send an in-depth vulnerability report with remediation recommendations to the INdigital security team. Supported through the NSOC, the vendor will contact the INdigital team with any identified concerns requiring immediate action or take predetermined actions depending on a predetermined response plan.

LNGs and SBCs are monitored with threshold detection to identify trunk saturation from a connected OSP or fourth party aggregator network. Once alarmed, the NSOC will take action to identify the source, such as IP address, automatic number identification (ANI), or pseudo automatic number identification (pANI). If a common source can be identified, it will be marked and an auto attendant will provide an alternate instruction or customized delivery to the PSAP for emergency services. If the TDoS / DDoS attack cannot be isolated and live (good) calls cannot be distinguished from the TDoS / DDoS traffic, then other mitigation strategies will be implemented. These options vary by the nature of the intrusion, and are not fully disclosed in a public facing document (such as this RFP response). They include

implementing a honeypot in the call flow to attempt to gather more call location data, requiring a dual-tone multi-frequency (DTMF) response from the caller, using an alternate number, or utilizing an interactive voice response (IVR) system strategy. As technology continues to advance, the ATIS 'SHAKEN/STIR' industry standard is expected to be more commonly available, and has been fully implemented in the PSTN switching nodes of the INdigital national service platform network. The FCC database does not show any other NG System provider at this level of compliance as of the date of this response.

INdigital has fully developed other TDoS / DDoS action plans that have been successfully implemented in other NG System deployments. INdigital has a formalized policy and procedure to create an understanding and process for the expedient handling of a Cyber event or incident. The benefit of having an incident response capability is that it supports responding to incidents systematically so that the appropriate actions are taken. INdigital has access to an optional cyber solution which uses unique detection mechanisms to identify DDOS attacks early to include when they are constructed to come from different subnets. This solution, upon detection of a DDoS flood, stops responding to the flooding traffic which allows it to focus on critical role functions and continue operations as normal. Another form of DDoS attack related to DNS, a DNS flood attack, is a growing concern for many vendors. This same solution has a unique and effective approach to DNS based DDoS attacks by tracking the UUIDs specific to trusted DNS servers and refusing DNS responses with different UUIDs. The nature of the attack is to spoof the DNS response to redirect to a different resolution. By tracking UUID data, we are able to avoid these new attack vectors and source only trusted DNS responses. We also implement secure DNS via encrypted ports (where available) which makes these attacks ineffective to even attempt.

The IP service providers that INdigital contracts with offer service level agreements and enterprise commercial services to further assist with identification and mitigation. Enterprise DDoS Protection applies cloud-based intelligence to quickly evaluate the expected network activity and identify threats attacking the ingress and transport services. Attack mitigation and traffic rerouting begin automatically to help keep ESiNet resources available.

## **Vulnerability Management and Risk Mitigation**

### **Section Purpose**

The purpose of this document is to define INdigital's strategy for maintaining system compliance and reducing risk through vulnerability identification. The strategy and plan for risk mitigation including patch management. INdigital's leadership fully supports

the need to maintain a risk mitigation strategy and will appropriately prioritize this work. This support includes adequate funding. INdigital's infrastructure along with its customers' is considered critical infrastructure supporting and providing public safety services. The strategy for vulnerability discovery and risk mitigation will vary based on the environment and level of risk identified.

### **Stakeholders**

For the purposes of this template and overarching policy the stakeholders include the INdigital leadership team, the cyber security team and all SME groups within operations.

### **Communications**

The general policy will be communicated to all INdigital staff via our typical policy dissemination and acknowledgement processes. The specific plans will be shared via email or slack with the identified stakeholders. Meetings with appropriate stakeholders as a kickoff and review of the plan prior to scanning. The scan results will be shared with the analysis and assessment team via email or slack in a google sheet. Action plans will be shared with appropriate stakeholders via email or slack depending on their access in either Google sheet or .pdf formats or by contract requirements.

### **Scan and assessment team**

The team will consist of the INdigital cyber security team. Optional team members will include the scope's specific SME groups responsible for systems being tested and outside scanning teams such as contracted 3rd party vendors or subcontractors and customers.

### **Scoping Statement**

- Identify the assets and services to be assessed and monitored.
- Define the operational environment comprising the areas of concern
- Enter the timing of the scans
- Enter the timing and prioritizing of the mitigations based on criticality, exposure level of the environment and system
- Manufacturer requirements
- Define the contractual requirements
- Define regulatory requirements

### **Define a Vulnerability Scanning and Assessment**

Vulnerability discovery will be made via varied sources including INdigital’s scanning program, other vendors/customer’s scanning, open source news sites, manufacturer CVE notifications and CISA DHS notifications.

**Scanning frequency**

Production systems will be done based on contractual requirements, typically quarterly scans.

**Toolsets Used**

INdigital will use the industry standards CVSS Scoring which is used by the NESSUS, OpenVAS and Rapid7 scanning tools used by our team and most of our vendors. It is also typically used by manufacturers for notice of CVE vulnerabilities discovered. Typically the manufacturer and CISA notices will be placed with a higher priority as they are typically reported as being seen as currently active attack vectors.

<b>CVSS v3.x Ratings</b>		
<b>Severity</b>	<b>Severity Score Range</b>	<b>Mitigation Timeline</b>
None*	0	
Low	0.1-3.9	Within 90 days
Medium	4.0-6.9	Within 60 days
High	7.0-8.9	Within 30 days
Critical	9.0-10.0	As soon as possible

**Define how vulnerabilities should be documented**

Results from the scans will be captured in a google sheet or .xls and shared with the appropriate stakeholders

**Define the Vulnerability Analysis and Mitigation Strategy**

The following will be INdigital’s standard risk mitigation response understanding circumstances may vary and time frames and priorities are subject to change. The captured results will be analyzed and assessed as described below and then made into an actionable plan.

- Execute vulnerability assessments
- Log the vulnerability into the repository

- Assure access control of the repository

In evaluating the risk, the team will take into account the CVSS rating, the systems and environment in which the vulnerability was discovered, the possible contractual requirements and the classification of data or systems exposed. As mentioned above manufacturer and DHS CISA notices may be given a high priority given the nature of the notice. The higher priority would denote an escalated remediation time frame

- Analyze for relevance
- Determine responsibility
- Prioritize
- Assign according to the action plans for tracking the work.
- Track to resolution

Vulnerability mitigation will abide by the INdigital policy for Change Management. This includes emergency maintenance, notifications and testing. Rollback procedures will be understood and documented in case of deployment failures.

### **Define how exceptions should be handled**

The actionable plan will include those risks to be accepted. The accepted risks or exceptions will be logged in a repository catalogued by the plan name or area/market and year.

### **Define proactive activities**

- WSUS will be configured and utilized on all systems where possible, etc.
- 3rd Party MDR Monitoring is occurring on our admin and ESiNet networks (Data Centers) and some customer sites
- Pentesting of INdigital custom developed applications will occur in the lab on an annual basis
- Where applicable INdigital Corporate systems are also being scanned by CISA DHS services
- INdigital completes an annual NG\_SEC compliance matrix
- INdigital has completed SOC2 type 1 & 2 audits in the past and is scheduled to conduct a type 2 annually in the near future

### **High Level Backup and COOP**

Solution specific plans will be created through discovery and coordination with the customer to meet the specific needs of this solution. The data retention policy will

comply with the customer's requirement. INdigital uses the Nakivo platform to backup data, employing a daily incremental strategy with weekly full.

INdigital will utilize the logging systems and the reporting functions of the from our backup solutions. When necessary we will configure the monitoring systems to report as well.

Different critical elements use different archiving strategies. Some systems archive in real time 24x7x365, while lower priority archiving will be archived daily/weekly.

Comprehensive network segmentation of data archiving will be used and tagged at a lower QOS priority than voice and data for payload 911 services.

The configuration of network elements, such as routers or switches, must be backed up and archived for restoration prior to any change of configuration in accordance with change management processes. The Rconfig utility is used for network elements backup.

Archives are kept at diverse operating nodes in the market and on the INdigital ESiNet.

Our change management policies ensure current backups exist prior to maintenance or changes. At the end of a maintenance task an additional backup of the new configuration is taken.

A typical restoration example would be the creation of a new virtual machine created from a stored image. The most current data set backup would then be restored to the new image and then tested. Once proven successful, this new FE would be put into production and monitored for proper operation.

An additional advantage of the optional 3rd party security service is provided through their continuous passive testing. This 3rd party monitoring will expose potential vulnerabilities that may be created (through a new patch, update, restoration or other maintenance event.) This approach provides third party external oversight to identify any unanticipated security risks.

Regarding the single points of failure, INdigital has proposed a network design that is redundant and reliable. The infrastructure to support the ESiNet is redundant from a processor and power perspective. Critical network elements are housed in an environment with compliant environmental controls. By utilizing BGP, BFD and other routing protocols, we propose to create a self-healing, scalable network. If additional bandwidth or additional survivability is required, it is as simple as adding another network connection.

The Proposed Solution will be deployed with regional geo-diverse Next Generation Core Service (NGCS) nodes. Each NGCS node will contain physically redundant hardware and software for each FE.

The core nodes will also be interconnected with carrier diverse connectivity. These IP connections will be configured to provide automatic and seamless failover. The design

of the ESiNet is capable of rerouting traffic to alternate routes or systems in order to bypass network outages and system failures. Additionally, critical traffic will be segmented and assigned dedicated bandwidth, and further prioritized at multiple levels by QOS for applications or users.

Diversity and redundancy are further assured by providing redundant interconnection to all wireless carriers, VoIP providers, and local exchange providers. OSPs may connect to the NGCS nodes using several different protocols.

The Proposed Solution includes all NGCS FEs to support an end state NENA i3 functional ESiNet, as well as the FEs required to functionalize the ESiNet during the implementation and transition phases. FEs in the call flow are redundant and deployed in an active / active configuration. This means each element located in data center A or data center B can process and terminate calls in parallel or stand-alone at each NGCS site.

The Proposed Solution will require carriers to establish at least two points of interconnection with adequate trunks to maintain normal service delivery in the event of trunk or link issues at one of the data centers.

The NGCS nodes use the Policy Routing Function (PRF) to automatically reroute calls to either the INdigital backup MEVO system or other ESiNet resources in the event of a system impairment or failure. This can also be accomplished at the individual PSAP level or Regional level.

Calls can be automatically re-routed to another PSAP, a mobile command center, or the MEVO platform by the PRF function. The PRF is an integral part of the NGCS system and provides 99.999% availability.

The PRF provides alternate routing procedures for call routing in the event of failures in the call flow. INdigital's monitoring systems can provide real time availability for any FE, network services, or application availability.

Primarily, it is imperative to have a core design with independent network capabilities to support service continuity and a seamless call processing solution. For every ESiNet we manage, part of that solution is MEVO, our Message Evolution service continuity platform.

The MEVO IP touchscreen phone is shown.

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The MEVO System contains three implementation models:

- MEVO Core
- MEVO Edge
- MEVO Anywhere

This series of platforms are the answer to real world call delivery interruptions affecting primary and secondary 911 centers. They provide service continuity in a direct, easy to use manner, with a high value set of user features.

All of the MEVO platforms function independently of, but are fully federated with the NGCS nodes in the Proposed Solution. This provides a seamless method of providing 911 service continuity and five 9 service quality.

As a NG911 system service provider, our #1 objective is to build redundant, reliable, and resilient solutions for the entire call path, from the caller's handset to the telecommunicator's headset. INdigital takes advantage of all forms of available call delivery paths and delivery methods, by employing local in-market datacenters, as well as the most reliable last mile connectivity available to ensure local survivability. INdigital will ensure the solution meets or exceeds the requirements of FCC order 13-158.

**Technical solution standards, change and configuration management**

- Incorporating security into new products, services, systems, and networks will be a priority before implementation.
- Formalized pre and post security and risk assessments are conducted when changes to any systems are going to occur. Changes may include architecture, development, networks, hardware, software, patches, plugins, add-ons, etc. Assessments are conducted by appropriate INdigital staff and any necessary 3rd party vendors.
- When changes to architecture, design, or engineering of the NG9-1-1 network are made, a formal change control process is followed, and appropriate documentation is produced and retained.
- Current complete backups will always be verified prior to upgrades to provide recovery capability.
- The appropriate level of authorization required and shall be obtained prior to change. If architecture, design, or engineering are major, a team of Subject Matter Experts will be assembled to review and approve the change.
- Formal documented procedures will exist prior to changes to systems and software.
- A detailed audit trail of all modifications to network hardware and software will be retained and reviewed annually. Records of all system/application changes will be kept at least one year or since the last major upgrade whichever is longer.
- Software developed by INdigital will contain error checking and validation controls.
- Temporary fixes shall be applied when permanent fixes are not yet available. Permanent fixes will be applied promptly when they become available. This includes manufacturers patches for identified vulnerabilities or bug fixes for hardware and software.
- Whenever possible permanent or temporary fixes shall be tested in a Lab environment prior to using them in a production environment. Security Enhancements and Technical upgrades

## NG911 System Test Plan

INdigital will work with the customer for the development and approval of Test Plans that include the areas of testing as set out in the requirement.

Test plans will detail the following categories:

- A System Test Plan, Test Criteria, Test Cases and Scenarios, and Test Reports
- Test objectives, configuration, equipment used, calibration dates, limitations, duration, thresholds, simulators
- Pass / fail criteria for each test
- Test report with system documentation validation (confirm installation and configuration steps)
- Resolution / mitigation / retest procedures in the event of a failure
- Test plans will include but not be limited to - turn-up, failover, throughput, capacity, security, monitoring and acceptance

The Table below reflects sample test elements related to call flow and the validated function. These test cases have been used in other similar projects.

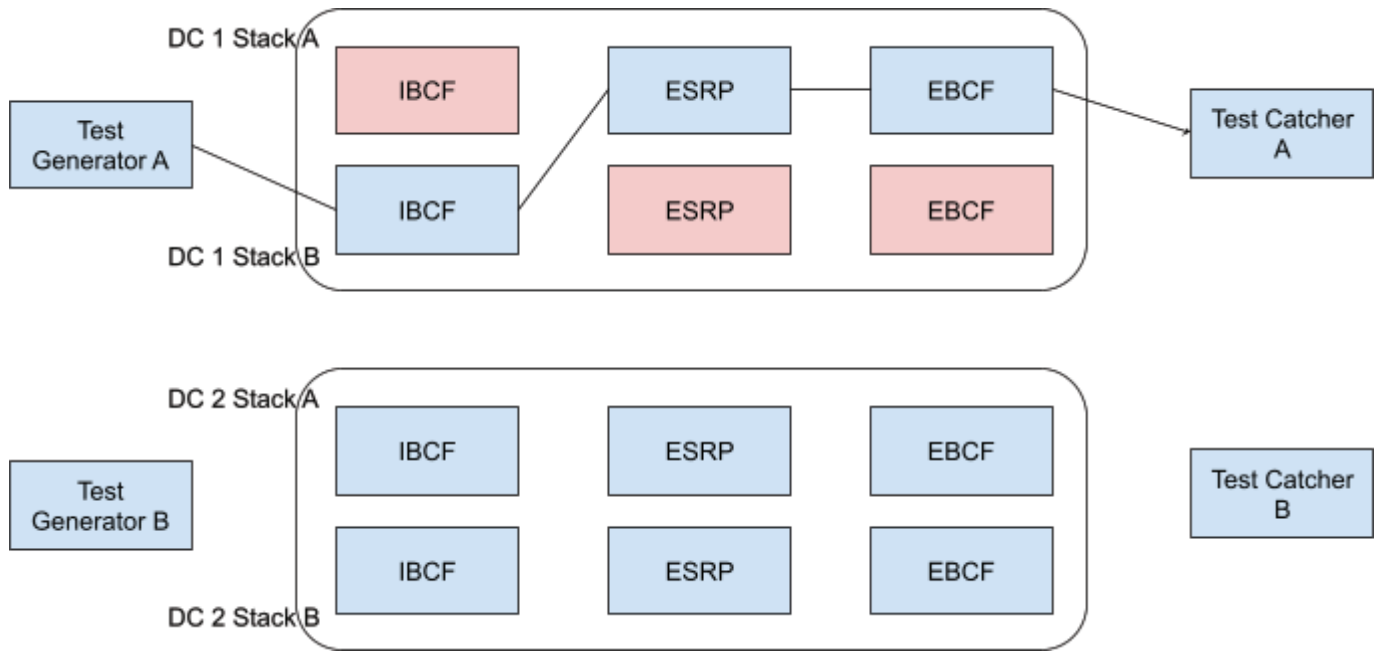
Test Case Number	Requirement	Validated Function
CF1	Conduct VoIP / SIP test call	Receive, Answer
CF2	Verify logging and NMS information	Data, Alarming
CF3	Verify SIP connectivity	Receive, Answer
CF4	Verify SIP header information and data	Receive, Data
CF5	ESRP Failure	Receive, Answer
CF6	LNG: PIF/NIF functionality	Data
CF7	LNG: Location Information Function (LIF)	Data
CF8	LNG: Web service lookup results	Data
CF9	BASIC Incoming Voice Call	Receive, Answer

CF10	ABANDONED Incoming Voice Call - Caller Hangs Up Before Agent Answers	Report, Data
CF11	Incoming Voice Call with TRANSFER to Another Agency	Receive, Answer, Transfer
CF12	Logger Synchronization	Data
CF13	Session / Call Load	Receive, Answer (Volume)
CF14	Hardware Redundancy and Failover Handling (Intrusive)	Receive, Answer
CF15	Re-routing of calls from Datacenter 1 to Datacenter 2 over TDM when SIP network unavailable	Call Preservation
CF16	RTP Loss and Call Recovery	Call Preservation
CF17	Switch Fault Tolerance Test	Call Preservation
CF18	QOS Settings	Network Performance
CF19	A-Link Test	Network Redundancy
CF20	Outbound Legacy PSAP Calls	Answer, Conference
CF21	CDRs	Data
CF22	Logging	Data
CF23	SNMP	Alarming
CF24	Test call to verify the components of the ESiNet are operating per NENA I3 Definition	Receive, Answer
CF25	End-To-End-Conf Call	Answer, Conference
CF26	End-To-End PSAP Call	Receive, Answer
CF27	End-To-End-Conf Call	Receive, Answer, Conference

CF28	End-To-End-Spatial Routing	Receive, Answer, Conference, Data
CF29	End-To-End-Spatial Call from PSAP A to B	Receive, Answer, Conference, Transfer, Data
CF30	Verify confidentiality of data and signaling for SIP traffic	Data, Security

The diagram below shows a failover test plan used by INdigital during other projects.

Test 10



Data Center A test 1-10

Test #	Test Performed	Test Result
1	IBCF-DC1-A, ESRP-DC1-A, EBCF-DC1-A, CTCHR-A	Passed
2	IBCF-DC1-A, ESRP-DC1-A, EBCF-DC1-A, CTCHR-B	Passed
3	IBCF-DC1-A, ESRP-DC1-A, EBCF-DC1-B, CTCHR-A	Passed
4	IBCF-DC1-A, ESRP-DC1-B, EBCF-DC1-A, CTCHR-A	Passed

5	IBCF-DC1-A, ESRP-DC1-B, EBCF-DC1-B, CTCHR-A	Passed
6	IBCF-DC1-B, ESRP-DC1-B, EBCF-DC1-B, CTCHR-A	Passed
7	IBCF-DC1-B, ESRP-DC1-B, EBCF-DC1-B, CTCHR-B	Passed
8	IBCF-DC1-B, ESRP-DC1-B, EBCF-DC1-A, CTCHR-A	Passed
9	IBCF-DC1-B, ESRP-DC1-A, EBCF-DC1-B, CTCHR-A	Passed
10	IBCF-DC1-B, ESRP-DC1-A, EBCF-DC1-A, CTCHR-A	Passed

The table below is an Acceptance Test Plan used by INdigital on similar projects.

Contract Requirement Traceability	Test Results/Validation of deliverable
ESInet Diagrams	
ESInet Interconnection	
ESInet Diversity	
ESInet Bandwidth	
OSP Connection	
PSAP connection	
IP Routing	
Port Mapping	
QoS	
Traffic Flow Requirements	
Traffic Shaping	
ESInet Monitoring and Management	
ESInet Network Time	

IN911 Next Generation Core Services Requirements	
Media QoS	
Video	
Text	
Security Mechanisms	
Border Control Function (BCF)	
Emergency Services Routing Proxy (ESRP)	
Emergency Call Routing Function / Location Validation Function (ECRF/LVF)	
Forest Guide Issues	
Legacy Network Gateway for OSP Connections	
Legacy Selective Router Gateway (LSRG)	
Bridge	
Service/Agency Locator	
Policy Store	
Interactive Multimedia Response Service	
Location Information Server	
Outgoing Call Interface Function (OCIF)	
STIR/SHAKEN Support	
Additional Data Repository (ADR)	
Spares	
Spare Inventory at Data Centers	
Information Assurance	
Identity	
Password Manager	
Least Privilege	
Monitoring malicious activity	
External Access	
Data Protection	

PSAP Credentialing Agency	
Roles	
Authentication	
Trusting Asserting and Relying parties	
Authorization and Data Rights Management	
Integrity Protection	
Privacy	
Algorithm Upgrades	
JSON Web Signatures	
Intrusion Detection/Prevention	
Domain Name Service (DNS)	
Distributed Denial of Service / Telephony Denial of Service Mitigation	
GIS and database management functionality	
Spatial Interface (SI) functionality	
Mapping Data Service	
MSAG Conversion Service	
Geocode Conversion Service	
PSAP Mapping service	
Map Discrepancy Reporting	
Rapid SOS Integration	
Reporting and Data Collection Requirements	
Monitoring, Outages, Failover, Trouble Tickets and Escalation	
Logging Service	
i3 Logging and Reporting Requirements	
Functional Element Reporting	
Functional Element Reporting	
ECRF Reporting	
LNG Reporting	
System Specific Requirements	

Data Capture Requirements	
Ad-Hoc Reporting System	
System Dashboard	
Operational Reporting	
Maintenance and Configuration Reports	
Service and Support Requirements	
Availability	
Customer Support Services	
Software development process	
Disaster Recovery	
Continuity of Operations Plan	
Malicious Activity Support and Mitigation	
Help Desk	
Trouble Handling and Ticketing Requirements	
Monitoring of Applications and Equipment	
Root Cause Analysis	
Network Operations Center (NOC)	
Security Operations Center (SOC)	
Alarm Categories	
Policy Store Discrepancy Report	
LoST Discrepancy Report	
BCF Discrepancy Report	
Logging Service Discrepancy Report	
PSAP Call Taker Discrepancy Report	
SIP Discrepancy Report	
Permissions/Security/Authentication Discrepancy Report	
GIS Discrepancy Report	
LIS Discrepancy Report	
Policy Discrepancy Report	

Originating Service Provider Discrepancy Report	
Call Transfer Failure Discrepancy Report	
MSAG Conversion Service (MCS) Discrepancy Report	
ESRP Discrepancy Report	
ADR/IS-ADR Discrepancy Report	
Network Discrepancy Report	
Interactive Media Response (IMR) Discrepancy Report	
Test Call Generator Discrepancy Report	
Log Signature/Certificate Discrepancy Report	
911 call flow - Primary Alternate Last route	
End-to-end traffic flow - Functional Element to Functional Element tests Protocol to Protocol tests Port to Port tests	
Load testing - Unexpected surge traffic Short burst traffic Sustained overflow traffic	
ESInet throughput and capacity testing	
ESInet end to end connectivity testing	
Fault tolerance testing	
ESInet failover and alternate route testing	
ESInet monitoring systems	
Fault notification Firewalls, intrusion detection systems, intrusion protection systems	

In previous work for the implementation of other Statewide projects, INdigital has worked with 3rd parties for IV&V (independent validation and verification) testing.

The proposed IV&V will be further refined in a final project implementation plan.

INdigital will work collaboratively with the Board to produce system test plans and final acceptance criteria that are mutually agreed upon.

The resources used in their creation will include an INdigital subject matter expert. Existing test plans from similar projects will be updated with lessons learned, measured against the terms and conditions of the contract, and the requirements traceability matrix.

INdigital and the Board will reach an agreement on the criteria and requirements needed to be approved as compliant by either the Board's findings or as tested by the IV&V.

Failed testing and escalation -

Should any defects be found during testing of any phase they will be noted, reviewed, remediated and retested.

If the defect is noteworthy, or cannot be easily remediated, it will be logged as an issue and brought to the attention of the project team as described in the Project Plan submitted in this response.

# Maintenance Operations Policy

(Previously Policy #510)

INdigital

22-140 INdigital Maintenance Operations Policy

Current Release: 22-140

Document type: Policy

Issued: July 18, 2022

Version: v1.0

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## Document Control

### Document Information

	Information
Document ID	22-140
Document author	Robert Brown
Issue Date	7/18/22
File Name	22-140 INdigital Maintenance Operations Policy

### Document History

Version	Issue Date	Changes
1.0	7/18/22	Policy Approved

### Document Approvals

Role	Name	Signature	Date
EVP	Eric Hartman		
CFO	Jeff Humbarger		
HR Manager	Christine Bauer		

## Summary and Statement of Purpose:

This policy is intended to provide guidance and clarification for situations and events when an INdigital Work Safety Plan (IWSP) is required and basic guidance on expected practices for performing the associated maintenance. This policy replaces the previous INdigital policy 510. Only listed exceptions to these guidelines are approved. Non-compliant work may be subject to disciplinary action, up to and including termination of employment.

## Systems Applied to

Any 911 systems in production:

1. That is within or associated with a Next-Generation Core Services (NGCS) core
2. For any active, production PSAP
3. That is supporting network or functional elements for production systems receiving system updates

## Process Workflow

- Identify a business need or requirement to make system changes
- Communicate with necessary stakeholders
- Determine the class of work to meet the need
- Complete necessary documentation and communications/notifications
- execution of the event
- documentation of actions
- Closeout and communicate/notifications

## Documentation Required

- This does vary based on the determined class of work
- IWSP template found here [IWSP Template](#) and then moved to the IWSP repository or make a copy of a related or similar IWSP and update appropriately
- MOP or Method of Procedure this resembles the IWSP but focuses or provides greater detail on the work to be performed
- and/or a Trouble Ticket in Teamsupport/JIRA

## Pre-work maintenance notification objectives

1. Regardless of the class of work, a notice of work being performed is required to be communicated to pertinent stakeholders at a minimum being the INdigital NSOC
2. Network Maintenance Advisory - This is a notice to make stakeholders aware of the maintenance event to take place. This is typically an email notification either direct to stakeholders (internal and potentially external each with the appropriate level of information) with an IWSP attached or notification from the Teamsupport helpdesk system.
  - a. Some network maintenance notifications are not expected to be service affecting. All stakeholders **will be notified** of the maintenance using a Network Maintenance Advisory (NMA).
  - b. Stakeholder notification - The NMA will indicate potential service and any forecasted PSAP impairments.
    - i. Network Service / Maintenance Advisory guidelines
      1. Identify forecasted service impairments
      2. Email the NMA advisory, with the date and time of maintenance
      3. Notify and schedule NMA events with Stakeholders **10 business days** prior to the event, if possible, and the severity does not dictate a faster response.
      4. Emergency maintenance once identified by the customer or INdigital personnel as impacting service or potentially affecting service.
        - a. The primary objective is to restore service as quickly as possible.
        - b. A call will be made to the customer's primary contact or the most senior available staff will be notified via voice call of potential service issues and mitigation efforts **within 30 minutes** of identifying service issues.
        - c. INdigital will communicate emergency response plans, validate work, and test service with stakeholders for service restoration

- d. INdigital will create an outage document to be shared with stakeholders at the local, state, and or federal jurisdiction as required.

## Detailed IWSP Guidance:

The below-listed classes of systems require a safety plan unless otherwise socialized with and approved by company management, or the 9-1-1 authority having jurisdiction. All work - whether requested by the customer or not - REQUIRES a formal Notice or Advisory of work statement to be completed and sent to the customer with a copy to the INdigital QRC for situational awareness.

## Classes of Work

The classes of work, which are classified as ‘**Emergency**’ or time-sensitive work may be exempted from the above requirements.

### Critical, Major or other emergency maintenance.

- o This work will require full documentation (an incident report) by an associate or member of management and will require coordination for all involved work groups, and a company-wide notification (see **21-313 911 Network Incident Notification Practice and Procedure** previously policy 501). Notice that using [imn@indigital.net](mailto:imn@indigital.net) may also be required.
- o Proper staffing must be available and aware of the event
- o After all maintenance work is completed, test calls must be made and service verified with the customer.
- o Critical maintenance events are exempt from time of day and day of week. Management approval required outside customary maintenance windows

### Major -

- o This work will require full documentation (an incident report) by an associate or member of management and will require coordination for all involved work groups, and a company-wide notification (see

☰ 21-313 911 Network Incident Notification Practice and Procedure (previously policy 501). Note that using [imn@indigital.net](mailto:imn@indigital.net) may also be required.

- Proper staffing must be available and aware of events.
- After all maintenance work is completed, test calls must be made and service verified with the customer.
- When scheduling the maintenance window we should look to provide proper notice (see below) and avoid Fridays if possible and the severity does not dictate a faster response.

## Routine (Normal)

- When scheduling the maintenance window we should look to provide proper notice (see below) and avoid Fridays if possible
- Proper staffing must be available and aware of events.
- After all maintenance work is completed, test calls must be made and service verified with the customer.

## Exemptions:

These classes of work, which are classified as **'routine'** may be exempted from the above requirements.

- Routine and non-complex moves, adds, and changes
  - Department management evaluated the work to be performed as near-zero risk for service disruption.
  - We recommend that routine work mitigates risk by diverting calls or IP traffic to alternate delivery points prior to doing the work.
  - Work coordination and completion notices will be accomplished via a work ticket in the INdigital ticketing system outlining the work being performed is documented and completed.
  - Recommend notification of completed work to NSOC, Project Management, Market Managers, customers, and related stakeholders.

## Additional considerations:

An IWSP may not be required in the following situations, however, detailed documentation, testing, and follow-up are required.

- All work requested by the Customer via voice order is to be confirmed in writing by opening a work ticket in the INdigital ticketing system (TeamSupport or Jira) so that a record of the work is created and to provide situational awareness to the QRC.
- We recommend that routine work mitigates risk by diverting calls or IP traffic to alternate delivery points prior to doing the work.
- Work requested by the Customer via e-mail or other electronic means shall be ticketed and when complete, fully tested with the Customer with documented test results. For example, speed dial updates, call flow changes, and general CPE work.
- After all maintenance work is completed, test calls must be made and service verified with the customer. Required documentation will be completed as part of the “closeout” and communicated.

## Guidance for performing maintenance:

INdigital’s fundamental design objective is that all systems provided by INdigital are redundant.

The best technical operating practice is to make changes to one side of the system (A or B side), and perform a comprehensive test plan on that node to ensure that the maintenance, update or work done is operating at the design specification.

All work is required to be completed on one system side, (ex: PR01, PR02 or App A, App B) tested thoroughly and verified by the customer with working test calls for a minimum of 30 minutes “bake in” prior to replicating the work on other similar nodes.

The objective is to have the secondary (and/or tertiary) node remain in a ‘known state’ until the work on the initial node is also in a known good state.

If this best practice is expected to jeopardize the 9-1-1 system, availability or operation for the public or the 911 authority, (our customer), the technicians involved are required to notify company management of the risk and seek approval of the action to be taken to minimize service impairment.

System changes that require an IWSP and customer notification; customer testing, and approval from customer and management are:

- Software upgrades/updates of any NGCS element
- Equipment replacement
- Equipment failover testing
- IP Routing failover testing
- Call Routing failure testing
- NGCS translation or configuration changes (LNG, SBC, BCF, ESRP)
- All PSAP call processing equipment, or related PSAP IP routing, IP addressing, and/or connection changes
- Scheduled network (circuit) maintenance or testing, whether initiated by INdigital or a vendor, when there is a chance of service impairment.
- After all maintenance work is completed, test calls must be made and service verified with the customer.

**Only listed exceptions to these guidelines are approved.**

**Non-compliant work may be subject to disciplinary action, up to and including termination of employment.**

**General Compliance**  
**Next Generation 911 (NG911) {3 points}**

**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: INdigital

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				
<b>Vendor General Requirements</b>					
1	<b>VN001</b> NG911 Service Provider General Information:	<b>Yes.</b>			

	<p>The NG911 Service Provider should provide the length of time that the NG911 Service Provider has been in operation including the following:</p> <ul style="list-style-type: none"> <li>• Total number of current employees of the company.</li> <li>• 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).</li> </ul> <p>The NG911 Service should provide the provider's subcontractor length of time that have been in operation including the following:</p> <ul style="list-style-type: none"> <li>• Total number of current employees of the company.</li> <li>• Rate of employee turnover</li> </ul>	<p>INdigital has been in continuous operation since 1995, with active NG911 deployments beginning in 2004. INdigital currently employs approximately 160 full-time staff members.</p> <p>The employee turnover rate for the last full calendar year was 3% based on voluntary resignations.</p> <p>INdigital's primary subcontractors have been in business between ten and 30 years, with most exceeding 10 years of continuous operation.</p> <p>The combined number of employees across INdigital's active subcontractors is approximately 150.</p> <p>The average turnover rate for INdigital's subcontractors in the last calendar year was 3% based on information they provided.</p>			
2	<p><b>VN003</b> Provide a List of the Top 50</p>	<p><b>Yes.</b> Please see: 2.25 VN003 - top 50 market service areas</p>			

	<p>Metropolitan Statistical Areas (MSAs) that are NG911 Clients:</p> <p>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:</p> <ul style="list-style-type: none"> <li>• Agencies/PSAPs</li> <li>• Types of Service</li> <li>• General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version</li> <li>• Is it part of a statewide or regional system</li> </ul>				
3	<p><b>VN004</b> Be Active in NG911 Standards Development:</p> <p>The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as</p>	<p><b>Yes.</b></p> <p>INdigital actively participates in the development of NG911 standards through multiple Standards Development Organizations (SDOs) and related bodies, with staff serving in leadership, contributor, and producer roles. Our participation</p>			

<p>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.</p>	<p>directly supports industry-wide adoption of best practices, interoperability, and innovation in NG911 services.</p> <p><b>Committees, Work Groups, and Projects:</b></p> <p><b>Alliance for Telecommunications Industry Solutions (ATIS)</b></p> <ul style="list-style-type: none"> <li>● 3GPP / IMS – Contributor and Producer roles</li> <li>● ESIF – Producer role</li> <li>● INC – Producer role</li> <li>● NGIFF – Producer role</li> <li>● OBF – Contributor role</li> <li>● WTSC – Contributor role</li> </ul> <p><b>Association of Public-Safety Communications Officials (APCO) International</b></p> <ul style="list-style-type: none"> <li>● Project 43</li> <li>● WTSC-JSMS911</li> <li>● Liaison with NENA on standards development</li> <li>● Presentations on NG911 trends, emerging technologies, training improvements, consolidation, funding, and best practices</li> </ul> <p><b>Federal Communications Commission (FCC)</b></p> <ul style="list-style-type: none"> <li>● CSRIC, CSRIC IX, CSRIC VII</li> <li>● TFOPA</li> </ul>			
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		<p><b>European Emergency Number Association (EENA)</b></p> <ul style="list-style-type: none"> <li>• Testing Advisory Board</li> <li>• ‘Plugfest’ Testing X2 (Sophia Antipolis, FR)</li> </ul> <p><b>NASNA and FCC</b></p> <ul style="list-style-type: none"> <li>• Multiple presentations on NG911 trends, technology adoption, and operational improvements.</li> </ul> <p><b>National Emergency Number Association (NENA)</b></p> <ul style="list-style-type: none"> <li>• ICE 2 through all current/planned events: Participant, network provider, facilitator, and FE simulator supplier</li> <li>• Leadership roles: ICE Chair or Co-Chair (5 times), permanent Steering Committee member since 2012</li> <li>• Co-hosted events, designed test protocols, managed networks</li> <li>• DSC advisor and JCM facilitator</li> <li>• Working Groups (partial listing): ICE 13 WG, i3(NGCS) WG, NGPSAP WG, EIDO JSON WG, IDO Conveyance WG, Text2911 Topics WG, ISD WG, WG 911-988 Georouting WG</li> <li>• FCC events and staff education sessions</li> <li>• ENP test question development</li> <li>• Over 50 national and state conference presentations</li> </ul> <p><b>NG911 Interoperability Task Force</b></p> <ul style="list-style-type: none"> <li>• Finance Committee – Participant</li> </ul>		
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		<ul style="list-style-type: none"> <li>• Technical Committee – Co-Chair</li> </ul> <p><b>Department of Homeland Security Next Generation 911 (NG911) interoperability testing and certification program</b></p> <ul style="list-style-type: none"> <li>• Texas A&amp;M University</li> <li>• Illinois Institute of Technology</li> </ul>			
4	<p><b>VN005</b>      NG911 Service Provider Description:</p> <p>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:</p> <ul style="list-style-type: none"> <li>• Background and experience</li> <li>• Company vision</li> <li>• Company financial stability statement</li> </ul>	<p><b>Yes.</b></p> <p><b>Background:</b></p> <p>INdigital was founded in 1995 and has been a pioneer in NG911 technology since its inception. We deployed the first statewide ESiNet for the state of Indiana, and have expanded to support NG911 deployments across the US and Canada.</p> <p>Our platform does it all. Voice, text, and data service without the risk of public cloud outages.</p> <p><b>Vision:</b></p> <p>INdigital exists to support the people who serve the public. Our vision is to deliver the most resilient, innovative, and standards-compliant NG911 services to 911 authorities and PSAPs, with a focus on interoperability, network diversity, and customer responsiveness.</p> <p>We believe NG911 should improve technology and empower people and the delivery of emergency services.</p> <p><b>Company financial stability:</b></p>			

	<ul style="list-style-type: none"> <li>• Distinguishing System characteristics</li> <li>• Pending litigation</li> </ul>	<p>INdigital is a financially stable, privately held company with limited debt and consistent revenue growth across its operating regions.</p> <p>Our financials are audited annually, and we maintain sufficient reserves to support large-scale and long-term NG911 operations.</p> <p>Distinguishing characteristics:</p> <p>INdigital designs, creates, deploys and maintains its own NENA i3 Functional Elements that make up scalable, high availability private cloud solutions.</p> <p>The core strength of our system is flexibility and unmatched interoperability.</p> <p>The proposed solution is a fully redundant, diverse multi-region Next Generation Core Services (NGCS) platform. We fully support legacy, i3 and emerging classes of interfaces.</p> <p>We proposed native integration with MEVO (Message EVolution), our packaged disaster recovery and overflow call handling platform. This platform will maintain service continuity even during large-scale outages or relocations.</p> <p>INdigital’s Text Control API (TCAPI) delivers Text-<b>to</b>-911 and Text-<b>from</b>-911 messages to multiple endpoints, including our browser-based Texty platform. We also support direct interfaces to CAD systems, and other over-the-top (OTT) applications.</p>			
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		<p>This supports customized workflows while preserving full compliance with the J-STD-110 and RTT standards for text message delivery to public safety systems.</p> <p>The NGCS nodes and our ESiNet provide direct integration via IP-based protocols, both i3 and RFAI.</p> <p>We lead the industry in connectivity options, with blended support for all fiber and cable providers; AT&amp;T FirstNet, VZW FrontLine, TMo-Priority, as well as Starlink managed services. Scalable. Reliable. Flexible.</p> <p>We proposed a standards-based NG911 ecosystem with the strongest future path for growth and innovation in the industry.</p> <p>Pending litigation:</p> <p>INdigital is not involved in any litigation that would affect its ability to perform the services in this proposed solution.</p> <p>INdigital has had three litigation cases in its history. A complete listing is provided in response 3.09 (09)-Litigation History</p>			
5	<p><b>VN006</b>      References:</p> <p>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</p>	<p><b>Yes.</b></p> <p>Our references are submitted in the group 2 responses as documents: <b>2.09,1 through 2.09,5 references</b></p>			

	<p>that are a similar implementation of the service model system requested, have completed implementation, and are in daily use).</p>			
6	<p><b>VN007</b> Alternate Options and Systems:</p> <p>The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal.</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital is excited to meet Broward’s needs with alternative methods. Our alternative approaches enhance resiliency, service continuity, and other specialized needs. Our proposal includes:</p> <ul style="list-style-type: none"> <li>- Multi-region NGCS core deployments to ensure geographic diversity and service survivability.</li> <li>- CHE-agnostic routing and gateway support for hybrid legacy/NG environments.</li> <li>- Advanced monitoring, alarming, and incident response frameworks aligned with NENA security standards.</li> </ul> <p>Optional services for your consideration are:</p> <ul style="list-style-type: none"> <li>- MEVO for PSAP-level continuity, including failover, overflow, and mobile operations.</li> <li>- Starlink and FirstNet integration for network diversity and transport layer redundancy.</li> </ul> <p>These alternatives are in the relevant response sections and clearly marked as enhanced or optional configurations for Broward’s consideration.</p>		

		Please refer to section 8 pricing proposal for cost details.			
7	<p><b>VN007</b> Mean Time Between Failures (MTBF)</p> <p>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.</p>	<p><b>Yes.</b></p> <p><b>Alabama</b></p> <ol style="list-style-type: none"> <li>1. OSP interfaces TDM, SIP, ESiNet NNI, and SIP aggregation.</li> <li>2. MTBF = total hours divided by outage hours <ol style="list-style-type: none"> <li>a. 17,520 hours / 0 = 0 MTBF</li> <li>b. Alabama has had 100% since the ESiNet was turned up.</li> </ol> </li> </ol> <p><b>Florida</b></p> <ol style="list-style-type: none"> <li>1. OSP interfaces TDM, SIP, ESiNet NNI</li> <li>2. MTBF = total hours divided by outage hours <ol style="list-style-type: none"> <li>a. 17,520 hours / 0 = 0 MTBF</li> <li>b. Florida has had 100% availability since all ESiNets were turned up.</li> </ol> </li> </ol> <p><b>Georgia</b></p> <ol style="list-style-type: none"> <li>1. OSP interfaces TDM, SIP, ESiNet NNI</li> <li>2. MTBF = total hours divided by outage hours <ol style="list-style-type: none"> <li>a. 17,520 hours / 0 = 0</li> <li>b. Georgia has had 100% availability since the ESiNet was turned up.</li> </ol> </li> </ol>			

8	<p><b>VN008</b> Latency and Mean Opinion Score (MOS):</p> <p>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.</p>	<p><b>Yes.</b></p> <p>We found this to be the most interesting requirement of the procurement. We couldn't be happier to provide this information, and share with Broward that for us, Voice Quality is Job 1.</p> <p>INdigital's MOS score average is <b>4.3</b> throughout these three states.</p> <p>Latency is sub 30ms between data centers.</p> <p>As OSPs move to direct SIP connections, we have upgraded our NGCS FEs to support high definition codecs such as G722.2 and Opus. As a result we now use a MOS scoring table scale of 5.0.</p>			
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**Professional Services Requirements**

1	<p>PS001 Project Management:</p> <p><b>PS001.a</b> 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</p>	<p><b>Yes.</b></p> <p>The PM delivering the success of this project will remain with the project end-to-end. In addition, a "shadow PM" will be involved to ensure project continuity as requested.</p> <p>INdigital fully understands the importance of this requirement. Our PM staff has overseen some of the most demanding projects in the US.</p>			
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	contact with the vendor post implementation.				
2	<p><b>PS001.b</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:</p> <ul style="list-style-type: none"> <li>● Demonstrate the knowledge, skills, and experience as a Program and/or PM.</li> <li>● A minimum of five (5) years of experience managing large NG911 programs and/or projects.</li> <li>● A minimum of three (3) years employed by the NG911 Service Provider.</li> <li>● A minimum of two (2) years and two (2)</li> </ul>	<p><b>Yes.</b></p> <p>The resumes of the PMs (and others) that will make this project a success are in response document:</p> <p>See also: 2.25 § 1. a. - staff resumes and org chart</p>			

	<p>completed NG911 implementations of a similar size to the County's.</p> <ul style="list-style-type: none"> <li>• A certification or credential on Project Management.</li> </ul>				
3	<p><b>PS001.c</b> The NG911 Service Provider should provide the proposed PM's resume.</p>	<p><b>Yes.</b></p> <p>The resumes of the PMs (and others) that will make this project a success are in response document:</p> <p>2.25 § 1. a. - staff resumes and org chart</p>			
4	<p><b>PS002.b</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:</p> <ol style="list-style-type: none"> <li>1. Implementation Schedule</li> <li>2. Continuation of Operations (COOP) Plan, including, at a minimum:</li> </ol>	<p><b>Yes.</b></p> <p>INdigital has provided an attached document for our typical NGCS project implementation plan. The plan includes samples of the schedule, roles/responsibilities, project implementation Change Management processes, risk management and escalation process, the project communication plan and test plans are referenced in the schedules and in the communications document deliverables section. Additionally a Test plan sample is attached. The COOP, SSP and IRP plans are also accounted for in the communications document table and the Security and Monitoring Documentation, these will be tailored to the installation and delivered to the customer upon project completion and maintained as living documents throughout the contract. As lessons are learned or changes are</p>			

	<ul style="list-style-type: none"> <li>a) Lists of critical systems</li> <li>b) Restoration procedures</li> <li>c) Exercise or testing procedures</li> </ul> <p>3. Post-deployment Operational and System Security Plans</p> <p>4. Detailed description of the activities, personnel, schedule, standards, and methodology</p> <p>5. Acceptance Test Plan, including, at a minimum:</p> <ul style="list-style-type: none"> <li>a) Test scripts and method</li> <li>b) Strategy and procedure</li> <li>c) Expected results for each element</li> </ul> <p>6. Project Plan Change Management process</p> <p>7. Communication Plan, including, at a minimum:</p> <ul style="list-style-type: none"> <li>a) Adequate measures to</li> </ul>	<p>made these documents will be updated and communicated appropriately.</p> <p>See attached -</p> <p>2.11 PS001.1 - Project Management Plan</p> <p>2.11 SR-GN015 - Security and Monitoring documentation</p> <p>2.11 TS001 - System Test Plan</p> <p>Reference the product roadmap INdigital is currently compliant with the i3 v3 standard. For additional information regarding INdigital's SDLC and software release cycle see:</p> <p>2.11 (a 1) Project Questionnaire - SR-MR003 Configuration Management.</p>			
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	<p>communicate with vendors to resolve issues</p> <p>b) Communicate resolution end-to-end</p> <p>8. Incident Response Plan</p> <p>9. Incident Communication Plan</p> <p>10. Escalation Procedures</p> <p>11. Risk Register and Mitigation Plans</p> <p>12. Lifecycle Management Plan</p> <p>a) System Security Plan</p> <p>b) Plan of Action and Milestones</p> <p>13. Product Roadmap</p> <p>The NG911 Service Provider should provide an example of project plan and the expected project schedule.</p>			
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5	<p><b>PS006.b</b> Monthly or weekly progress reports should contain details relating to the following tasks:</p> <ul style="list-style-type: none"> <li>● Activities to include: <ul style="list-style-type: none"> <li>Accomplishments since the previous reporting period</li> <li>PSAP data gathering</li> <li>Staging and lab testing</li> <li>Installation, set up, and configuration</li> <li>Device and circuit installation progress at each site</li> <li>Connectivity information for CHE provider</li> <li>ALI/Location Database (LDB) transition</li> <li>GIS data readiness</li> <li>NGCS provisioning status</li> </ul> </li> <li>● Updated schedule and comparison to baseline</li> <li>● Issue tracking with classification of issues</li> </ul>	<p><b>Yes.</b></p> <p>See attached -</p> <p><b>2.11 PS001.1 - Project Management Plan</b></p>		
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	<p>(i.e., critical, major, and minor)</p> <ul style="list-style-type: none"> <li>● Pre-cutover testing</li> <li>● Cutover schedule plans</li> </ul> <p>The NG911 Service Provider should provide an example of a monthly status report.</p>				
6	<p><b>PS007.b</b> The Technical Lead should have at a minimum, the following qualifications:</p> <ul style="list-style-type: none"> <li>● Knowledge of the latest technology and business models related to NG911</li> <li>● Extensive experience and knowledge of industry standards and best practices regarding NG911</li> <li>● A minimum of three (3) years of experience designing and consulting on large NG911 projects</li> <li>● A minimum of three (3) years employed by the NG911 Service Provider</li> <li>● A minimum of two (2) years and two (2) completed NG911</li> </ul>	<p><b>Yes.</b></p> <p>The resumes of the Technical Lead (and others) that will make this project a success are in the response document.</p> <p>See also:</p> <p>2.25 PS-001 b (§ 1. a.) - staff resumes and org chart</p>			

	<p>implementations of a similar size to the County's</p> <p>The NG911 Service provider should provide the proposed Technical Lead's resume.</p>				
7	<p><b>PS008.b</b> The CSR should be involved in the implementation and should have at a minimum, the following qualifications:</p> <ul style="list-style-type: none"> <li>● Knowledge of the NG911 Service Provider's technology and processes related to NG911</li> <li>● A minimum of three (3) years employed by the NG911 Service Provider</li> <li>● Experience managing with a minimum of two (2) years and two (2) NG911 projects of a similar size to the County's</li> </ul> <p>The NG911 Service Provider should provide the proposed CSR's resume.</p>	<p><b>Yes.</b></p> <p>The resumes of the CSR (and others) that will make this project a success are in response document</p> <p>See also:</p> <p>2.25 PS-001 b (§ 1. a.) - staff resumes and org chart</p>			

8	<p><b>PS009</b> Additional Staff and Organization Chart:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>The work group org chart that will make this project a success are in response document.</p> <p>See also:</p> <p>2.25 PS-001 b (§ 1. a.) - staff resumes and org chart</p>			
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**Equipment and Hardware**

1	<p><b>SR-EH001</b> Onsite Equipment List:</p> <p>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</p>	<p><b>Yes.</b></p> <p>The equipment list is detailed in the attached file</p> <p>2.25 SR-EH001 - NGCS SOW</p>			
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	of all devices, quantities, makes, models, power requirements, heat loads, locations, and cabling types that will be installed in any County facility.				
2	<p><b>SR-EH002</b> Onsite Equipment Space Needed:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>The equipment list is detailed in the attached file:  <a href="#">2.25 SR-EH001 - NGCS SOW</a></p>			
<b>General System Requirements</b>					
1	<p><b>SR-GN001</b> Overall Project Approach:</p> <p>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</p>	<p><b>Yes.</b></p> <p>See these attached documents:  <a href="#">2.25 SR-EH001 - NGCS SOW</a>  <a href="#">2.11 PS001.1 - Project Management Plan</a></p>			

<p>implementation plan, network equipment, training, maintenance and support.</p> <ul style="list-style-type: none"> <li>i. Include an introductory overview describing the proposed system.</li> <li>ii. Address integration with the system, product life cycle(s), capability for expansion and ability to adapt to industry changes.</li> <li>iii. How the primary vendor will use subcontractors, third party vendor(s), third party software integration (if applicable) throughout the project.</li> <li>iv. Identify potential issues or challenges related to the project and describe how</li> </ul>				
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	your firm’s project approach will resolve these issues.				
2	<p><b>SR-GN002.b</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 and timeframe to migrate to a NENA i3 Version 3 system in the future.</p>	<p><b>Yes.</b></p> <p>The proposed solution in the response is compliant with Version 3 of the i3 specification.</p> <p>INdigital has development resources working on version 3.1 in 2025.</p> <p>The company is also active in the discussion of what is needed to fill in the gaps, and other problems that need resolution in NENA i3 version 4.0</p>			
3	<p><b>SR-GN003</b></p> <p>Standards-based Compliance:</p> <p>All aspects of the proposed system design, deployment, operation, and security provided by the NG911 Service</p>	<p><b>Yes.</b></p> <p>Per our active participation in NG911 standards development, as documented in our response to VN004, INdigital’s proposed system is fully compliant with SR-GN003, meeting all relevant industry standards, requirements, and recommendations established by the listed SDOs and other entities, including</p>			

<p>Provider should be in full compliance with industry standards, requirements, and recommendations. SDOs and other entities include, at a minimum:</p> <ul style="list-style-type: none"> <li>● Alliance for Telecommunications Industry Solutions (ATIS)</li> <li>● Association of Public-Safety Communications Officials (APCO) International</li> <li>● Department of Justice (DOJ)</li> <li>● International Organization of Standards (ISO)</li> <li>● Internet Engineering Task Force (IETF)</li> <li>● National Emergency Number Association (NENA)</li> <li>● National Institute of Standards and Technology (NIST)</li> <li>● Open Systems Interconnection (OSI)</li> </ul>	<p>ATIS, APCO International, DOJ, ISO, IETF, NENA, NIST, OSI, TIA, TMA, and UL.</p>			
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	<ul style="list-style-type: none"> <li>• Telecommunications Industry Association (TIA)</li> <li>• The Monitoring Association (TMA)</li> <li>• Underwriters Laboratories (UL)</li> </ul>				
4	<p><b>SR-GN004</b> Multiple NGCS Data Centers:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital has two requirement qualified data centers in Florida:</p> <p>Data center 1 is located at: Jacksonville FL</p> <p>Data center 2 is located at: Winterhaven FL</p> <p>Data Center 3 is located in Atlanta GA</p>			
5	<p><b>SR-GN005</b> Data Center Requirements:</p> <p>All data centers proposed by the NG911 Service Provider, including POIs and aggregation sites, should have a level of protection and capabilities to</p>	<p><b>Yes.</b></p> <p>INdigital's data centers all meet these requirements.</p>			

<p>make the site resilient. Data centers should meet the following:</p> <p>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.</p> <p>GN004.2 Voice and data circuits delivered via diverse entrances into the facilities.</p> <p>GN004.3 Voice and data circuits delivered from diverse providers to each NGCS host location.</p> <p>GN004.4 Voice and data circuits delivered from diverse providers to each call-handling host location</p> <p>GN004.5 Secured rack space or data center</p> <p>GN004.6 Minimum Tier 3 rated</p>				
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	<p>GN004.7 Hardened facilities that can withstand Enhanced Fujita Scale (EF) 5-category winds up to 318 miles per hour</p> <p>GN004.8 Must provision circuits in Telecommunications Service Priority (TPS)</p> <p>GN004.9 Capacity to handle 50% growth without requiring the replacement of any hardware or software components</p>				
6	<p><b>SR-GN007.b</b> The change control process should be integrated into the County's change control process for all changes to:</p> <ul style="list-style-type: none"> <li>• New NG911 features or functions</li> <li>• Security changes (Software, applications and configurations)</li> <li>• Changes to OSP ingress hardware and software</li> </ul>	<p><b>Yes.</b></p> <p>INdigital follows a structured change control process that's designed to keep the County informed and involved at every step. For any changes that involve new NG911 features, security updates, OSP ingress equipment or software, call delivery to the PSAPs, or anything else that could impact PSAP operations, we will follow the County's established change management procedures.</p> <p><b>How INdigital will work with Broward County</b></p> <p><b>1. Starting the Request</b></p>			

<ul style="list-style-type: none"> <li>● Call delivery to the PSAPs</li> <li>● Any change that will impact the PSAP</li> </ul> <p>The NG911 Service Provider should at a minimum:</p> <ul style="list-style-type: none"> <li>● Submit all change requests using the County's Change Request Template</li> <li>● Submit all change requests to the County E911 Office for approval</li> <li>● Participate in the change review process, which includes meetings to present all change requests</li> <li>● Provide any additional information or changes to the plan to meet the County's requirements</li> <li>● Obtain approval from the County before making changes</li> <li>● Immediately upon completion of the</li> </ul>	<ul style="list-style-type: none"> <li>○ Every change request will be prepared using the County's Change Request Template. We'll include all the details the County needs: what's being changed, why it's needed, the expected benefits, how it will be done, what happens if we have to roll it back, possible risks, and an estimated timeline.</li> </ul> <p><b>2. Submitting for Review</b></p> <ul style="list-style-type: none"> <li>○ All requests go directly to Broward County for review and approval before action is taken.</li> <li>○ Our team will be available to answer questions or provide more information during the review process.</li> </ul> <p><b>3. Review Meetings</b></p> <ul style="list-style-type: none"> <li>○ We'll attend the County's change review meetings to present the request and address any concerns.</li> <li>○ If the County requests adjustments, we'll revise the plan and resubmit it for approval.</li> </ul> <p><b>4. Approval Before Implementation</b></p> <ul style="list-style-type: none"> <li>○ No changes will be made without written approval from the County.</li> <li>○ Once approved, we'll work with the County to schedule the change at a time that minimizes impact on PSAP operations.</li> </ul> <p><b>5. After the Change</b></p>			
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	<p>change, notify the County of the results</p> <p>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.</p>	<ul style="list-style-type: none"> <li>○ As soon as the change is complete, we'll notify the County and provide a summary that includes: <ul style="list-style-type: none"> <li>■ When the change was made</li> <li>■ Any differences from the approved plan</li> <li>■ Results of testing and validation</li> <li>■ Any follow-up work needed</li> </ul> </li> </ul> <p><b>6. Post-Change Review</b></p> <ul style="list-style-type: none"> <li>○ If requested, we'll participate in a review of the change to discuss how it went, share lessons learned, and suggest improvements for future updates.</li> </ul> <p><b>Timeframes and Notifications</b></p> <p>7. <b>Planned changes</b> – Submitted at least 10 business days before the proposed implementation date, unless otherwise agreed with the County.</p> <p>8. <b>Emergency changes</b> – Reported to the County within one hour of discovery, with the formal request submitted afterward for documentation.</p> <p>9. <b>Completion notice</b> – For changes that affect operations, we'll notify the County within one business hour after completion. For changes that don't affect operations, we'll notify you within one business day.</p> <p><b>How Our Process Fits with the County's</b></p>		
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		<p>Our internal change tracking system won't allow a change to move forward until County approval is recorded. We'll use the County's templates, follow their submission process, and keep their approval as a required step before anything happens.</p> <p>All milestones and status updates will be tracked internally, so both our team and the County always know where things stand.</p>			
7	<p><b>SR-GN008.b</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 .</p>	<p><b>Yes.</b></p> <p>INdigital's Change Management process is governed by operational policy and through the use of INdigital Work Safety Plans (IWSP).</p> <p>The IWSP is communicated with all identified and appropriate stakeholders. A sample IWSP and the referenced policy are attached as:</p> <p>2.25 Attachment IWSP + MOP SR-GN008.b</p> <p>2.11 SR-GN007 - IWSP / maintenance operations plan</p>			
8	<p><b>SR-GN009</b> Lab Environment:</p> <p>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:</p>	<p><b>Yes.</b></p> <p>INdigital's conversion process begins with a non-live instance of the final production system</p> <p>This makes the conversion from 'the lab system' to full production without a cutover from a tested system to an untested system, or the need to perform a second instance of all system tests.</p>			

	<ul style="list-style-type: none"> <li>• Physical or virtual</li> <li>• Locations</li> <li>• Available to County staff</li> </ul>	<p>INdigital works with the OSPs to use their test code 922 so that the testing is done end to end from authorized devices to the CHE ques dedicated to pre-conversion testing.</p> <p>This allows all use cases and corner cases to be fully vetted in a real world environment prior to the migration of 911 calls to production.</p> <p>We make the following assumptions:</p> <p>(a) Broward will wish to test with an isolated subset of positions on their current VIPER 7 system;</p> <p>(b) Broward has a training facility or training stations available.</p> <p>This approach has been proven to be successful for many customers, and has the least disruption for the PSAP.</p>			
9	<p><b>SR-GN010.b</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.</p>	<p><b>Yes.</b></p> <p>INdigital has extensive experience in this type of deployment and testing regime.</p> <p>The description is simple. We will work with Broward on a test plan, and fully welcome the county's participation.</p> <p>We have a number of test rails pre-built, and can share this 'secret sauce' as the project moves forward.</p> <p>See also:</p> <p><b>2.11 TS001 - System Test Plan</b></p>			

10	<p><b>SR-GN011</b> Interconnection of the NG911 Service Provider Lab to the County Test Environment:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital has extensive experience in this type of deployment and testing regime.</p> <p>We look forward to sharing our experiences of this work, and working closely with the County.</p>			
11	<p><b>SR-GN012</b> Change Notifications:</p> <p>The NG911 Service Provider should notify the County at least seven calendar days prior to all routine installations, changes, updates, upgrades, and maintenance.</p>	<p><b>Yes.</b></p>			

12	<p><b>SR-GN013.b</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.</p>	<p><b>Yes.</b></p> <p>INdigital will provide the county with design documentation and final As-builts. The As-builts will be updated as changes are made through the life of the solution.</p> <p>INdigital typically does this through Google drive shares with key customer contacts but can also utilize Microsoft Teams or Onedrive if Broward County prefers.</p>			
13	<p><b>SR-GN017b.</b> The NG911 Service Provider should describe the process to determine which parts are needed and how they are stored and replaced as needed.</p>	<p><b>Yes.</b></p> <p>INdigital operates throughout the State of Florida with a continually growing presence.</p> <p>We keep critical spares in the market to respond efficiently to system failures. All systems are fully redundant, resilient, and capable of handling the entire traffic load for the entire county.</p> <p>A single impairment will have no effect on service availability.</p> <p>INdigital has dedicated support and service employees located in Florida to help make restoration efforts as efficient as possible.</p>			

14	<p><b>SR-GN018</b> Product Roadmap:</p> <p>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:</p> <ul style="list-style-type: none"> <li>• Multimedia (e.g., video, images) applications delivered as part of the proposed NG911 System</li> <li>• Artificial Intelligence (AI) systems</li> <li>• Internet of Things (IoT)</li> <li>• User-editable PRF</li> <li>• 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</li> </ul>	<p><b>Yes.</b></p> <p>The services requested in this RFP are fully compliant with standards based i3 NGCS specifications.</p> <p>The NENA standard natively supports multimedia service applications, IoT 9-1-1 integration, and PRF tools.</p> <p>These Roadmap items are in production or production ready state for this project.</p> <p>A.I. has a limited role in the current the i3 standard.</p> <p>Ancillary services such as reporting and dashboarding use A.I. interfaces to help identify service trends.</p> <p>Additionally, some PSAPs have successfully used A.I. PSTN services for admin telephony services across INdigital ESiNet to lessen the workload for admin calls.</p> <p>Many INdigital customers use priority 4G LTE &amp; 5g services as a backup connection to ensure call delivery.</p> <p>INdigital fully supports multiple translation base services, and has a customized connection arrangement with one of the major providers that can significantly accelerate the language detection process to get the correct translator online faster.</p> <p>INdigital fully supports Firstnet, however we have found that Starlink exceeds the bandwidth and reliability as a better back up option.</p>		
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	<p>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.</p> <ul style="list-style-type: none"> <li>Integration with the Nationwide Public Safety Broadband Network (NPSBN) being implemented by the First Responder Network Authority (FirstNet)</li> <li>Emergency call taking positions in the cloud as another tier of contingency if a PSAP's positions become unavailable or a PSAP is uninhabitable</li> </ul>	<p>The service operates in the worst weather conditions, and is a direct replacement for local fiber and / or cellular infrastructure is damaged from flooding or hurricane conditions.</p> <p>INdigital is an ESiNet provider throughout North America, and has integrated with multiple national cloud providers such as Microsoft Azure and Amazon AWS services.</p> <p>A variety of CHE providers have gone live with seamless integration to several INdigital ESiNets.</p> <p>We currently support Carbyne, Vesta Nxt, Ryzylant, VIPER 7, and are in the final stages of integration with Central Square.</p> <p>Additionally, INdigital provided optional pricing for our MEVO (Message EVolution) disaster recovery and service continuity platform that has been adapted for work-from-home or command center applications.</p> <p>This system is designed to provide NG911-like services in the event of a failure of the CHE system or as a backup to the backup systems.</p> <p>It is a low cost, low bandwidth, emergency usage system that is flexible to meet almost any need.</p>			
15	<p><b>SR-GN021</b> Abandoned Call Backs:</p> <p>In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP</p>	<p><b>Yes.</b></p> <p>The proposed solution from 911 Logix features a graph at the top and a table at the bottom of the main dashboard.</p> <p>This displays the total number (count) of abandoned calls.</p>			

	<p>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.</p>	<p>The vertical axis shows the total number of abandoned calls, and the horizontal axis displays the dates of the displayed range.</p> <p>See also: 2.25 SR-GN021 reporting platform</p> <p>Additionally, we note that Broward has issued a second RFP for custom callback Caller ID. This proposal includes OCIF services for call backs and PSTN transfers from the NGCS system. If additional PSTN services are needed for the PSAP we can provide these non-NGCS services as an optional service at a later date.</p> <p>Beyond this, we can advise that the best method of reaching abandoned calls is to text the caller. Many jurisdictions have an 80% or higher call back KPI with this arrangement using our Texty platform or TCAPI (text controller adaptive programming interface.)</p>			
16	<p><b>SR-GN024</b> Proprietary Components:</p> <p>The NG911 Service Provider should indicate which components of the proposed NG911 System are proprietary.</p>	<p><b>Yes.</b></p> <p>The proposed solution is based on Industry Standards, and is fully compatible with the products and services of other vendors.</p> <p>To the extent that the VIPER 7 uses Intrado proprietary adaptations of these standards, INdigital has obtained licences to support this system.</p>			

	Please list the proprietary components.				
17	<p><b>SR-GN025</b> Alarm Notification</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital can alarm and provide notification to County stakeholders as needed.</p> <p>INdigital also operates its own 24x7 NSOC service center to take independent action on any alarms triggered by the Broward County service on a 24x7 basis..</p>			
<b>Technical Requirements</b>					
<b>General Technical Requirements</b>					
<b>Security/Notifications</b>					
1	<p><b>SN001.b</b> The NOC/SOC should perform the following:</p> <ul style="list-style-type: none"> <li>The NOC should monitor tickets, open tickets for alarm</li> </ul>	<p><b>Yes.</b></p> <p>INdigital operates a Network Service Operations Center (NSOC) fully staffed by INdigital employees 24X7X365. The</p>			

	<p>conditions and dispatch if needed, and initiate failover of any component of the system.</p> <ul style="list-style-type: none"> <li>• Support includes monitoring by onsite live staff, remote response, and onsite response for Critical and Major issues based on the service level defined herein for all NG911 System components.</li> <li>• 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</li> <li>• Response includes remote actions by NOC/SOC staff and dispatching onsite personnel to the data</li> </ul>	<p>benefit of our NSOC is a reduced reaction time, effective communication, and an overall coordinated response.</p> <p>In addition the NSOC is supported for overflow and backup by contracted U.S. based partners for NOC services.</p> <p>A 3rd party Security SOC / Monitoring partner is always fully engaged for additional security services and oversight.</p> <p>The NSOC monitors company dashboards, support tickets, and telephone service requests in realtime. All actions by the NSOC team members are documented in our CRM system Team Support. This allows visibility and transparency on the steps being taken by INdigital to restore services.</p> <p>Finally, INdigital has a rotation of SME’s that are on call to provide immediate escalation support to the NSOC if the problem requires a more complex resolution of an unexpected issue with an OSP or CHE vendor.</p> <p>This provides Broward County multiple layers of resources to respond to critical situations.</p>			
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	<p>centers, field, or County sites.</p> <p>The NG911 Service Provider should describe the NOC/SOC role in the proposed System.</p>				
2	<p><b>SN003.b</b> The County should be notified in advance of all testing and reserves the right to observe testing at its discretion.</p>	<p><b>Yes.</b></p> <p>As part of the INdigital change control process, Broward County would be notified at least 10 days prior to a test request.</p> <p>INdigital has a dedicated FL market manager that will work with the County to identify an ideal time to do testing or maintenance work with least amount disruption or conflict with the PSAP.</p>			
3	<p><b>SN006</b> System and Organization Controls (SOC) Compliance:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital has a SOC compliance report that can be shared upon contract award.</p> <p>Note that the focus of these audits were for the security and compliance of trust principles.</p> <p>INdigital has a number of ongoing SOC requirements in other contracts.</p>			
4	<p><b>SN007</b> Cybersecurity Insurance:</p>	<p><b>Yes.</b></p> <p>Upon contract award INdigital will add the county to its Cyber insurance policy and provide proof of coverage.</p>			

	<p>The NG911 Service Provider should provide proof of cybersecurity insurance and name the County as additional insured.</p>				
5	<p><b>SN015</b> Cybersecurity Framework (CSF):</p> <p>The NG911 Service Provider should implement NGCS cybersecurity and system security based on the County's CSF, including at a minimum:</p> <ul style="list-style-type: none"> <li>● NG911 security compliance by requirement of NG-SEC</li> <li>● Incident response requirements and notification</li> <li>● Portal and system access – unique username, password (12 characters) with MFA, 90-day expiration of password</li> <li>● SIP encryption</li> <li>● Digital certificates</li> </ul>	<p><b>Yes.</b></p> <p>Utilizing the National Institute of Standards and Technology (NIST) framework and NENA's Next Generation Security (NG-SEC) policies, the proposed solution takes a holistic approach to network and system security. INdigital will work with all stakeholders to create a security plan specific to this installation. We conduct an annual NG-SEC audit. We have a general IRP and will create a specific supplemental plan with the coordination of Broward County for this solution. INdigital has a documented plan specifically to mitigate Denial of Service attacks.</p> <p>INdigital partners with a 3rd party cyber security monitoring service adding another layer in our defense in depth approach. This service provides INdigital with cutting edge technology, a 24x7x365 group of cyber experts, data capture and ongoing 3rd party oversight (audit) rather than a point in time audit.</p>			

	<ul style="list-style-type: none"> <li>● NIST CSF 2.0 compliance</li> <li>● TDoS detection and mitigation</li> <li>● Distributed Denial of Service (DDoS) detection and mitigation</li> <li>● Third-party audits allowed with initial audit during preliminary acceptance</li> <li>● Implement authentication/passwords policy that defines authentication and password requirements. <ul style="list-style-type: none"> <li>○ Minimum 12 characters</li> <li>○ Mixed case</li> <li>○ One unique character</li> <li>○ Remember last three passwords</li> <li>○ Quarterly review of</li> </ul> </li> </ul>			
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	<p>Access Control Lists (ACLs)</p> <p>Implement MFA for certain mission-critical accounts, at a minimum</p>				
6	<p><b>SN016</b> Cybersecurity Plans and Implementation:</p> <p>The NG911 Service Provider should provide proof of the following plans, policies, processes, and implementations upon contract award:</p> <ul style="list-style-type: none"> <li>● CSF</li> <li>● Incident Response Plan</li> <li>● Incident Response Action Plan</li> <li>● Cybersecurity considerations document</li> <li>● Roadmap to NENA NG-SEC</li> <li>● Unique username and passwords for all system access</li> <li>● Zero trust architecture</li> </ul>	<p><b>Yes.</b></p> <p>As mentioned in SN015 row 5 above, the generalized policies and documents can be shared upon contract award as requested. Many of these will also have solution specific documents created with coordination of the project team with the County. These points include the IRP, NG-SEC audit, DoS attack controls, and monitoring with 3rd party oversight.</p> <p>A few points not covered in SN015 row 5 -</p> <p>Our unique username and passwords are required by policy and of course the CSF/ NG-SEC. SIEM integration and the continuous security monitoring aligns with our 3rd party oversight and monitoring service.</p> <p>The plans for backups, restoration, AAR, maintenance, ZTA, risk management and remote access have generalized policies and are documents that can be shared upon contract award as requested. All of these will also have solution specific documents created with coordination of the project team with the County.</p>			

<ul style="list-style-type: none"> <li>● Risk Management Plan/Strategy</li> <li>● Cybersecurity controls (e.g., TDoS, DDoS, ransomware attacks)</li> <li>● SIEM integration</li> <li>● NG-SEC compliance and controls</li> <li>● Backup procedures</li> <li>● Restoration procedure</li> <li>● After-Action Review (AAR) process</li> <li>● Cybersecurity maintenance and administration policy to ensure confidentiality, integrity, and availability for on-premise and hosted NG911 System components, which includes: <ul style="list-style-type: none"> <li>○ Patch Management</li> <li>○ Antivirus</li> <li>○ Time Synchronization</li> </ul> </li> </ul>	<p style="color: blue;">Additionally see attached 2.11 SR-GN015 - Security and Monitoring documentation</p>			
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	<ul style="list-style-type: none"> <li>o Security Event Logging</li> <li>o Backups</li> <li>o Remote Access</li> </ul> <p>Continuous security monitoring, detection, and response policy-defining cyber security monitoring and how often that information will be reviewed</p>				
7	<p><b>SN019</b> Third Party Audits:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>As mentioned in SN015 row 5 above, INdigital works with outside or 3rd party security partners to best ensure the safety and security of our solutions as oversight and an extra layer of defense in depth. We have also in other solutions embraced this process with our customer’s preferred “point in time” auditing partners as well.</p> <p>Additionally, INdigital proactively engages with 3rd party auditing agencies to do SOC2 reviews, and penetration testing of critical services.</p>			
<b>NG911 Processing</b>					

1	<p><b>SR-GI001.b</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 or GIS data or workflows to meet the needs of the NG911 Service Provider.</p>	<p><b>Yes.</b></p> <p>The proposed solution is designed to accept GIS data in industry-standard formats (e.g., NENA GIS Data Model, FGDB, Shapefile) without requiring the County to maintain multiple versions or custom workflows.</p> <p>Our GIS ingestion and validation process works with the County's authoritative datasets, applying normalization and error detection within our system so that the County retains a single source of truth.</p> <p>We integrate seamlessly with existing GIS workflows through automated data synchronization and scheduled updates, allowing the County to continue serving multiple departments and agencies without operational disruption.</p> <p>Summary: This approach supports NENA-compliant ECRF/LVF functionality while protecting the County's investment in its existing GIS program.</p>			
<b>SR-CR Call Routing</b>					
1	<p><b>SR-CR002.b</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</p>	<p><b>Yes.</b></p> <p>INdigital has an established record of interworking with other NG911 service providers and currently maintains active ESiNet-to-ESiNet connectivity with Motorola, Comtech, Intrado, and AT&amp;T in production environments.</p>			

	<p>NG911 Service Provider should describe how this will be accomplished in the future.</p>	<p>These interconnections are based on industry standards, including NENA i3, SIP, and mutually agreed-upon security and routing protocols and methods.</p> <p>For the County’s NG911 System, INdigital will develop and deliver full technical specifications—including IP addressing, SIP trunk configurations, security requirements, and testing procedures—at least 60 days prior to the first PSAP implementation.</p> <p>This documentation will be consistent with our existing interconnection templates, which have been proven in multiple statewide and regional deployments.</p> <p>Future interworking will be accomplished through a repeatable process:</p> <ul style="list-style-type: none"> <li>(1) initial requirements gathering with the peer NG911 provider.</li> <li>(2) exchange of technical specifications and security credentials.</li> <li>(3) controlled lab testing.</li> <li>(4) staged production cutover.</li> <li>(5) joint acceptance testing.</li> </ul> <p>This approach ensures operational readiness, interoperability, and resilience from day one of service.</p>			
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**SR-NR Network Redundancy and Resiliency**

1	<p><b>SR-NR005</b> Wireless Connectivity:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital’s NG911 solution supports multiple tertiary connectivity options to ensure operational continuity during primary and secondary network disruptions. These methods have been deployed in production with agencies operating on NG911 systems similar to the County’s proposed implementation.</p> <p><b>Deployed Tertiary Connectivity Methods:</b></p> <ul style="list-style-type: none"> <li>- <b>Satellite:</b> Commercial data agreement with Starlink, deployed in over 50 PSAPs for backup ESiNet connectivity and mobile disaster recovery kits.</li> <li>- <b>Public Safety Broadband – AT&amp;T FirstNet:</b> Formal partnership agreement providing priority and preemption capabilities for LTE/5G failover, deployed in multiple statewide and regional systems including Alabama and Michigan.</li> <li>- <b>Verizon Frontline:</b> Access to prioritized public safety broadband services for backup routing and mobile deployments, implemented in agencies across Florida and Indiana.</li> <li>- <b>T-Mobile T-Priority:</b></li> </ul>			
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		<p>Priority data services used for backup connections in PSAPs and mobile command units in Indiana and South Carolina.</p> <p>These tertiary options are integrated into our network design so that, in the event of fiber cuts, regional transport failures, or catastrophic infrastructure loss, PSAPs can maintain NG911 voice, text, and data services without interruption. All options are tested as part of agency disaster recovery exercises to validate readiness.</p>			
	<b>Functional Requirements</b>				
<b>NG911 Call Delivery</b>					
<b>SR-CP Call Processing</b>					
1	<p><b>SR-CP002.b</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.</p>	<p><b>Yes.</b></p> <p>INdigital interfaces with several VIPER 7 systems throughout our service areas throughout North America.</p> <p>These include similar deployed VIPER 7 systems in FL, MI, MO, SC, and throughout Canada.</p> <p>INdigital and VIPER 7 provide standards based i3 systems with no known service issues.</p>			
	<b>NG911 System Deployment</b>				
<b>Initial Deployment</b>					

1	<p><b>SD004.b</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.</p>	<p><b>Yes.</b></p> <p>The Functional call flow and System Diagram is set out in the Scope Of Work file.</p> <p>See file: 2.25 SR-EH001 - NGCS SOW</p>			
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**Testing**

1	<p><b>TS005</b> Test Numbers:</p> <p>The NG911 Service Provider should provide test numbers that simulate different call types—at a minimum, wireline, wireless, and VoIP.</p>	<p><b>Yes.</b></p> <p>INdigital will work with the OSPs to provide the County with dedicated test numbers (922) capable of simulating a variety of 911 call types, including wireline, wireless, and VoIP, to support PSAP training, system validation, and troubleshooting.</p> <p>These test numbers will be provisioned in our NGCS environment to mimic live call routing scenarios and will be available prior to system cutover.</p> <p>Additional test scenarios—such as Text-to-911 sessions, TTY, and administrative transfers—can also be made available as needed on an ad hoc basis.</p> <p>All test numbers are maintained in our internal test plan documentation and are updated as network changes occur to ensure accurate simulation of live network conditions</p>			
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**Go-Live and Post Go-Live**

1	<p><b>GL001.b</b> The plan should be a step-by-step event plan with every activity along with the expected duration of each activity.</p> <ul style="list-style-type: none"> <li>● Go-Live will occur after the successful completion of Preliminary Acceptance Testing</li> <li>● The NG911 Service Provider will cutover each PSAP within the same environment as defined by County.</li> <li>● The County will determine the order in which each PSAP will cutover and the timeframe between cutover.</li> <li>● The NG911 Service Provider should provide the list of other 3<sup>rd</sup> party Technical Resources required for the cutover.</li> <li>● The NG911 Service provider should</li> </ul>	<p><b>Yes.</b></p> <p>Please refer to file 2.11 PS001.1 - Project Management Plan for further details on step by step plan examples.</p>			
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	<p>provide Go/No Go checkpoint throughout the cutover process.</p> <p>A copy of an example cutover plan should be provided in the proposal.</p> <p>At the completion of cutover, trouble ticketing, reporting, and notification procedures should be provided by the NG911 Service Provider to the County.</p>				
2	<p>GL004 Escalation Procedures:</p> <p>At the completion of cutover, the NG911 Service 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.</p>	<p><b>Yes.</b></p> <p>As part of the project planning, INdigital will provide the County with a formal escalation procedure that clearly defines each tier of contact, including the name, title, cell phone number, and email address for all levels of management up to the Chief Operating Officer (COO).</p> <p>The escalation process begins with the County’s dedicated Service Manager, who serves as the first point of contact for any service-impacting incident.</p> <p>The Service Manager is responsible for initiating immediate technical triage, engaging appropriate resources, and maintaining direct communication with the County throughout the resolution process.</p>			

		<p>The County’s local Market Manager is also integrated into the escalation chain to provide situational awareness, serve as a customer liaison, and coordinate follow-up activities. Should an incident threaten agreed-upon service levels, escalation to senior leadership and ultimately the COO will be initiated without delay.</p> <p>This structured escalation process ensures the County has direct access to both operational and executive decision-makers, with rapid response, coordinated technical action, and clear accountability at every stage.</p>			
<b>Training</b>					
1	<p><b>TRN007</b> Recording of Training Sessions:</p> <p>The NG911 Service Provider should record all training sessions required above for playback later.</p>	<p><b>Yes.</b></p> <p>INdigital will video and screen record all training sessions conducted under this project to ensure they are available for future reference, refresher learning, and onboarding of new personnel. The County will have flexible options for how these recordings are hosted and accessed.</p> <p>We can also publish the recordings on FL911.net, INdigital’s Florida training and announcements hub. This is our main repository for the full training suite on NG911 core services.</p> <p>Alternatively, recordings can be provided via private YouTube links for ease of access or delivered directly to the County for hosting on its own internal systems.</p>			

		By centralizing these recordings in a secure and easily accessible format, the County’s staff will have on-demand access to the same high-quality instructional materials delivered during live training, ensuring consistency and continuity in operational readiness.			
	<b>TRN008.b</b> The NG911 Service Provider should provide an example of all training curriculums in their proposal.	<b>Yes.</b> INdigital will make examples of all training curriculums available upon request. These materials are maintained by INdigital and can be provided directly by contacting Caleb Branch, cbranch@indigital.net.			
2	<b>TRN009</b> 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.	<b>Yes.</b> INdigital will provide training session attendees with comprehensive learning materials to reinforce and support the instruction delivered. These materials may include a student handbook, user guides, quick reference sheets, and workflow diagrams tailored to the County’s NG911 system configuration.  The student handbook will serve as the primary companion to the training sessions, containing system overviews, step-by-step operational procedures, troubleshooting tips, and key contact information for post-training support. The content will be aligned with the live training curriculum to ensure attendees can easily follow along during class and reference materials afterward.			

		<p>An example student handbook will be included in our proposal submission to demonstrate the format, depth, and usability of our training documentation. All handbooks and guides can be delivered in both printed and digital formats, allowing attendees to choose the medium that best supports their role and workflow.</p> <p>Please refer to file <i>2.25 TRN00X - Database Training.pdf</i> as an example subject specific training handbook.</p>			
3	<p><b>TRN010</b> Training Materials Provided Electronically:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital will provide all training materials to the County in electronic form and in their native formats (e.g., PowerPoint, Word, PDF where applicable). This ensures the County can easily access, reference, and, if desired, incorporate the content into its own internal training resources.</p> <p>All training content is maintained by INdigital’s dedicated training department, which is responsible for keeping documentation current and aligned with the operational environment. This team proactively updates handbooks, guides, and presentation materials whenever system updates, configuration changes, or new features are introduced.</p> <p>Training materials will be treated as living documents throughout the term of the contract. Updated versions will be delivered promptly to the County in the same native formats,</p>			

		<p>ensuring they remain consistent, accurate, and immediately usable.</p> <p>By combining expert-led instruction with a structured documentation maintenance process, the County will always have fresh, accurate, and editable training resources that match the NG911 system in production.</p>			
4	<p><b>TRN011</b> Web-based Training:</p> <p>Web-based training should be provided during the contract period for use by the County for refresher and initial training as needed.</p>	<p><b>Yes.</b></p> <p>INdigital will provide web-based training for the County throughout the contract period to support both refresher courses for existing personnel and initial training for new staff. These sessions will be hosted on FL911.net, INdigital's Florida training and announcements hub, which also contains our full NG911 core services training suite. The platform offers on-demand modules, recorded instructor-led sessions, and supplemental learning materials, allowing County personnel to access training at their convenience.</p> <p>All live web-based training sessions will be recorded and archived, with flexible hosting options that include fl911.net, private YouTube links, or County-managed platforms. This ensures the County can maintain a centralized, accessible training library.</p> <p>INdigital's dedicated training department will keep all web-based training content current, updating modules</p>			

		<p>whenever system changes or enhancements occur. Updated content will be made immediately available to the County to ensure training materials always match the operational environment.</p> <p>By combining live virtual instruction, on-demand access, and regularly updated content, INdigital ensures that the County’s staff can maintain operational readiness and confidence in the NG911 system at all times.</p>			
5	<p><b>TRN012</b> Training Mode:</p> <p>The NG911 Service Provider should provide a training mode to deliver calls to positions. This should include the following:</p> <ul style="list-style-type: none"> <li>• Ability to direct training calls to a specific PSAP</li> <li>• A minimum of two (2) test call numbers for each environment and call type (e.g., wireline, wireless, VoIP)</li> <li>• Ability to direct to specific position (optional)</li> </ul>	<p><b>Yes.</b></p> <p>INdigital’s NG911 solution includes a training mode that allows live or simulated calls to be delivered to PSAP positions without impacting production operations. This functionality is designed to support new-hire onboarding, refresher training, and procedural drills while replicating real-world call handling scenarios.</p> <p>Training calls can be directed to a specific PSAP, ensuring targeted exercises without involving other agencies or operational environments. INdigital will provide a minimum of two dedicated test call numbers for each environment and call type—including wireline, wireless, and VoIP—so that training can include the full range of call scenarios encountered in daily operations.</p> <p>Where required, calls can also be directed to a specific position within a PSAP for one-on-one training, and optional configuration through our user portal allows designated</p>			

	<ul style="list-style-type: none"> <li>Ability to configure test systems in the user portal (optional)</li> </ul> <p>The NG911 Service Provider should provide a list of all available test modes and functions available.</p>	<p>administrators to adjust test system parameters, call routing, and delivery settings in real time.</p> <p>Available Test Modes and Functions:</p> <ul style="list-style-type: none"> <li>Standard test call delivery (wireline, wireless, VoIP)</li> <li>Directed PSAP training mode</li> <li>Directed position training mode (optional)</li> <li>ANI/ALI simulation for each call type</li> <li>Text-to-911 simulation (via Texty)</li> <li>TTY/RTT simulation</li> <li>User portal-based configuration of test routing (optional)</li> <li>Logging and reporting of training/test call activity</li> </ul> <p>These training and test capabilities are already deployed in multiple INdigital-served agencies, enabling PSAPs to conduct realistic, controlled training while preserving live system integrity.</p>			
<b>Maintenance and Support Requirements</b>					
<b>Maintenance and Support</b>					
1	<p><b>SR-MR002</b> Implementation and Change MOP:</p> <p>The NG911 Service Provider should provide a MOP with a backout plan for review by the County a minimum of seven (7)</p>	<p><b>Yes.</b></p> <p>INdigital will provide the County with an INdigital Work Safety Plan (IWSP) that will include a Method of Procedure (MOP) section for all system changes, software patches, or planned maintenance activities at least seven (7) calendar days in advance of the scheduled work.</p>			

	<p>calendar days prior to all system changes, patches, or planned maintenance activities. The NG911 Service Provider shall provide an example MOP.</p>	<p>Each IWSP / MOP will outline the scope of work, the sequence of activities to be performed, the expected duration of each task, any service impacts, required third-party resources, and clearly defined Go/No-Go checkpoints.</p> <p>Every IWSP / MOP will also include a backout plan detailing the exact steps necessary to restore the system to its pre-change state in the event of unexpected results, system instability, or County-directed rollback. This plan will include timing considerations, resource requirements, and designated decision-makers to ensure rapid execution if needed.</p> <p>IWSP / MOPs are developed collaboratively between INdigital's Service Manager, project engineering staff, and our 24x7x365 Network and Security Operations Center (NSOC).</p> <p>The NSOC coordinates the operational execution, monitors all change activities in real time, and initiates escalation procedures if service levels are at risk.</p> <p>Prior to implementation, the MOP will be reviewed with the County to ensure mutual agreement on the change scope, maintenance windows, and rollback triggers. Upon completion of the change, INdigital will provide a post-maintenance report summarizing the work performed, test results, and any follow-up actions.</p>			
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2	<p><b>SR-MR004</b> County Maintenance Period:</p> <p>All installations, changes, updates, and maintenance should occur during the County's maintenance periods (local time):</p> <ul style="list-style-type: none"> <li>Monday 2300 through Tuesday 0600</li> <li>Tuesday 2300 through Wednesday 0600</li> <li>Wednesday 2300 through Thursday 0600</li> <li>Thursday 2300 through Friday 0000</li> </ul>	<p><b>Yes.</b></p> <p>All work will be coordinated in advance with the County's designated contacts and documented in a Method of Procedure (MOP), which will be delivered at least seven (7) calendar days prior to the scheduled activity.</p> <p>Emergency or urgent maintenance outside of these windows will only be performed with the County's approval, except when necessary to restore critical services during an unplanned outage. In such cases, INdigital will follow the established escalation and notification procedures to ensure the County is informed immediately and kept updated throughout the process.</p>			
3	<p><b>SR-MR005</b> Period of Performance:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>We are committed to providing stable, long-term NG911 services, system support, and continuous enhancements throughout the full contract term.</p>			
4	<p><b>SR-MR009</b> Monthly Reports from the Trouble Ticketing System:</p>	<p><b>Yes.</b></p> <p>At the completion of final acceptance, INdigital will provide the County and all participating PSAPs with documented trouble</p>			

	<p>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.</p>	<p>ticketing, reporting, and notification procedures to ensure clear and consistent incident management.</p> <p>The County will be granted direct access to INdigital’s Team Support ticketing platform, allowing real-time visibility into all open and closed tickets, status updates, and historical records. In addition, the County’s dedicated Market Manager will compile and review weekly ticket reports to monitor trends, identify recurring issues, and coordinate any needed follow-up actions.</p> <p>INdigital will also provide a comprehensive monthly report—delivered within the first five (5) calendar days of the following month—containing:</p> <ul style="list-style-type: none"> <li>• Dates and times of reported issues</li> <li>• Detailed issue descriptions and severity classifications</li> <li>• Remote response times</li> <li>• Onsite dispatch and arrival times (when applicable)</li> <li>• Final resolution times</li> <li>• Any contributing factors and mitigation actions taken</li> </ul> <p>This approach ensures the County has both real-time operational visibility through the ticketing platform and formalized monthly reporting for tracking performance metrics and service-level compliance.</p>			
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**Service Level Expectations**

1	<p><b>SR-SLA003.b</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.</p>	<p><b>Yes.</b></p> <p>INdigital will resolve all issues in accordance with the severity levels and response and resolution timelines defined in the County’s Scope of Work document, specifically those outlined in Tables 1 and 2. Our 24x7x365 Network and Security Operations Center (NSOC) will serve as the central coordination point for all incident management, working in close collaboration with the County’s dedicated Service Manager and Market Manager.</p> <p>When an issue is reported, it will be logged in our Team Support ticketing platform, assigned the appropriate severity level as defined by the County, and tracked from initial report through final resolution. Our process ensures that each incident receives immediate acknowledgment based on its severity, is assigned to the appropriate technical or field resource, and is continuously updated in the ticketing system with progress notes visible to the County in real time. Direct communication will also be maintained with designated County contacts to keep them informed during resolution efforts.</p> <p>Upon closure of the ticket, INdigital will document the root cause, the corrective actions taken, and the final resolution time to ensure compliance with the County’s service level requirements.</p>			
2	<p><b>SR-SLA004</b> Supply Chain: Due to events with the pandemic, the County seeks</p>				

	<p>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.</p>				
3	<p><b>SR-SLA005.b</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.</p>	<p><b>Yes.</b></p> <p>Our incident review process begins as soon as service is restored, with the Chief Information Officer working in coordination with the Market Manager, Service Manager, and internal technical teams to gather operational data, analyze NSOC monitoring logs, and compile any vendor or carrier-provided details. This collaboration ensures the RCA is accurate, comprehensive, and reflects both the technical and operational context of the event.</p> <p>The final RCA will be delivered to the County in a formal written report, accompanied by an RFO (Reason for Outage) summary for quick reference. This documentation will include clear action items and preventive measures, ensuring lessons learned are integrated into ongoing operations.</p>			

		<p>An example RFO/RCA report will be included in our proposal to illustrate the level of detail and structure the County can expect.</p> <p>Please refer to file 2.25 SR-SLA005b Response For Service Incident Report.pdf for an example of the information gathered and shared in an incident report</p>			
4	<p><b>SR-SLA007</b> SLAs:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>Performance against the SLAs will be validated through the County’s direct access to our ticketing system and through scheduled reporting. Weekly summaries compiled by the Market Manager and formal monthly reports will provide full visibility into incident metrics, including dates, times, issue descriptions, severity classifications, response times, and resolution times.</p>			
5	<p><b>SR-SLA008</b> Service Credits:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>These credits will be issued in accordance with the terms agreed upon in the contract and applied to the next applicable billing cycle.</p> <p>All incidents are documented and timestamped in our Team Support ticketing platform, capturing the moment the ticket is created, acknowledged, and resolved. This system allows for precise measurement of performance against the SLA-defined response and repair timeframes. The Service Manager, in coordination with the Market Manager, reviews SLA</p>			

		<p>performance on a recurring basis to identify any instances where the thresholds were exceeded.</p> <p>When such an event occurs, the County will be notified in writing, and the corresponding service credit will be detailed in the monthly performance report for transparency.</p>			
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**Proposed Timeline**

1	<p><b>TIME001</b> Implementation Timeline:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>Based on our proven deployment experience in Florida and other statewide NG911 projects, INdigital is confident in meeting the required schedule. The Regional environment will be implemented and placed into production within twelve (12) months of Project Kickoff, followed by Non-Regional PSAPs within fifteen (15) months. These timelines include parallel activities such as GIS/MSAG reconciliation, interconnection with carriers and neighboring ESInets, and user acceptance testing, ensuring that Broward County will have a seamless transition to NG911.</p> <p>Progress will be documented in regular status reports and reviewed during recurring project meetings with County stakeholders. This approach ensures that project milestones are achieved on schedule, risks are managed proactively, and both Regional and Non-Regional environments are brought live within the required timeframes.</p>			
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The information on this General Compliance remains subject to County review and verification during the evaluation process.

## Professional Services

<b>PS001.a - PM Workgroup Leader - Jason Christlieb - Resume</b>	
<b>Title</b>	Director of Project Management Office, Project Manager Workgroup
<b>Summary</b>	Jason Christlieb has over 20 years of telecom and public safety project leadership experience. He provides oversight on all customer projects in flight, ensuring governance, resource management, risk mitigation, and reporting throughout the project lifecycle.
<b>Key Projects</b>	<ul style="list-style-type: none"> <li>● Director of Project Management Team for all Florida NGCS projects</li> <li>● Oversight of Motorola Solutions implementations</li> <li>● Leadership on large regional deployments in South Carolina</li> <li>● Leadership on large regional deployments in Missouri</li> <li>● Governance and reporting for statewide and regional NG911 initiatives</li> </ul>
<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>● Project governance and oversight</li> <li>● Resource allocation and management</li> <li>● Risk identification and mitigation</li> <li>● Budget and scheduling discipline</li> <li>● Cross-functional team leadership</li> <li>● Customer communication and reporting</li> <li>● Telecom project delivery (NG911, regional deployments, carrier integrations)</li> </ul>
<b>Education and Certificates</b>	Bachelor's in Business Administration - Saint Francis University

<b>PS001.b - PM Manager - Amanda Richard - Resume</b>	
<b>Title</b>	Project Manager, Project Manager Workgroup
<b>Summary</b>	Amanda Richard has extensive experience in project management, provisioning coordination, and customer support within the telecom and public safety industry. She specializes in leading customer-facing projects, coordinating provisioning for 911 call delivery, and building strong relationships with teams, vendors, and public safety partners.

<b>Key Projects</b>	<ul style="list-style-type: none"> <li>• Led INdigital’s first projects in the state, including Doddridge-Ritchie and Morgan County deployments</li> <li>• Project leadership for Missouri State Highway Patrol implementations</li> <li>• Oversight of NGCS deployment in East Baton Rouge Parish, INdigital’s first Louisiana customer</li> <li>• Project management for multiple statewide NG911 initiatives</li> <li>• Managed deployments in Summerville, Goose Creek, and Florence in South Carolina</li> <li>• NGCS and MEVO backup projects, including Butler County and Logan/Shelby County in Ohio</li> <li>• Project leadership for deployments in Calhoun County, Toombs County, and Treutlen County in Georgia</li> <li>• Local deployment leadership in Huntington County, Indiana</li> </ul>
<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>• Project management and customer-facing leadership for NG911 deployments</li> <li>• Cross-team coordination with vendors, carriers, and PSAP partners</li> <li>• On-site training, migrations, and cutover supervision</li> <li>• Circuit provisioning and carrier integration for 911 call delivery</li> <li>• Clear and consistent customer communication and reporting</li> </ul>
<b>Education and Certificates</b>	<p>Bachelor’s in Organizational Leadership and Supervision, Minor in Computer Technology - Purdue University</p>

<b>PS001.c - NGCS Workgroup Leader - Daniel Kuhn - Resume</b>	
<b>Title</b>	<p>VP of NGCS Operations, Tier 3 Technical Workgroup</p>
<b>Summary</b>	<p>Daniel Kuhn has worked in all areas of telecom, datacom, and IT for over 15 years. He has extensive knowledge of the operation of all things SIP-related. He leads the INdigital technical escalation work group, specializing in troubleshooting complex systems and new system turn-up and migrations. His systems integration and team leadership skills are legendary.</p>
<b>Key Projects</b>	<ul style="list-style-type: none"> <li>• State of Indiana - Lead integrator and technical escalation</li> <li>• State of Vermont - Lead integrator and technical escalation</li> <li>• State of New Hampshire - Lead integrator and technical escalation</li> <li>• State of Michigan - Lead integrator and technical escalation</li> </ul>

	<ul style="list-style-type: none"> <li>● State of Alabama - Lead integrator and technical escalation</li> <li>● Charleston County, SC - Lead integrator and technical escalation serving major cities in South Carolina, including Charleston, Myrtle Beach, and Hilton Head</li> </ul>
<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>● SIP protocol expertise and troubleshooting</li> <li>● Systems integration and migration leadership</li> <li>● Complex system turn-up and technical escalation</li> <li>● Telecom, datacom, and IT operations across multiple platforms</li> <li>● Network design, implementation, and optimization</li> <li>● Cross-team collaboration and technical leadership</li> <li>● Root-cause analysis and resolution of high-impact issues</li> <li>● Customer-focused technical support and problem-solving</li> </ul>
<b>Education and Certificates</b>	Bachelor's in Organizational Leadership and Supervision, Minor in Computer Technology - Purdue University

<b>PS007.b - Technical / Field Tech Workgroup Leader - Steve Lantz - VP of Operations</b>	
<b>Title</b>	VP of Operations, Technical / Field Tech Workgroup
<b>Summary</b>	Steve Lantz has over 35 years in telecom, project management, and wireless carrier management. He was a regional manager at the deployment startup phase of a national provider, the PCS network, throughout the Midwest. At INdigital, Steve manages operations of the NSOC, CHE Support, and field services. He has extensive involvement in the company's early projects for MSI, which utilize INdigital software and core technologies.
<b>Key Projects</b>	<ul style="list-style-type: none"> <li>● Texas - Greater Harris County, Lubbock Emergency Communication District, and multiple Councils of Government [COG]</li> <li>● Maryland - Prince George's Co, Allegany Co, Howard Co, Garrett Co, Frederick Co, etc.</li> <li>● Alabama 911 ANGEN version 2.0 through 3.0</li> <li>● Multiple projects in the state of Florida</li> <li>● 35 County deployments in Illinois</li> <li>● 85 County deployments in Michigan</li> <li>● Lead for the INdigital ESiNet to ComNet ESI-NET integration in South Carolina</li> </ul>

<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>● Telecom and wireless carrier management</li> <li>● Large-scale project management and deployment oversight</li> <li>● NSOC, CHE, and field services operations leadership</li> <li>● Next Generation 911 (NG911) implementation and support</li> <li>● Systems integration and network migration</li> <li>● Vendor and partner collaboration (including MSI)</li> <li>● Team leadership and operational efficiency</li> <li>● Customer support and service continuity management</li> </ul>
<b>Education and Certificates</b>	Associate in Electrical Engineering - I.T.T. Technical Institute IT Project Management Certificate - Global Knowledge

**PS008.b - CSR - Jennifer Poole - Resume**

<b>Title</b>	Regional Account Manager, Sales Workgroup
<b>Summary</b>	Jennifer Poole brings over 22 years of experience in public safety, sales, and customer engagement, with 14 years in Public Safety Dispatch and 9 years in supervisory and management roles. At INdigital, Jennifer serves as Regional Account Manager for Florida, Georgia, and South Carolina, where she focuses on building strong relationships with state and county partners, driving NG911 adoption, and expanding customer success. She is recognized nationwide in the 911 community for her expertise, leadership, and ability to present and educate on public safety technologies.
<b>Key Projects</b>	<ul style="list-style-type: none"> <li>● Statewide Engagement - Driving NGCS initiatives and statewide relationships across Florida, Georgia, and South Carolina</li> <li>● Hillsborough County, FL - Contributed to the successful NGCS deployment serving nearly 1.6 million residents and 141 positions</li> <li>● Public Safety Education - Frequent speaker and presenter at national and state conferences (APCO, NENA, APCO Canada, APCO Atlantic, etc.)</li> </ul>
<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>● Next Generation 911 services (NGCS, CHE, TCC, and related solutions)</li> <li>● Customer engagement, sales strategy, and relationship building</li> <li>● Public safety communications and call handling technologies</li> <li>● Large-scale RFP processes and CAD system implementation</li> <li>● Public speaking and educational presentations at state and national conferences</li> <li>● Team leadership, training development, and mentoring</li> <li>● CRM and pipeline management (Salesforce, HubSpot, JIRA, ASANA)</li> <li>● Disaster operations, crisis negotiations, and incident command</li> </ul>

<b>Education and Certificates</b>	<ul style="list-style-type: none"> <li>● Certified 911 Public Safety Telecommunicator, State of Florida</li> <li>● ENP (Emergency Number Professional), renewal completed 2025</li> <li>● Emergency Medical Dispatch (NAED &amp; APCO)</li> <li>● APCO Certified Training Officer, APCO Instructor, Communication Center Supervisor, Crisis Negotiations, Customer Service, Disaster Operations</li> <li>● FEMA ICS-100, ICS-200, ICS-300, ICS-800, IS-700, Intermediate Incident Command System</li> </ul>
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<b>PS008.b - CSR - Joshua Payne - Resume</b>	
<b>Title</b>	911 Systems Engineer, Sales Workgroup
<b>Summary</b>	<p>Joshua Payne brings a diverse background in IT, cybersecurity, and aviation operations, paired with hands-on experience managing NG911 projects across multiple states. His 10+ years of military service as a Flight Operations Specialist provided leadership, training, and systems management expertise that now translates into his work with INdigital, where he supports complex NG911 deployments and collaborates closely with state and county partners.</p>
<b>Key Projects</b>	<ul style="list-style-type: none"> <li>● Active project leadership and support for NG911 deployments in South Carolina</li> <li>● South Carolina Coastal Coalition – Supported the Round Robin NG911 deployment, coordinating across multiple counties to ensure successful call delivery and system integration</li> <li>● Project contributions to Georgia county deployments</li> <li>● Georgia – Hurricane Helene Response – Assisted in disaster recovery operations, supporting PSAPs with alternate routing and MEVO Anywhere Kits to maintain 911 services during the storm</li> <li>● Participation in Florida NG911 initiatives alongside senior project managers</li> </ul>
<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>● Project management and customer engagement</li> <li>● NG911 system deployment and support</li> <li>● Network architecture, routing, and security</li> <li>● Process development and documentation</li> <li>● Team training and leadership (military and civilian)</li> <li>● Cross-functional collaboration with vendors and PSAPs</li> <li>● Strong communication and issue resolution</li> </ul>
<b>Education and</b>	Associate’s in Networking Specialist - Chattahoochee Technical College

<b>Certificates</b>	<p>Cisco CCNA Certified</p> <p>United States Army Aviation Operations Specialist Course</p> <p>Basic Leader Course (U.S. Army)</p>
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<b>PS008.b - CSR - Holly Peacock - Resume</b>	
<b>Title</b>	Market Manager, Market Management Workgroup
<b>Summary</b>	Holly Peacock brings over 30 years of experience in the 911 industry, including 26 years working inside a communications center where she advanced from Telecommunicator to Director of a co-located Emergency Operations Center serving a population of 110,000. At INdigital, Holly serves as Florida Market Manager, leveraging her deep operational background to guide successful NG911 projects and ensure PSAPs receive timely support, training, and solutions tailored to their needs.
<b>Key Projects</b>	<ul style="list-style-type: none"> <li>● Active management of 13 NGCS projects across Florida in partnership with INdigital Project Managers</li> <li>● Hillsborough County, FL - Successfully deployed NGCS serving nearly 1.6 million residents, with 9 primary PSAPs and 141 911 positions</li> <li>● East Baton Rouge Parish, LA - Support and collaboration with Central Square and key INdigital components for a successful NGCS project serving over 450,000 residents</li> <li>● Ongoing customer education on INdigital platforms, including MEVO, Texty, MEVO Anywhere Kits with Starlink, FL911.net, and database services</li> <li>● Daily engagement with Florida counties to ensure fast resolution of reported issues and responsive customer support</li> </ul>
<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>● Market management and customer relationships</li> <li>● 911 center operations and leadership</li> <li>● NGCS project oversight and coordination</li> <li>● Training development and delivery for PSAP staff</li> <li>● Disaster recovery solutions (MEVO, MEVO Anywhere, Starlink)</li> <li>● Texty and database platform expertise</li> <li>● Quick issue resolution and customer advocacy</li> </ul>
<b>Education and Certificates</b>	Bachelor's in Organizational Leadership and Human Resources Management - Columbia Southern University

<b>PS008.b - CSR - Kellie Uitts - Resume</b>	
<b>Title</b>	Service Manager, Market Management Workgroup
<b>Summary</b>	Kellie Uitts brings over 25 years of 911 and emergency management experience, having served as a telecommunicator, supervisor, and coordinator before transitioning into county-level leadership. She has overseen the setup of new PSAPs, managed technology upgrades, and guided teams through NG911 migrations. At INdigital, Kellie leverages her operational expertise and firsthand PSAP experience to support agencies across Florida.
<b>Key Projects</b>	<ul style="list-style-type: none"> <li>● Florida NGCS Deployments - Provides project and customer support for 13 active NGCS projects across the Florida market</li> <li>● PSAP Training &amp; Support - Delivers ongoing education and support on INdigital platforms, including MEVO, Texty, MEVO Anywhere Kits with Starlink, FL911.net, and database services</li> <li>● Customer Engagement - Works closely with Florida PSAPs to support quick resolution of issues and provide responsive communication in collaboration with the Market Manager</li> </ul>
<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>● Market management and customer engagement</li> <li>● 911 operations leadership and supervision</li> <li>● NG911 migration and technology integration</li> <li>● Budget management and grant administration</li> <li>● PSAP setup, training, and operational readiness</li> <li>● Standard Operating Procedure development and compliance</li> <li>● Cross-agency collaboration and issue resolution</li> </ul>
<b>Education and Certificates</b>	Emergency Medical Technician - Intermediate Certification General Education - Highland Community College

At INdigital, our senior leadership isn't just in the boardroom; they're in the work. Few providers can match the depth of technical knowledge our executive team brings. From shaping the design and build of our services to guiding implementation and ensuring customer success, our leadership is hands-on every step of the way.

<b>PS009 - Additional Staff - Eric Hartman - Resume</b>	
<b>Title</b>	Vice President / COO

	Executive Team Workgroup
<b>Summary</b>	Eric Hartman has been involved in NG911 network projects since the company began working on 911 projects. He has over 22 years in telecom, 911, and IT leadership.
<b>Key Projects</b>	<ul style="list-style-type: none"> <li>● State of Indiana - Provides Executive oversight and leadership in the deployment, integration, and ongoing operations of IN911</li> <li>● State of Vermont - Executive oversight for a statewide call delivery system and migration to NGCS, lead IVV compliance testing</li> <li>● State of New Hampshire - Executive oversight for a statewide call delivery system, migration to NGCS, 911 Database services, and CHE.</li> <li>● State of Michigan - Executive oversight and consulting with integrated business partners for a Statewide deployment</li> <li>● State of Alabama - Executive oversight and initial project deployment leader</li> <li>● Charleston County, SC - Executive oversight, deployment, and integration serving major cities in South Carolin, including Charleston, Myrtle Beach, and Hilton Head</li> </ul>
<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>● Next Generation 9-1-1</li> <li>● Company and System Operations</li> <li>● Project management</li> <li>● Disaster recovery</li> <li>● Systems monitoring and compliance</li> <li>● Testing standards</li> <li>● Telecom and IP Network deployments</li> <li>● Training Development</li> <li>● Business operating policy</li> <li>● Workforce development</li> <li>● Industry relationships</li> </ul>
<b>Education and Certificates</b>	Bachelor's in Business Administration - Tri-State University Industry Training multiple IP PBXs, Cisco Firewalls/Router/Switches, Licensed and Unlicensed wireless networking, Linux Server management, Windows Server management, Fortinet equipment, Adtran equipment, Ubiquiti, Monitoring Systems, SS7 LNGs, SIP Trunking, and Advanced Metaswitch Translations

**PS009 - Additional Staff - Robert Brown - Resume**

<b>Title</b>	CIO / CSO, Cyber Security and Project Management Workgroup
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<b>Summary</b>	Bob Brown has over 25 years in Information Technology and 30-plus years in Public Safety. Bob began working at INdigital in 2017. Before working for INdigital, he was part of the leadership team implementing Next Generation 911 services for the State of New Hampshire. He was a public sector representative to the National Public Safety Telecommunications Council as a voting member of the FCC's Task Force on Optimal PSAP Architecture and has also been active in many other workgroups over the years.
<b>Key Projects</b>	<ul style="list-style-type: none"> <li>● Project managed the security SOC II type 1 and type 2 audits of the INdigital NSOC</li> <li>● State of Vermont - Executive oversight and project managed a statewide call delivery system, migration to NGCS, 911 Database services, and CHE</li> <li>● Charleston County, SC - Project managed the implementation of call delivery system, NGCS, text control services, and 911 Database services</li> <li>● State of New Hampshire - Project management for renewal and upgrade of a statewide call delivery system, adding additional services, functionality, and resiliency</li> </ul>
<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>● Next Generation 911 implementation and oversight</li> <li>● Information Technology leadership and strategy</li> <li>● Cybersecurity compliance and SOC II audit management</li> <li>● Public safety operations and PSAP architecture expertise</li> <li>● Statewide and regional project management</li> <li>● Database services, call delivery systems, and CHE deployments</li> <li>● Cross-agency collaboration and workgroup participation</li> <li>● Customer-focused solutions with long-term resiliency</li> </ul>
<b>Education and Certificates</b>	<p>US Army Military Policeman</p> <p>Bachelor's in Network Management - Granite State College</p> <p>Master's Project Management - Granite State College</p>

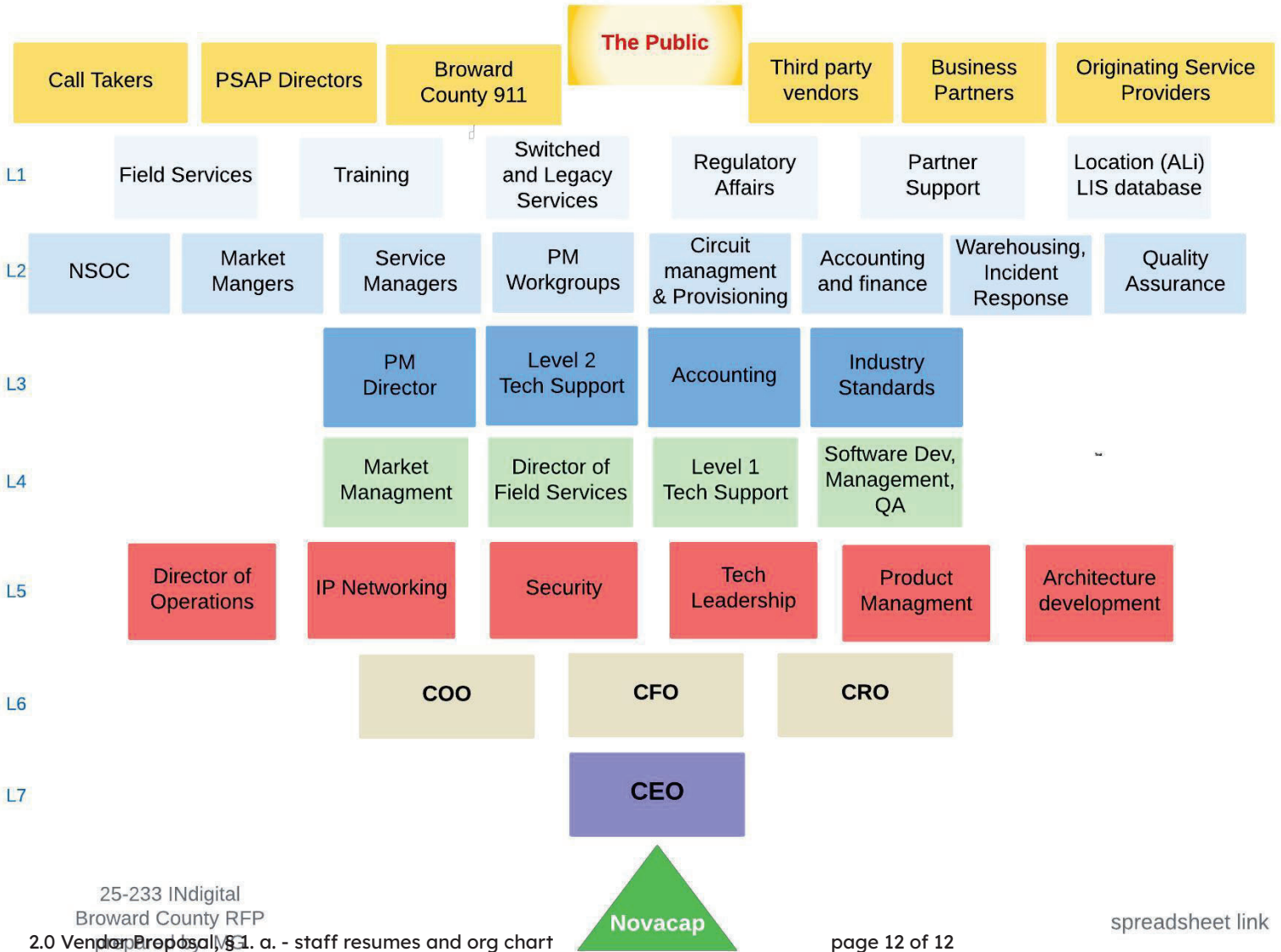
<b>PS009 - Additional Staff - Jeffrey Humbarger - Resume</b>	
<b>Title</b>	CFO Executive Team Workgroup
<b>Summary</b>	Jeffrey Humbarger is a finance professional with over 17 years of experience serving as CFO and Treasurer for a \$1 billion asset bank, along with extensive expertise as a controller, staff accountant, and tax preparer. His career spans banking, corporate finance, and manufacturing, where he has led budgeting, risk

	management, investment portfolio oversight, and financial reporting. At INdigital, Jeff leverages his deep financial background to ensure accuracy, compliance, and a forward-looking financial strategy.
<b>Key Projects</b>	<ul style="list-style-type: none"> <li>• Lead the effort to stop the financial loss from the out-of-control costs control for time division multiplex (TDM) services to SIP/IP.</li> <li>• Oversees compliance with regulatory, tax matters, and human resources company-wide.</li> </ul>
<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>• Corporate finance, accounting, and treasury leadership</li> <li>• Budgeting and profitability reporting for multi-division organizations</li> <li>• Asset/liability and liquidity management</li> <li>• Risk management and compliance oversight</li> <li>• Investment portfolio management and reporting</li> <li>• Financial planning, forecasting, and tax strategy implementation</li> <li>• Mergers, acquisitions, and corporate restructuring experience</li> <li>• Team supervision, staff development, and peer review</li> </ul>
<b>Education and Certificates</b>	<p>Bachelor of Arts - Manchester College  Certified Public Accountant (CPA)  Midwest School for Community Bankers  Huntington County Leadership Academy</p>

**PS009 - Additional Staff - Mark Grady - Resume**

<b>Title</b>	<p>Founder  Executive Team Workgroup</p>
<b>Summary</b>	<p>Mark Grady has over 43 years of experience as a ground-breaking, innovative leader in the telecom, datacom, and public safety industries.</p>
<b>Key Projects</b>	<ul style="list-style-type: none"> <li>• State of Indiana - From the first idea of improving 911, through authorship and lobbying of the legislation to fund it, development of full inter-state and regional interoperability, better accessibility for the deaf and speaking impaired, evolving the structure of the IN911 Board, and the relentless pursuit of making the best better.</li> <li>• State of New Hampshire - Executive oversight and Carrier escalation/resolution for a statewide call delivery system and migration to NGCS</li> <li>• State of Vermont - Executive oversight for a statewide call delivery system, migration to NGCS, 911 Database services, and CHE</li> </ul>

	<ul style="list-style-type: none"> <li>● State of Alabama - A structured approach to get ANGEN back on track, working with the Board, the state legislature, the ANGEN program office, and the PSAPs</li> </ul>
<b>Professional Strengths</b>	<ul style="list-style-type: none"> <li>● Technical, operational, planning, and management-focused expertise.</li> <li>● Network system design and technology innovation</li> <li>● Cost study planning and rate study design, planning, and tariff development</li> <li>● Expert witness before regulatory, legislative, and policy-making bodies.</li> <li>● Strategic and operational planning</li> <li>● Quality delivery management</li> <li>● OA&amp;M, telecom technologies of all types and classes (from power, environmental, through transmission, switching, and networking)</li> <li>● Technical recruitment, development, and management</li> <li>● Regulatory policy, compliance, and modernization of public policy.</li> <li>● Legislative lobbying to simplify the impact of complex technical issues that can improve the world</li> <li>● Top-level system design and engineering oversight</li> <li>● Founded INdigital, Indiana Fiber Network, HoosierNet, and other subsidiaries and investments</li> </ul>
<b>Education and Certificates</b>	<ul style="list-style-type: none"> <li>● A lifelong autodidact with extensive technical knowledge across all areas of technical knowledge, with a focus on RF, telecom, and data services</li> <li>● A former first-class FCC license holder in broadcast engineering, a former licensed electrician, and certified on hundreds of types of telecom equipment</li> <li>● These include DC power systems, fiber transmission equipment, and all classes, types, and manufacturers of telecom and data switching, and data processing gear</li> <li>● Certified operator/technician on multiple computer systems: DEC, IBM, Burroughs, PCs, mini-computers, and mainframes</li> </ul>



**<Enter EPOCH date and a descriptive name>**

**SECTION "A" - administrative**

version:		work plan leader:	
summary of work :	Goal:	safety plan leader:	

date of notice:	date of notice:
internal notification list: <a href="mailto:Techs@indigital.net">Techs@indigital.net</a> , <a href="mailto:QRC@indigital.net">QRC@indigital.net</a> , <a href="mailto:IMN@indigital.net">IMN@indigital.net</a>	external notification list:
method of notice: email	method of notice: email & Voice

directly affected functional element:	
second direct functional element:	
indirect functional element:	
second indirect functional element:	

work leader	cell/phone:	Slack:	physical location

active INdigital participants in the work plan:	casual INdigital participants:

manufacturer support:	[yes / <b>no</b> if yes, prime contact:	[insert name and contact] N/A
are direct eyes and hands at the FE location	[yes / <b>no</b> ]	direct E&H census and contact information
are there third party eyes and hands at the FE location:	[yes / <b>no</b> ]	third party census and contact information

voice bridge: [ <b>Yes</b> / no]	access number	PIN
working in multiple time zones:	[yes / <b>no</b> ]	Eastern + [insert other TZ's]

event notification channel [list below]	notification and public info officer

final report author:	
----------------------	--

planning meetings	
meeting notes	

*Section "W" - work plan*

proposed work date:	
proposed start time:	
forecasted completion time:	
forecasted work type:	

	"5" = no service impact forecasted
	"4" = 'alarm in service' possible
	"3" = minor service impact possible
	"2" = major service impact forecasted
	"1" = critical service impact expected

*Full description and detail of work plan, (or a link to the MOP for this work plan)*

Pre-event work:

Event work:

Disaster plan  
(Safety)

(Recovery)

**Section "F" - final outcome**

is all work completed and the work plan closed:	
if incomplete, is there a related work plan:	

Conclusion:

Notes

--- ### ---



# **Broward Co, FL**

## **Next-Generation Core Services SOW**

### **v25-216**

Current Release: 25-216

Document Type: SOW

Issued: 08/04/2025

Version: 001

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## Document Management

### Document Location

Location
INdigital Corporate File Repository

### Author

Position	Name	Contact Number
9-1-1 Systems Engineer	Joshua Payne	260-415-7613

### Revision History

Version	Issue Date	Author/Editor	Description/Summary of Changes

### Review/Approvals

Version	Issue Date	Name	Position	Approval Date
1.0	08/07/2025	Justin Hook	Systems Engineer	08/20/2025



**Related Documents**

Document	Location
Network Drawing	<a href="#">Lucid Network Drawing</a>

## NGCS Project Summary

This Scope of Work (SOW) will define the scope of work and schedule of deliverables from INdigital to Broward County, Florida. The locations are as follows: Central-10440 W Oakland Park Blvd, Sunrise, FL 33351, North-4900 W Copans Rd, Coconut Creek, FL 33063, Coral Springs-Coral Springs Dr, Coral Springs, FL 33065, South-6057 SW 198th Terrace, Pembroke Pines, FL 33332, Plantation-451 NW 70th Terrace, Plantation, FL 33317, EOC-201 NW 84th Ave, Plantation, FL 33324 .

All equipment installation, system configuration, training, and other onsite work will be provided during implementation.

INdigital will also coordinate the installation of IP diverse physical connectivity, with Starlink as tertiary connections. Starlink Priority network services will be provided as a redundant, diverse internet connection for Broward Co at each location.

INdigital will monitor, maintain, support, and service all NGCS call delivery hardware and software elements in the system via IP network access from the INdigital National Service Operations Center (NSOC).

NG9-1-1, IP-based call transfer services will be provisioned within the INdigital NGCS nodes to facilitate outbound dialing for 9-1-1 transfers to adjacent counties with all voice and ALI services available through the INdigital NGCS elements in Jacksonville and Winter Haven data centers.

INdigital will coordinate and complete carrier conversion, with wireless carrier conversion taking place within eight months of Phase 1 onboarding and ILEC and CLEC within eighteen months of Phase 1.

Upon initial contact, a Project Manager or designee will obtain a signed LOA and MSAG from the PSAP Coordinator.



### Customer Information

Agency Name	Broward County 9-1-1
Billing Address	10440 W Oakland Park Blvd, Sunrise, FL 33351
Shipping Address (multiple if applicable)	
Contact Name	Latoya, Purchasing Director
Contact Phone	
Contact Email	

### Regional Primary Site - Central-Sunrise PD

10440 W Oakland Park Blvd, Sunrise, FL 33351

Legacy Architecture	CAMA comes in fiber then broken down to copper
Agencies	Sunrise PD
Call Takers	32 Positions
Resources	Viper 7, CAD-P1, CHE Viper 7, C.O.-Sawgrass & City of Sunrise
Number of CAMA Trunks at Site	50
Equipment Location	10440 W Oakland Park Blvd, Sunrise, FL 33351. 3rd and 5th floor

### ESInet Data Circuits

Primary	AT&T
Secondary	Comcast, Lumen
Tertiary	Starlink

### ***Regional Site - South (Standalone host)***

6057 SW 198th Terrace, Pembroke Pines, FL 33332

Legacy Architecture	Copper and Fiber from Coral Springs C.O. & Margate C.O.
Call Takers	31 positions
Resources	Building UPS, dispatch phones have County VOIP via IPflex
CAMA	31 trunks
Equipment Location	6057 SW 198th Terrace, Pembroke Pines, FL 33332

### ***Regional Site - North regional 9-1-1 Center***

4900 W Copans Road, Coconut Creek, FL 33063

Legacy Architecture	Cama via fiber broken down to copper
Call Takers	27 positions; 10 are dual
Resources	CAD-P1, CHE-Viper 7, Recorder-NICE
CAMA	71 trunks
Equipment Location	4900 W Copans Road, Coconut Creek, FL 33063

### ***Non Regional Site - Coral Springs***

2801 Coral Springs Drive, Coral Springs, FL 33065

Legacy Architecture	Copper and Fiber from Coral Springs C.O. & Margate C.O.
Call Takers	21 positions
Resources	Building generator and UPS, rack mount UPS
CAMA	45 trunks
Equipment Location	2801 Coral Springs Drive, Coral Springs, FL 33065

### **Non-Regional Site - Plantation PD (Standalone host)**

451 NW 70th Terrace, Plantation, FL 33317

Legacy Architecture	6 9-1-1 trunks on copper, 7 admin trunks
Call Takers	12 positions
Resources	Comcast is available, building and rack mount UPS
CAMA	6
Equipment Location	451 NW 70th Terrace, Plantation, FL 33317

### **Non-Regional Site - EOC**

201 NW 84th Ave, Plantation, FL 33324

Legacy Architecture	201 NW 84th Ave, Plantation, FL 33324
Positions	26 (20-non regional; 6-regional)
Agencies	Coral Springs or BSO
CAMA	35
Resources	No radio

### **ESInet Data Circuits**

Primary	AT&T
Secondary	Comcast
Tertiary	Starlink



### ***INdigital - Jacksonville***

8324 Baymeadows Way, Jacksonville, FL 32256

Architecture	Primary EsiNet connection
Agencies	Central, North, Coral Springs, South, Plantation, EOC
Call Takers	0
Resources	INdigital Core Equipment

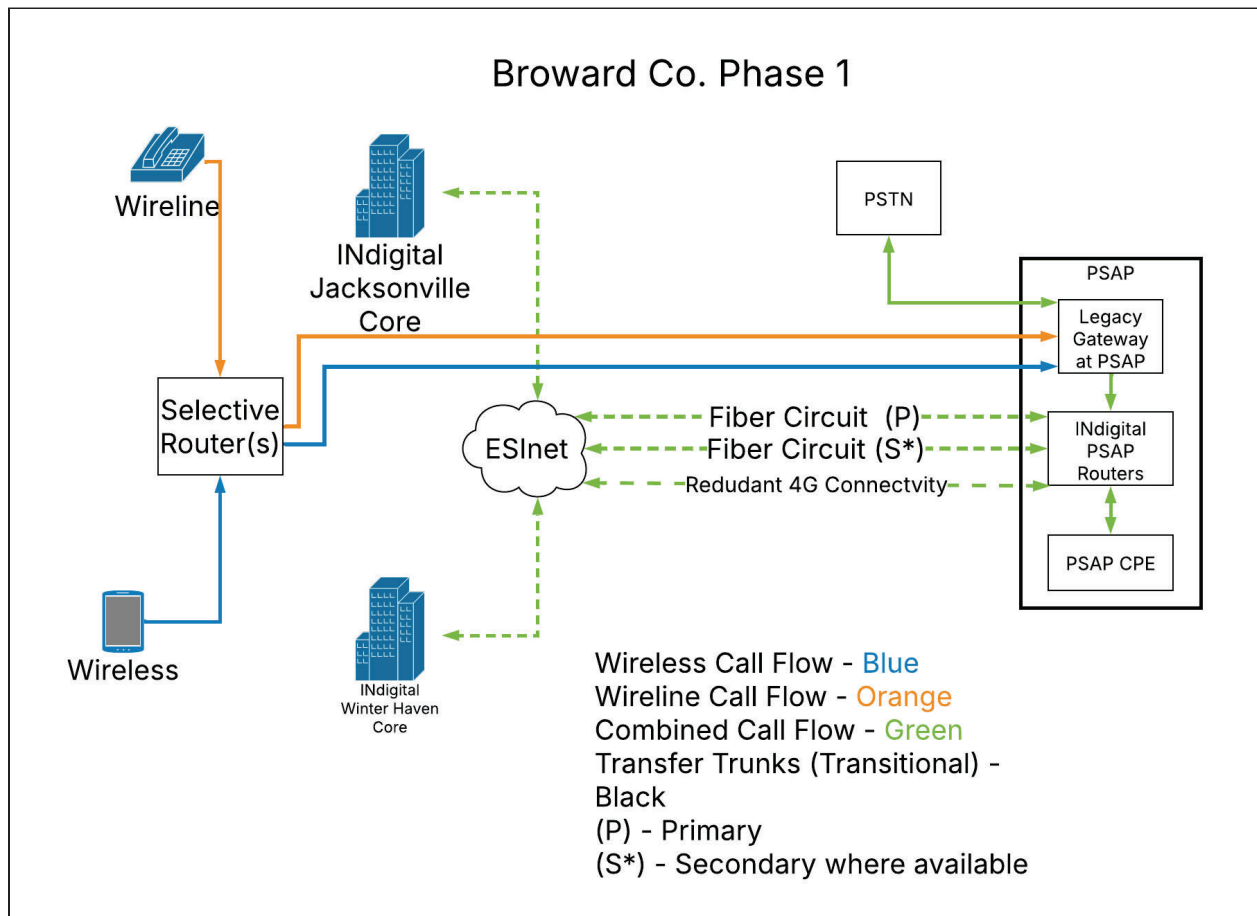
### ***INdigital - Winter Haven***

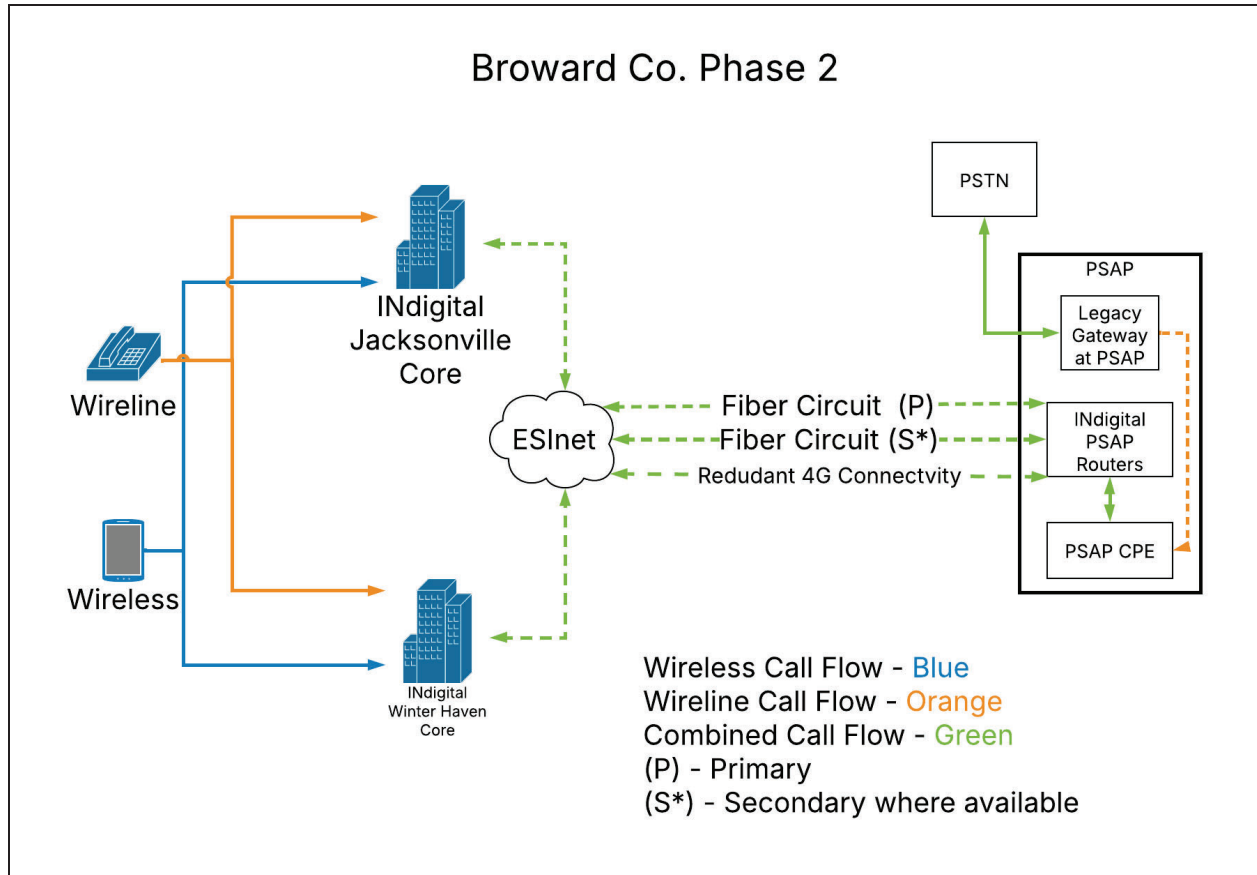
199 Ave B NW Winter Haven, FL 33881

Architecture	Secondary EsiNet connection
Agencies	Central, North, Coral Springs, South, Plantation, EOC
Resources	INdigital Core Equipment

## Project Phases

During “Phase-1”, INdigital intercepts the existing local CAMA and ALI trunks at the PSAP for routing services via ESInet-based NGCS systems in data centers. Alternate and default routing 10-digit telephone numbers are provided to the existing 911 SSP. This 10-digit number allows the carrier to deliver 911 calls directly to INdigital Core Service elements for call delivery via IP during events where the current carrier cannot send calls to the PSAP using the existing carrier network or local CAMA trunks.





Toward the end of “phase-1” and the beginning of “phase-2” of the project, INdigital will load a copy of the current wireline TN load and ALI-DB into the INdigital NGALI system for IP-based ALI queries from the PSAP’s 911 call handling system through the ESInet to the INdigital NGALI platform. This will allow INdigital to route wireless and VoIP calls based on current location information.

“phase 2” consists of carrier conversion in which carriers will ingress their calls directly into INdigital’s data center.

The installation of “phase-1” elements is typically complete between 4-6 months of the contract signature, with wireless and VoIP provider traffic converted to INdigital within 6-10 months of the contract signature. The full implementation of projects typically takes 18-24 months to complete, though most wireless and VoIP carriers complete projects sooner than wireline. Wireline carriers take the longest to convert. Though it is

IP-based, we can still deliver CAMA-based calls to legacy 911 call handling equipment, should the PSAP not be ready for IP call delivery.

## **911 Service**

INdigital Next-Gen Core Services, IP 9-1-1 Call delivery, NG9-1-1 ALI, Legacy. 9-1-1 gateway ports to be used during phase 1 carrier migrations. Geo-routing will be implemented after phase 1 migration has been completed.

## **Database**

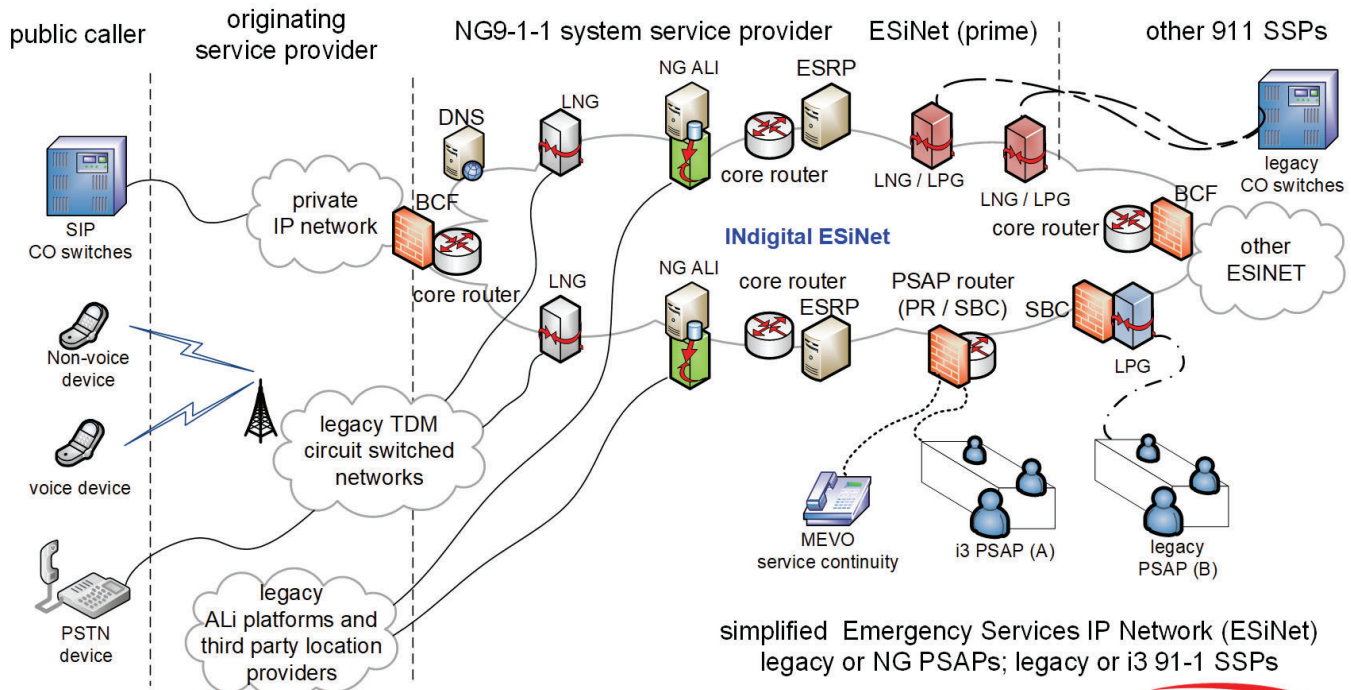
INdigital will manage all records for EBR, local, or data center handoff to CPE can be accommodated.

## **911 Call Routing**

INdigital will be tabularly routing calls before geo-routing. This is done using the PSAP's ALI and MSAG information. During the transitional phase of geo-routing, wireless calls will be routed based on the PSAP's GIS data, while landline calls will continue to be tabularly routed. To complete this step, INdigital will work with the PSAP's GIS authority to obtain and onboard the PSAP boundary to implement geo-routing after phase 1 migration is complete. Testing will take place with the PSAP before go-live. GIS authorities must work with the PSAP and neighboring PSAPs to ensure GIS data meets the NENA standard. After geo-routing with the PSAP boundary is complete, INdigital will work with the GIS authorities/vendors to implement the remaining NENA-required GIS datasets, as available, to geo-route all calls.

911 calls can be rerouted to MEVO phones via call to INdigital NSOC or by utilizing the re-route 911 button on MEVO Phones.

INdigital will provide all NENA i3 functional elements as part of the NGCS services and i3 compliant services requested. This includes Legacy Network Gateways (LNG), BCFs, SBCs, Emergency Call Routing Function (ECRF), next generation ALI, Location Validation Functions (LVF), ESRP, and other voice and non-voice functional elements. The diagram below depicts the multiple challenges and solutions for 9-1-1 services



simplified Emergency Services IP Network (ESiNet)  
legacy or NG PSAPs; legacy or i3 91-1 SSPs

This diagram represents the structure of a regional ESiNet.  
This depicts a late stage transition from legacy (i2) to a full NG9-1-1 i3 architecture.



ver 24-152 [mg]

transitioning to NG9-1-1. This experience highlights the transition methods to maintain existing features and interoperability, while moving to a full i3 environment. The goal for INdigital is to eliminate all legacy interfaces efficiently while maintaining a best service experience for Broward County PSAPs

## PSAP Vendor List

### 911 System and Vendor

- Intrado Viper; Version 7

### Admin Phone System and Vendor:

- VOIP phones IPFlex via AT&T

### Recorder System and Vendor

- NICE via Replay

### **CAD System Vendor**

- Motorola P1 (May switch to Hexagon in the future)

### **MAP System Vendor**

- TBD

### ***Text Services***

INdigital is proposing TCC service in accordance with the RFP. This includes the J110 standard integration to VIPER and usage of the INdigital Text API if preferred by VIPER.

### ***MIS Services (Network Reporting)***

911 Logix is a web-based analysis service provided by INdigital. It offers public safety agencies a seamless and efficient way to receive information on agency performance without investing in hardware or software. The service provides a real-time dashboard with permission-based views, giving agencies access to a wealth of information on network reporting.

## **MEVO Service**

The MEVO IP stations will also be provisioned to provide backup PSTN-based Administrative calls natively, which should be routed out of the INdigital Administrative Trunks already in place in FL Data Centers or elsewhere in the INdigital core network. In addition to this, another separate toll-free number provisioned in the INdigital PSTN system should be assigned to each agency for use in events requiring local Public Service Announcements (PSAs) to be made, providing an alternate emergency administrative line to reach each PSAP for non-emergency calls.

MEVO phone recording handoff to local recorder is included. 2x Span ports at each location will be provided for the recorder vendor. INdigital provides IP Phone details (IP, MAC, phone number, etc.) after installation.

## **Training**

INdigital will deliver training for all products and services covered under this scope of work, both prior to and during the cutover process. The format—either in-person or remote—will be determined based on the subject matter and intended audience in accordance with this RFP.

## **Policy Routing**

INdigital will provide policy routing discussions before cutover, delivered either remotely or in person in coordination with Broward County, FL. Relevant training documents will be provided for inclusion in standard operating procedures. The training will cover implementation of alternate routing, abandoned PSAP scenarios, and other established policy routing configurations from a network standpoint. If INdigital is managing the call handling equipment, the training will also address policy routing, from that perspective.

## **MEVO**

INdigital will provide MEVO training prior to the cutover. This training may be delivered either onsite or remotely, based on coordination with Broward Co. INdigital will also

supply relevant training materials, including documents and videos, for internal distribution among staff.

### **Text Service**

INdigital will provide Texty training prior to the cutover. This training may be delivered onsite or remotely, based on coordination with Broward Co. INdigital will supply relevant training materials, including documents and videos, for internal distribution among staff.

### **Database**

INdigital will conduct database training following the cutover to ensure sufficient and accurate data collection. The training session will be completed at a time mutually agreed upon by the customer and INdigital's database manager. One (1) remote training class will be offered to ensure the customer understands how to submit database-related issues and updates for resolution.

### **MIS Services (Network Reporting)**

INdigital will provide usernames and passwords for those who will need access to Logix. INdigital will provide training on Logix to be completed at a time mutually agreed upon by both the customer and INdigital's database manager. One (1) remote training class will be offered to ensure the customer understands how to utilize Logix to retrieve their data analytics reports.

### ***Transfers***

Who are surrounding and how we will connect to them goes here.

Additional transfers are to be clarified during meetings scheduled by project management.

#### **Adjacent PSAPs:**

- Insert one
- Insert two
- etc

## Backup and Overflow Call Routing

9-1-1 call delivery and backup call routing will be determined during post-sales engineering and project management steps.

### PSAP Policy Routing Flow:

Call Flow - Alternate Route Strategy												
Agency Name	ESURI FIPS Code	Ring Timer (Sec)	Alternate Mode ESURI	Busy ESURI Route	PSAP Resource 1	PSAP Resource 2	PSAP Resource 3	PSAP Resource 4	PSAP Resource 5	Overflow ESURI	Default Trigger	Default Trigger ESURI
Example	1120210001	200	1120210003	112021333	10.122.49.250	10.122.49.249	2392520009	—	—	1120213333	1120219901	1120210001

### On-Net Transfers:

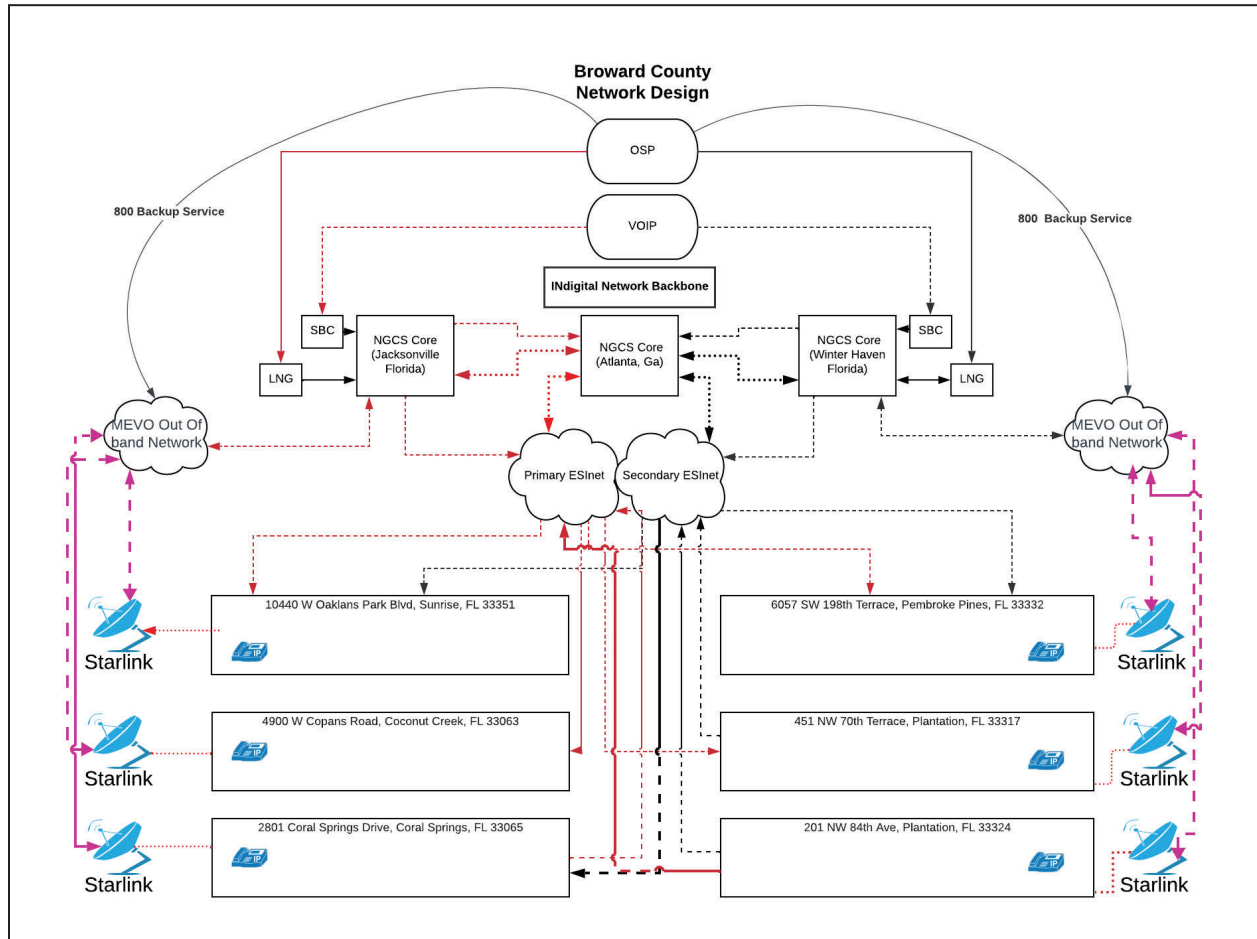
Agency Name	ESURI FIPS Code	10-Digit PSTN	Backup 10-Digit PSTN
Example	1120150001	9118186123	2393371084

### Off-Net Transfers:

Agency Name	ESURI FIPS Code	Ring Timer (Sec)	10-Digit PSTN	10-Digit PSTN	10-Digit PSTN	10-Digit PSTN	10-Digit PSTN
Example	1120150001	60	9118186123	9118186123	9118186123	8139599186	2393371084

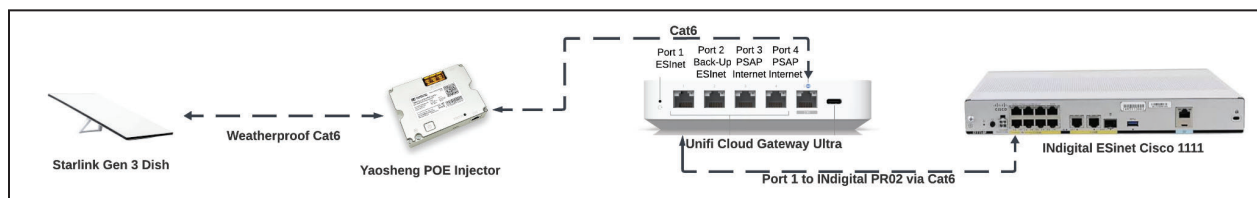
## Network Design

This illustration contains the Broward County ESInet.

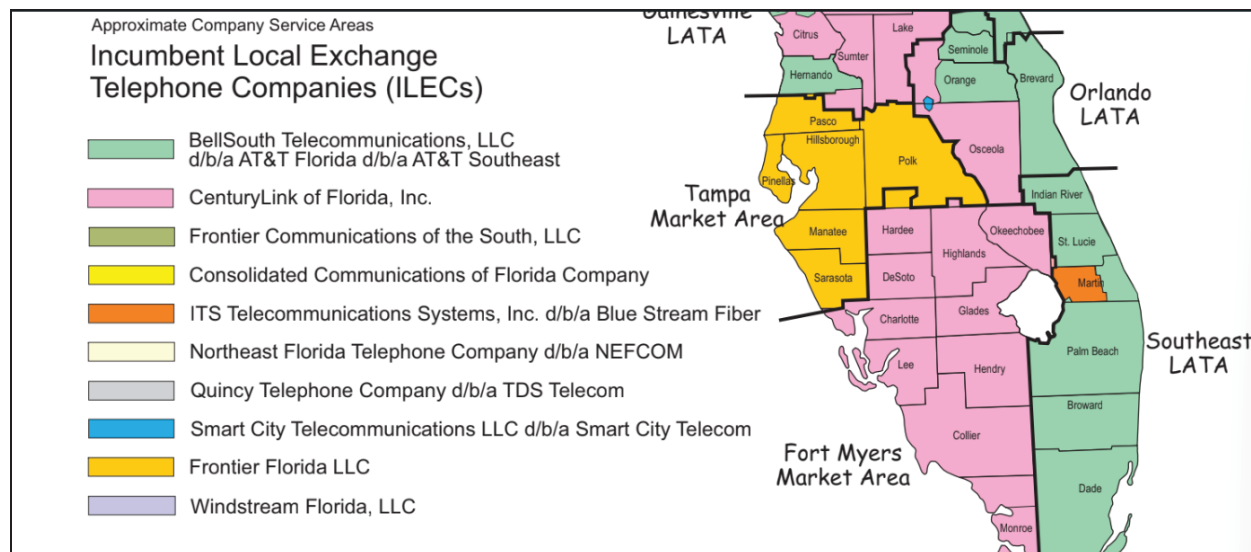


### Starlink Design

Below is the Starlink connectivity design. Please note that Ports 1 and 2 on the Unifi Cloud Gateway Ultra are for ESInet Connectivity, and Ports 3 and 4 are for PSAP backup internet connectivity.



## Broward County Carrier Exchange MAP



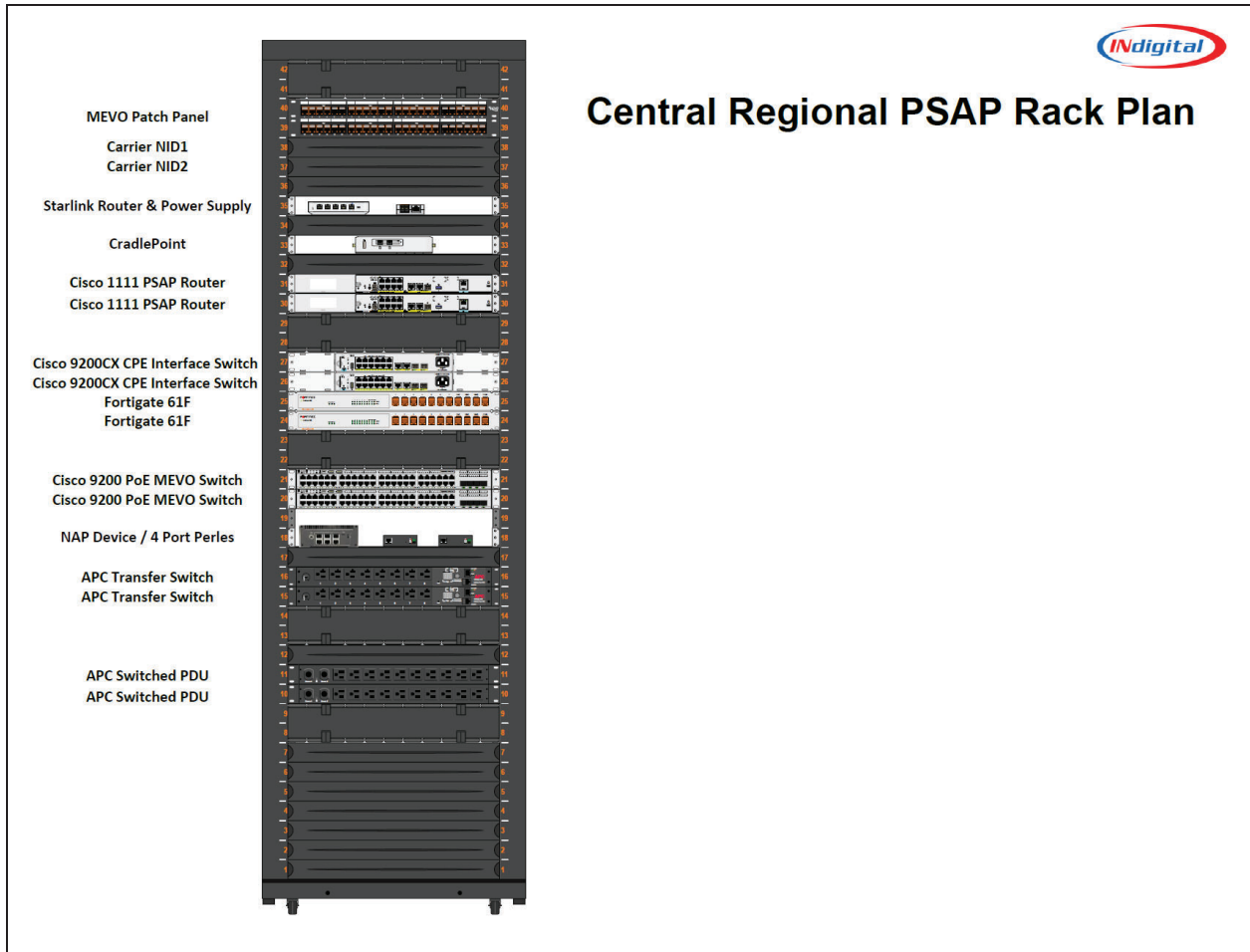
ILEC - AT&T

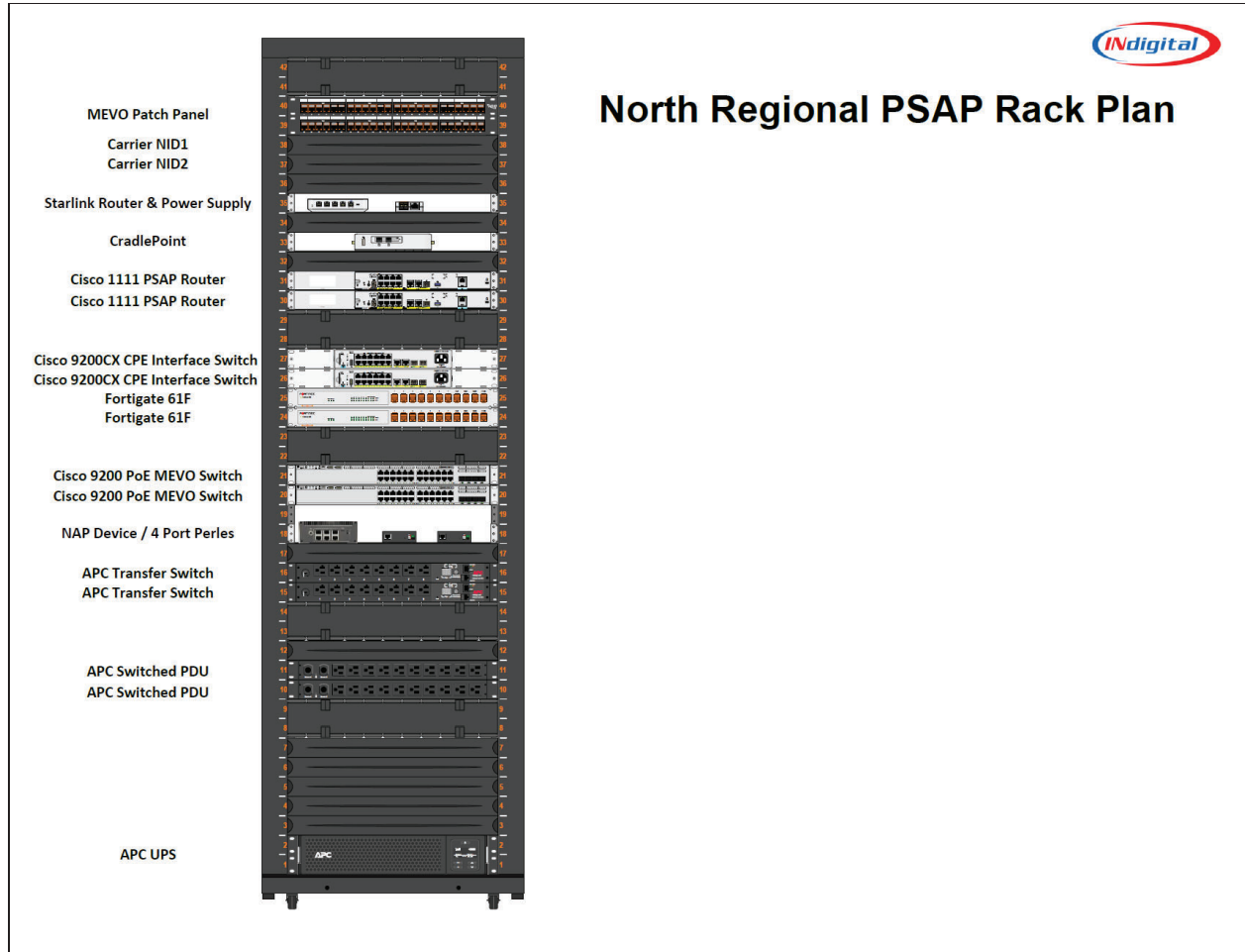
CLEC -

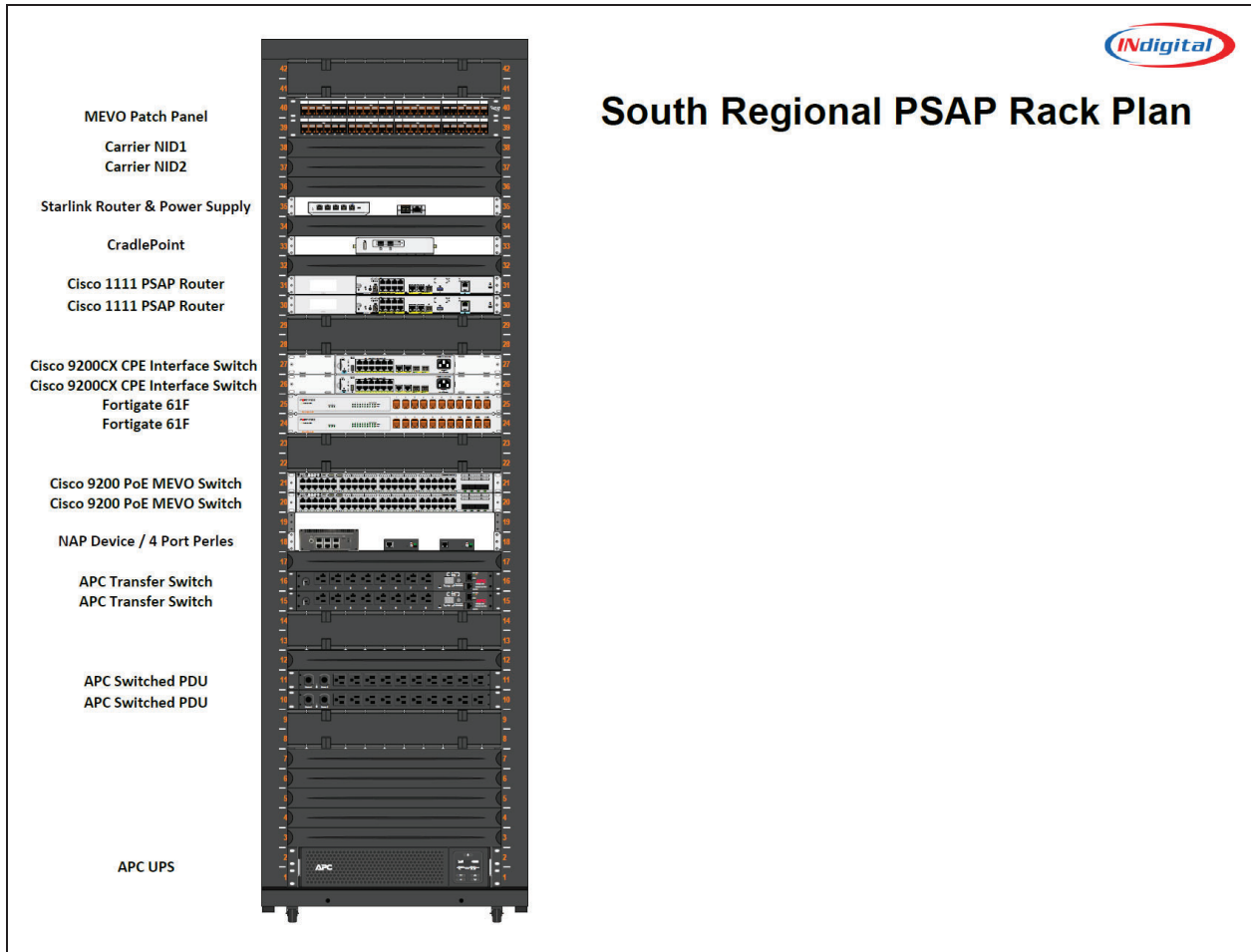
(subject to change)

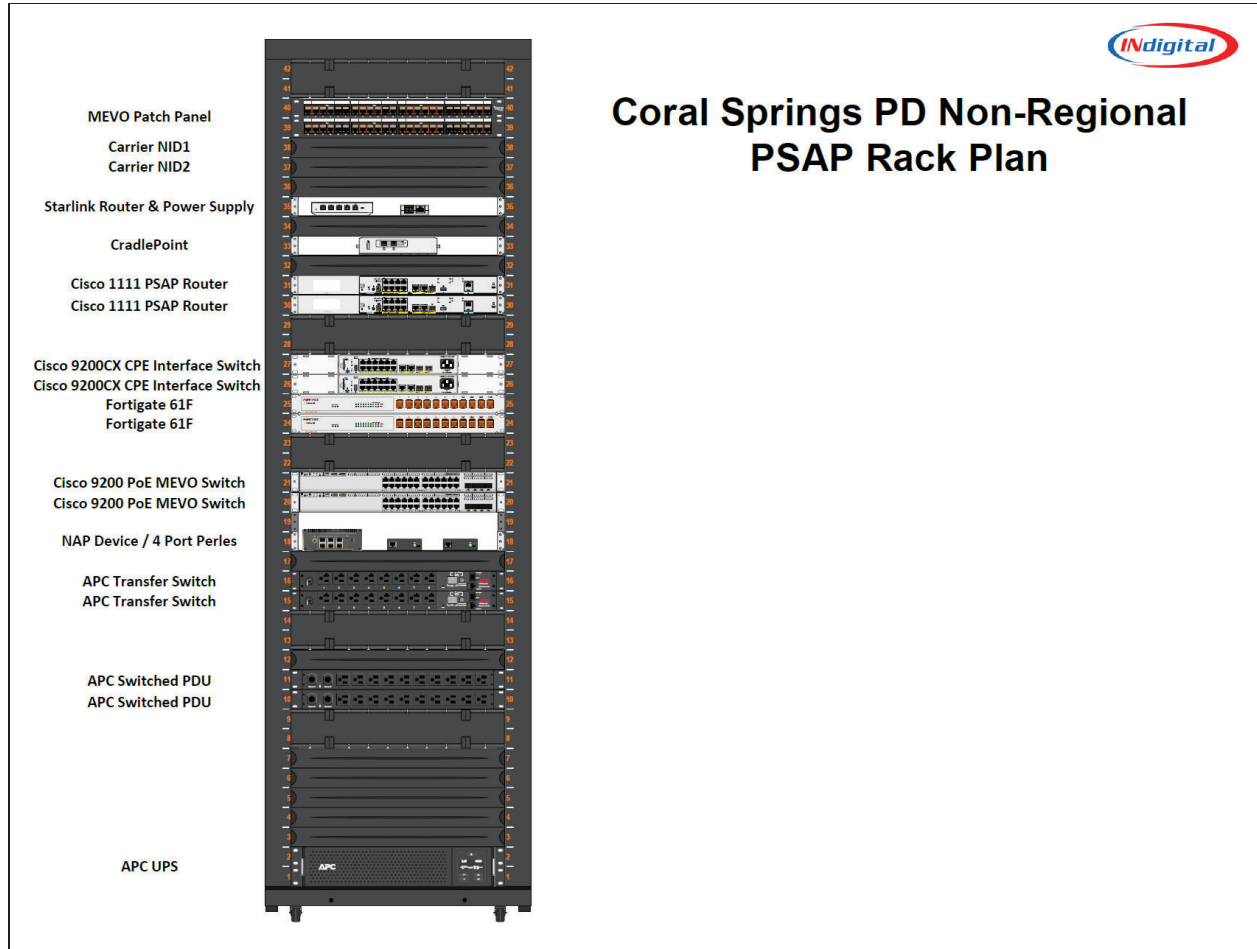
- AT&T TCG
- VZB
- Lumen/Level3
- Sinch
- Bandwidth
- Intrado
- Terra Nova Telecom

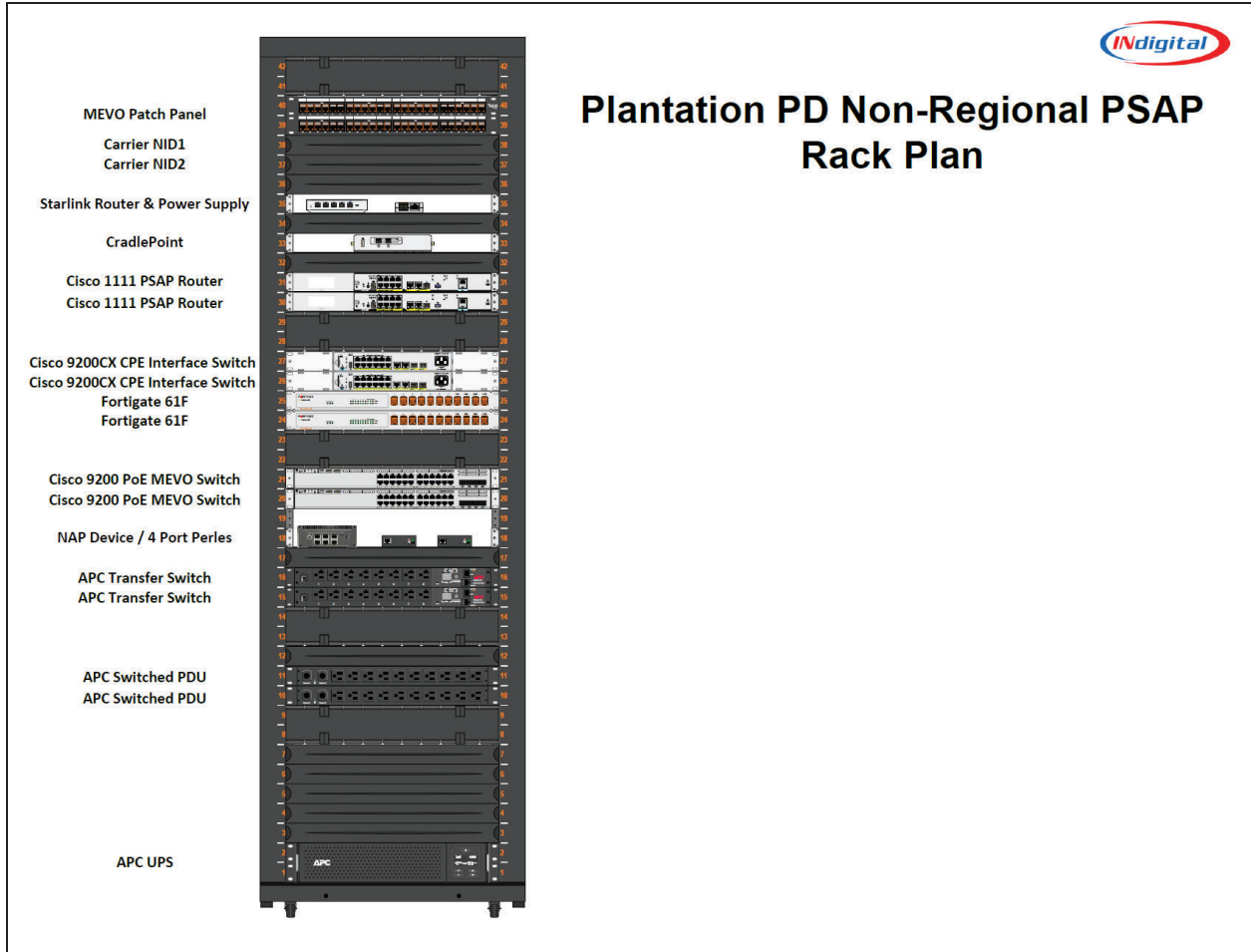
## Rack Elevations -

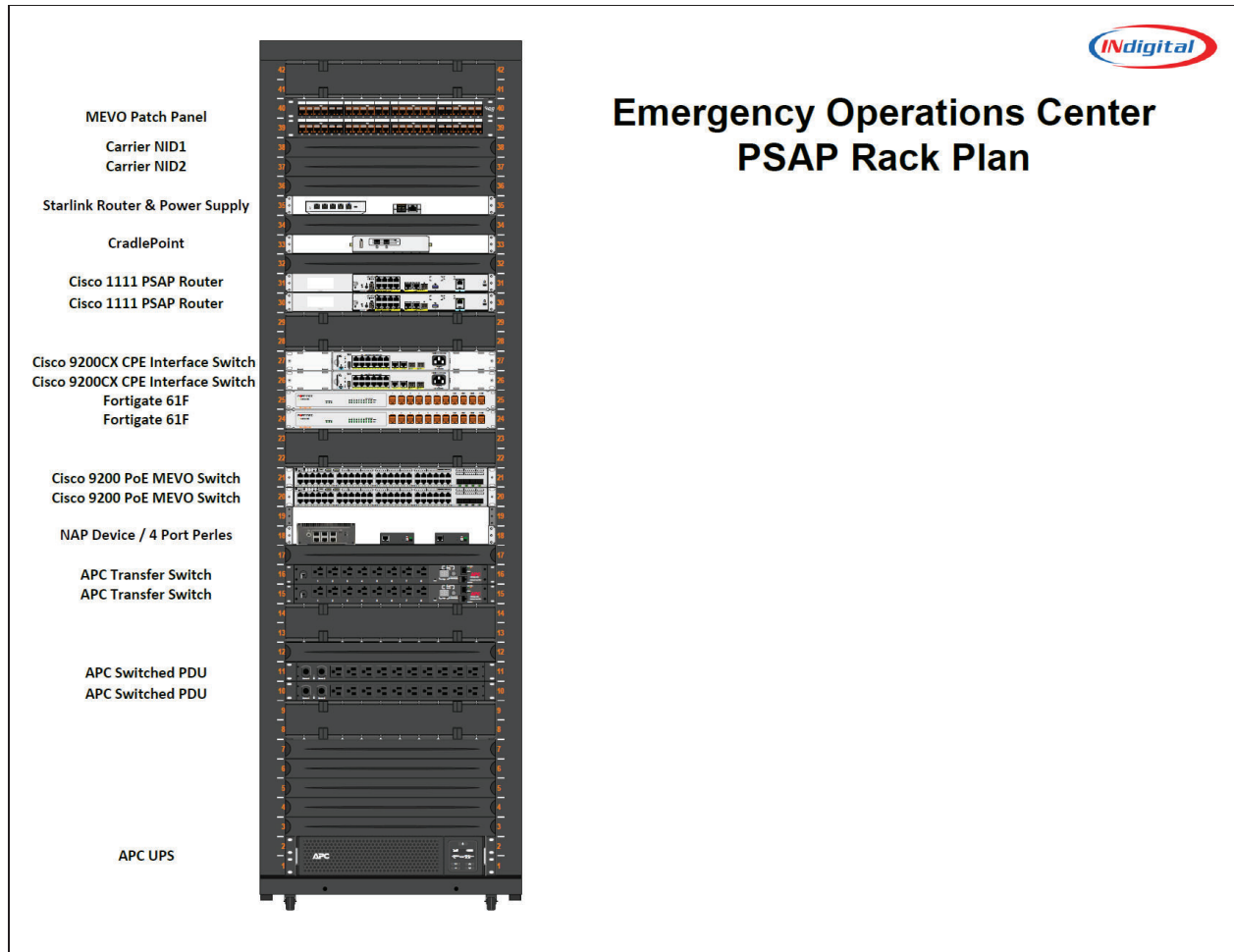












## Bill of Materials - comes from Brent and someone else

### Central -50 (CAMA Trunks )/Positions-32

Qty	Manufacturer	Model	Naming Convention
2	Cisco	C1111-8P	112-011-CNTLFL-PRXX
2	Cisco	C9200CX-12P	112-011-CNTLFL-ESXX
2	Cisco	C9200L-48P-4G	112-011-CNTLFL-ESXX
2	Fortinet	FG-61F	112-011-CNTLFL-SDXX
2	Perle		112-011-CNTLFL-PerleXX
2	APC	PDU	112-011-CNTLFL-PDUXX
2	APC	Transfer Switch	112-011-CNTLFL-ATSXX
1	ProtectLi	NAP Appliance	112-011-CNTLFL-NAP
	StarLink (Optional)		112-011-CNTLFL-SLink
3	Audiocodes	M1KB	112-011-CNTLFL-NGXX

**North - 55 (CAMA Trunks)/Positions-27**

Qty	Manufacturer	Model	Naming Convention
2	Cisco	C1111-8P	112-011-NRTHFL-PRXX
2	Cisco	C9200CX-12P	112-011-NRTHFL-ESXX
2	Cisco	C9200L-24P-4G	112-011-NRTHFL-ESXX
2	Fortinet	FG-61F	112-011-NRTHFL-SDXX
2	Perle		112-011-NRTHFL-PerleXX
2	APC	PDU	112-011-NRTHFL-PDUXX
2	APC	Transfer Switch	112-011-NRTHFL-ATSXX
1	APC	UPS	112-011-NRTHFL-UPSXX
1	ProtectLi	NAP Appliance	112-011-NRTHFL-NAP
	StarLink (Optional)		112-011-NRTHFL-SLink
3	Audiocodes	M1KB	112-011-NRTHFL-NGXX

### Coral Springs- 28 (CAMA Trunks)/Positions-21

Qty	Manufacturer	Model	Naming Convention
2	Cisco	C1111-8P	112-011-FTLDFLCS-PRXX
2	Cisco	C9200CX-12P	112-011-FTLDFLCS-ESXX
2	Cisco	C9200L-24P-4G	112-011-FTLDFLCS-ESXX
2	Fortinet	FG-61F	112-011-FTLDFLCS-SDXX
2	Perle		112-011-FTLDFLCS-PerleXX
2	APC	PDU	112-011-FTLDFLCS-PDUXX
2	APC	Transfer Switch	112-011-FTLDFLCS-ATSXX
1	APC	UPS	112-011-FTLDFLCS-UPSXX
1	ProtectLi	NAP Appliance	112-011-FTLDFLCS-NAP
	StarLink (Optional)		112-011-FTLDFLCS-SLink
2	Audiocodes	M1KB	112-011-FTLDFLCS-NGXX

**South- 21 (CAMA Trunks or not?)/Positions-31**

Qty	Manufacturer	Model	Naming Convention
2	Cisco	C1111-8P	112-011-SOTHFL-PRXX
2	Cisco	C9200CX-12P	112-011-SOTHFL-ESXX
2	Cisco	C9200L-48P-4G	112-011-SOTHFL-ESXX
2	Fortinet	FG-61F	112-011-SOTHFL-SDXX
2	Perle		112-011-SOTHFL-PerleXX
2	APC	PDU	112-011-SOTHFL-PDUXX
2	APC	Transfer Switch	112-011-SOTHFL-ATSXX
1	APC	UPS	112-011-SOTHFL-UPSXX
1	ProtectLi	NAP Appliance	112-011-SOTHFL-NAP
	StarLink (Optional)		112-011-SOTHFL-SLink
2	Audiocodes	M1KB	112-011-SOTHFL-NGXX

**Plantation- 6 (CAMA Trunks)/Positions-12**

Qty	Manufacturer	Model	Naming Convention
2	Cisco	C1111-8P	112-011-FTLDFLPL-PRXX
2	Cisco	C9200CX-12P	112-011-FTLDFLPL-ESXX
2	Cisco	C9200L-24P-4G	112-011-FTLDFLPL-ESXX
2	Fortinet	FG-61F	112-011-FTLDFLPL-SDXX
2	Perle		112-011-FTLDFLPL-PerleXX
2	APC	PDU	112-011-FTLDFLPL-PDUXX
2	APC	Transfer Switch	112-011-FTLDFLPL-ATSXX
1	APC	UPS	112-011-FTLDFLPL-UPSXX
1	ProtectLi	NAP Appliance	112-011-FTLDFLPL-NAP
	StarLink (Optional)		112-011-FTLDFLPL-SLink
2	Audiocodes	MP508	112-011-FTLDFLPL-NGXX

**EOC- 26 (CAMA Trunks)/Positions-26**

Qty	Manufacturer	Model	Naming Convention
2	Cisco	C1111-8P	112-011-FTLDFLEOC-PRXX
2	Cisco	C9200CX-12P	112-011-FTLDFLEOC-ESXX
2	Cisco	C9200L-48P-4G	112-011-FTLDFLEOC-ESXX
2	Fortinet	FG-61F	112-011-FTLDFLEOC-SDXX
2	Perle		112-011-FTLDFLEOC-PerleXX
2	APC	PDU	112-011-FTLDFLEOC-PDUXX
2	APC	Transfer Switch	112-011-FTLDFLEOC-ATSXX
1	APC	UPS	112-011-FTLDFLEOC-UPSXX
1	ProtectLi	NAP Appliance	112-011-FTLDFLEOC-NAP
	StarLink (Optional)		112-011-FTLDFLEOC-SLink
2	Audiocodes	M1KB	112-011-FTLDFLEOC-NGXX

**END OF DOCUMENT**



**<Descriptive name including site>**

INdigital Response For Service Incident

\*\*To Use this form go to File>Make Copy and  
rename with ordinal date and update document  
controls \*\*

Current Release: 23-088  
Document type: RFI  
Issued: 23-088  
Version: 1.2

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# Document Control

## Document Information

	Information
Document ID	23-088
Document author	<i>Robert Brown</i>
Issue Date	3/29/23
File Name	Template 23-088 Response For Impairment Report

## Document History

Version	Issue Date	Changes
1.0	3/29/23	Template creation
1.1	7/11	Updated title and header
1.2	8/1	Updated title,

## Document Approvals

Role	Name
EVP	Eric Hartman
Regulatory	Cassi Cole

## Summary:

<Enter a detailed description of the incident and an overview of the actions taken. Identify how the event was first identified or detected and first communicated.>

## Communications Plan:

<Enter Points of contact and methods of communication to be utilized for this event. Depending on the event, its nature, the systems affected and the requirements around the systems affected structured reporting and communications may be required beyond the stakeholders.>

### Public Facing Notification

<List Here>

### One Call Now Notifications

<List Here>

## Impact:

<Describe or identify the level of impact created by the event.>

## Event Data Capture:

<Describe how the systems and data were preserved if applicable. Document timeline of events and actions taken from discovery to full recovery>

## **Timeline of Events**

<List Here>

## **Root Cause Analysis:**

<Describe what is determined and understood to be the reason or reasons for the outage.>

## **Continuity of Operations:**

<Describe the Continuity of Operations and how calls were processed during the outage>

## **Restoration of Services:**

<Describe the methods and procedures utilized to restore to full function.>

## **Ongoing Action:**

<Describe plans to improve or Lessons Learned>

## **Customer Summary Statement:**

<Provide a public synopsis of the events, RCA, and Ongoing Actions>



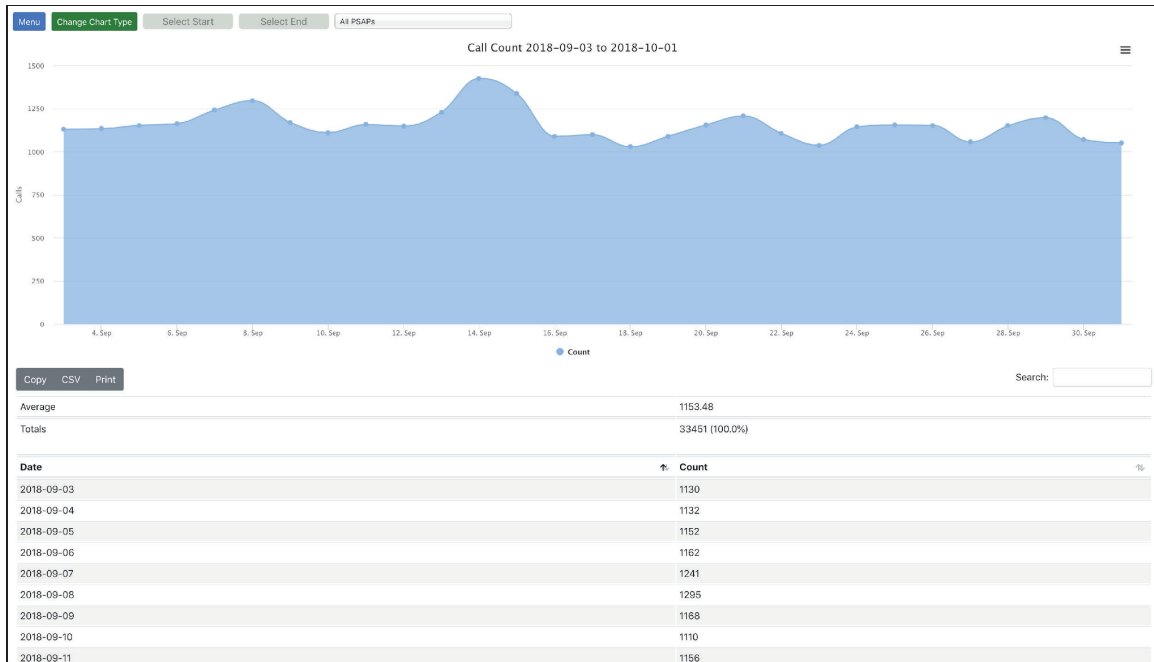


## Description of Reports

### Standardized Reports

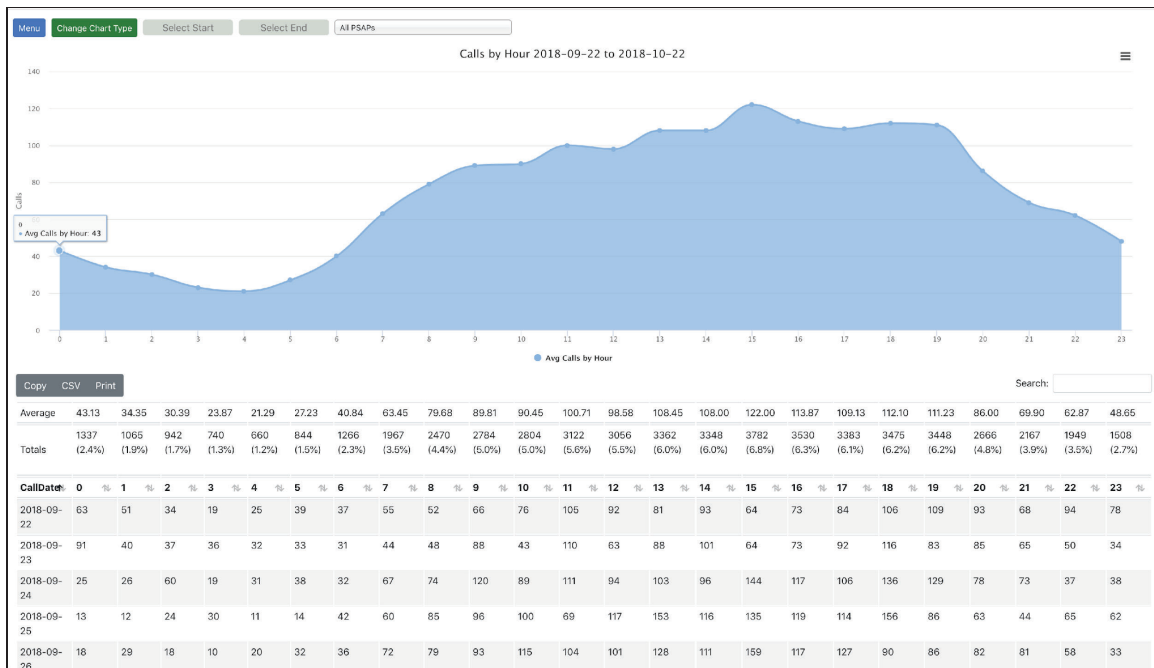
#### Call Totals

This report features a graph at the top and a table at the bottom. The graph displays the total number of calls (for all call classes of service) on the vertical axis, and the horizontal axis displays the date for a given date range. The graph shows the total number of calls per day. The table provides the average calls per day and the total number of calls per day for a given date range. The table also breaks out the daily totals for each day for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



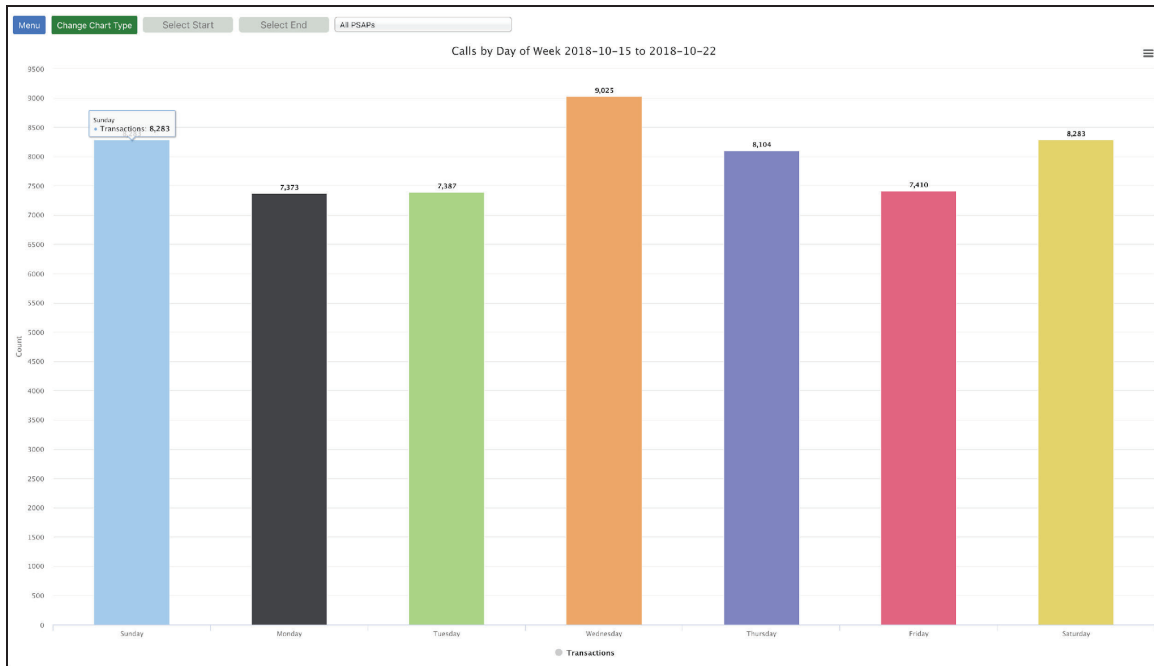
## Calls by Hour

This report features a graph at the top and a table at the bottom. The graph displays the number of calls on the vertical axis, and the horizontal axis displays the hours of the day (0-23). The graph shows the total number of calls per hour of the day. The table provides the average calls per hour of the day and the total number of calls per hour of the day for a given date range. The table also breaks out the daily totals for each hour of the day for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



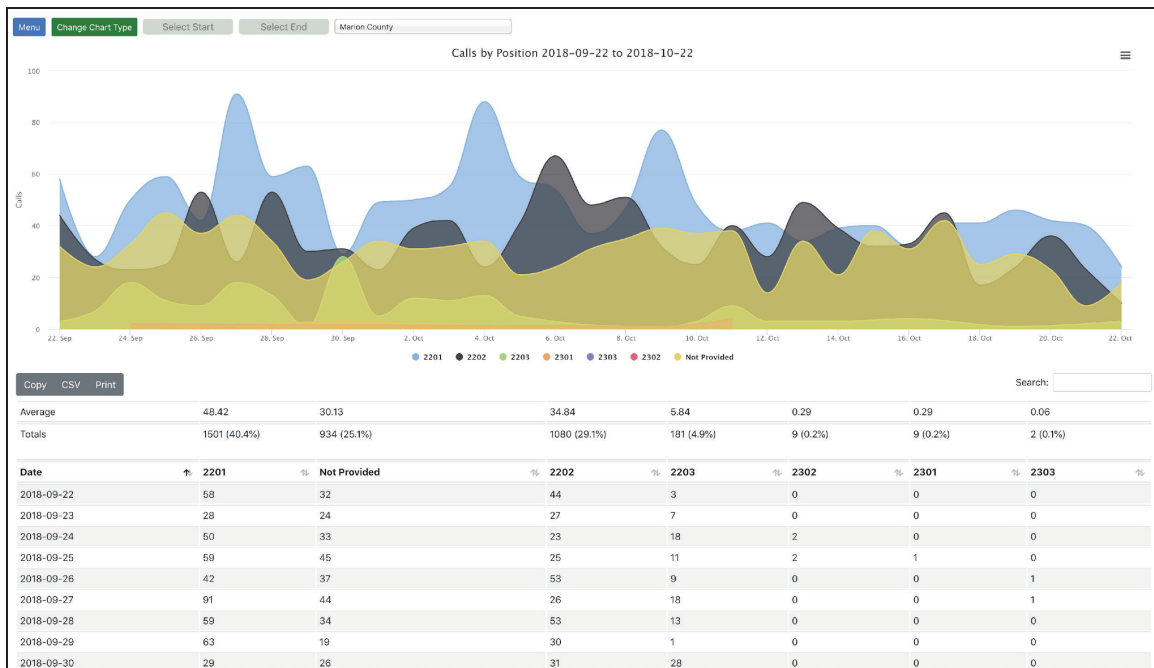
## Calls by Day of Week

This report displays a graph showing the total number of calls for each day of the week. The vertical axis displays the call count. Each histogram bar displays the daily call totals for each day of the week for a given date range.



## Calls by Position

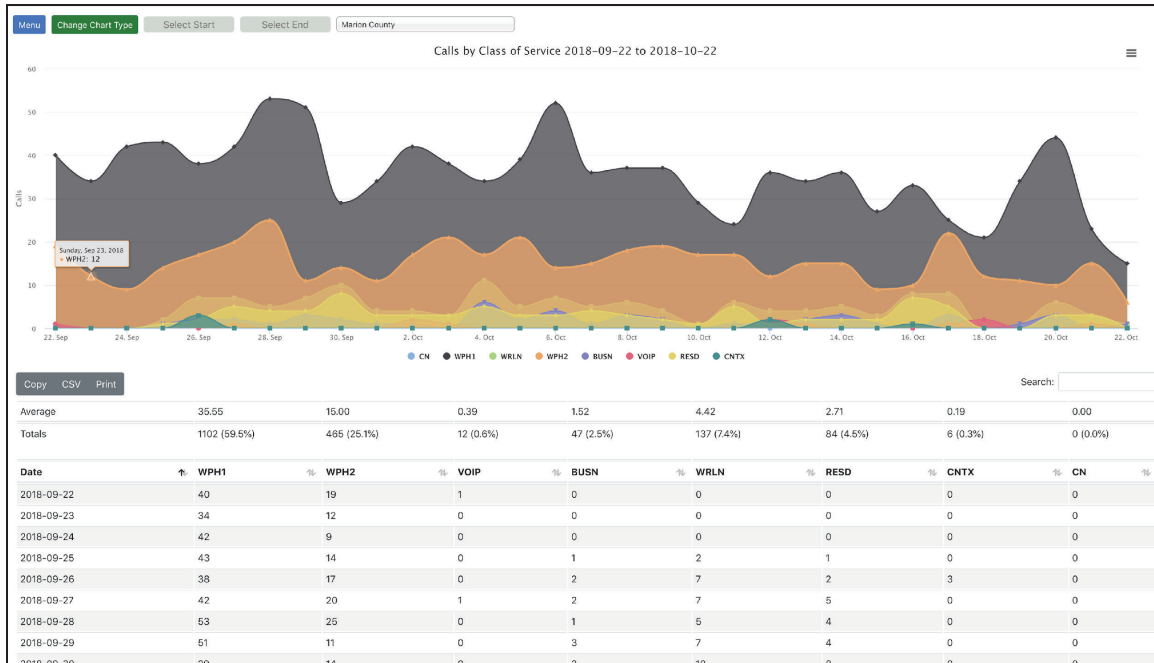
This report features a graph at the top and a table at the bottom. The graph displays the date along the horizontal axis and the number of calls along the vertical axis. The table shows the average and totals for each position, along with the total number of calls per position for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Calls by Class of Service

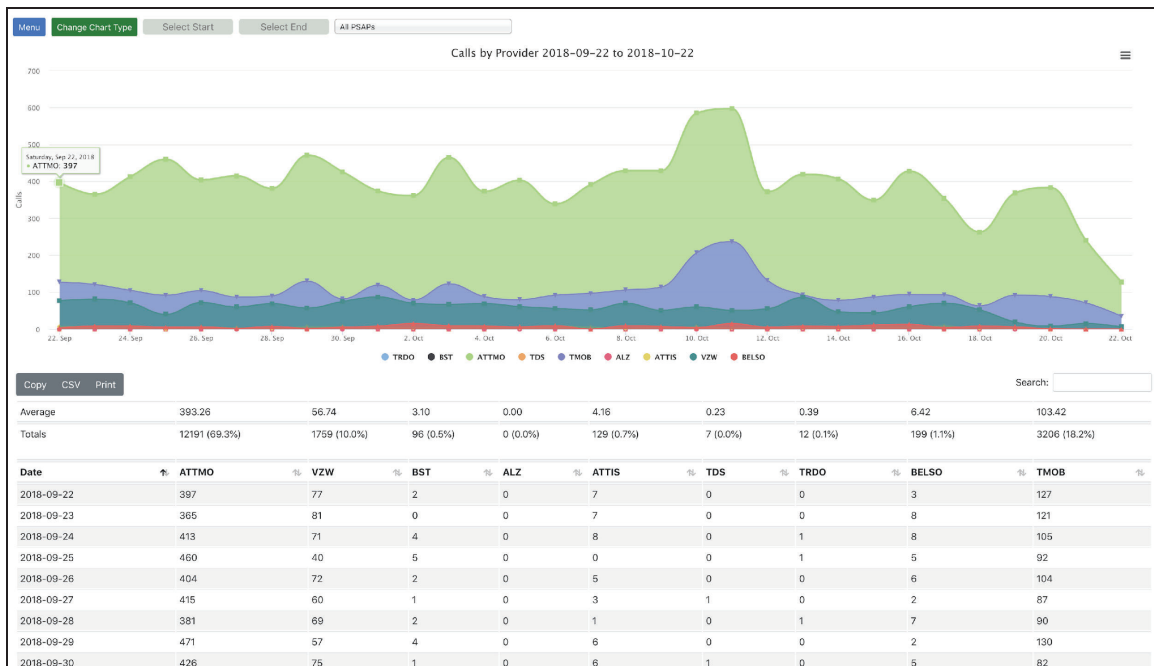
This report features a graph at the top and a table at the bottom. The graph displays the number of calls on the vertical axis, broken out by Class of Service (COS), and the horizontal axis displays the date for a given range. The table shows the total number and relative amounts of 911 calls that occur within each COS type. The table also provides the average of each class and the total number of calls per COS for a given date range. The table

breaks out the daily totals for each COS for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Calls By Service Provider

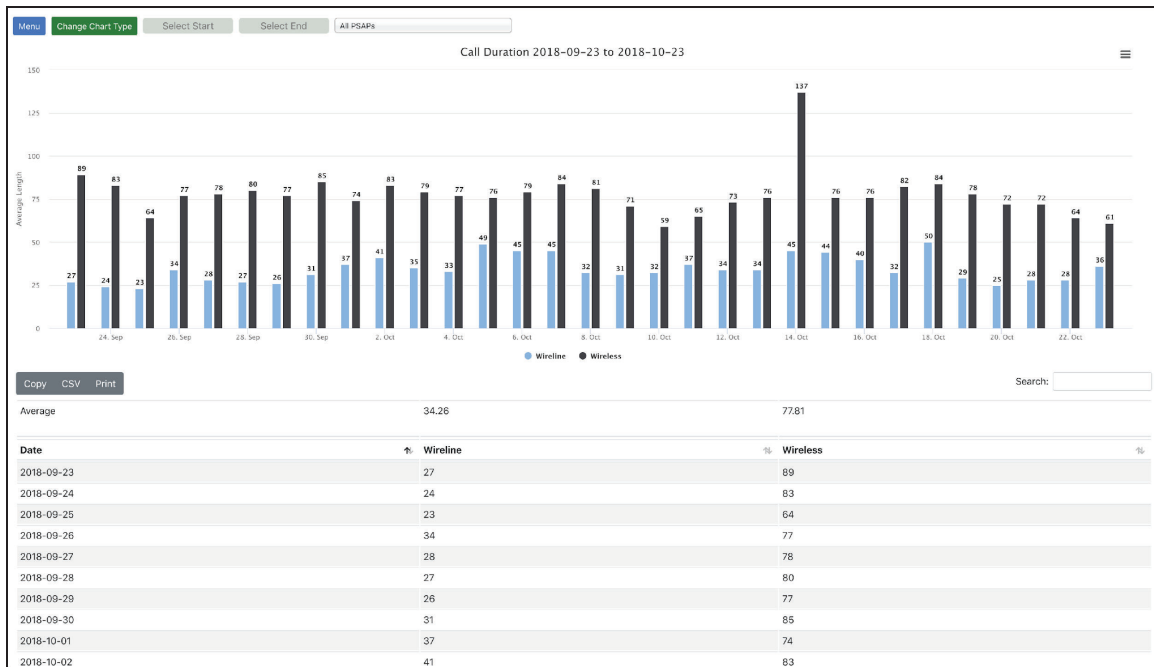
This report features a graph at the top and a table at the bottom. The graph displays the number of calls on the vertical axis broken out by Provider, and the horizontal axis displays the date for a given range. The graph shows the total number and relative amounts of 911 calls that occur by each provider. The table provides the average calls per provider and the total number of calls per provider for a given date range. The table also breaks out the daily totals for each provider for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Average Call Duration

This report features a graph at the top and a table at the bottom. The graph displays the average length of calls on the vertical axis, and the horizontal axis displays the date broken out by wireline and wireless calls. The table

provides the average and total call duration for wireline and wireless per day for a given date range. The table also breaks out the daily average event duration for wireline and wireless for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



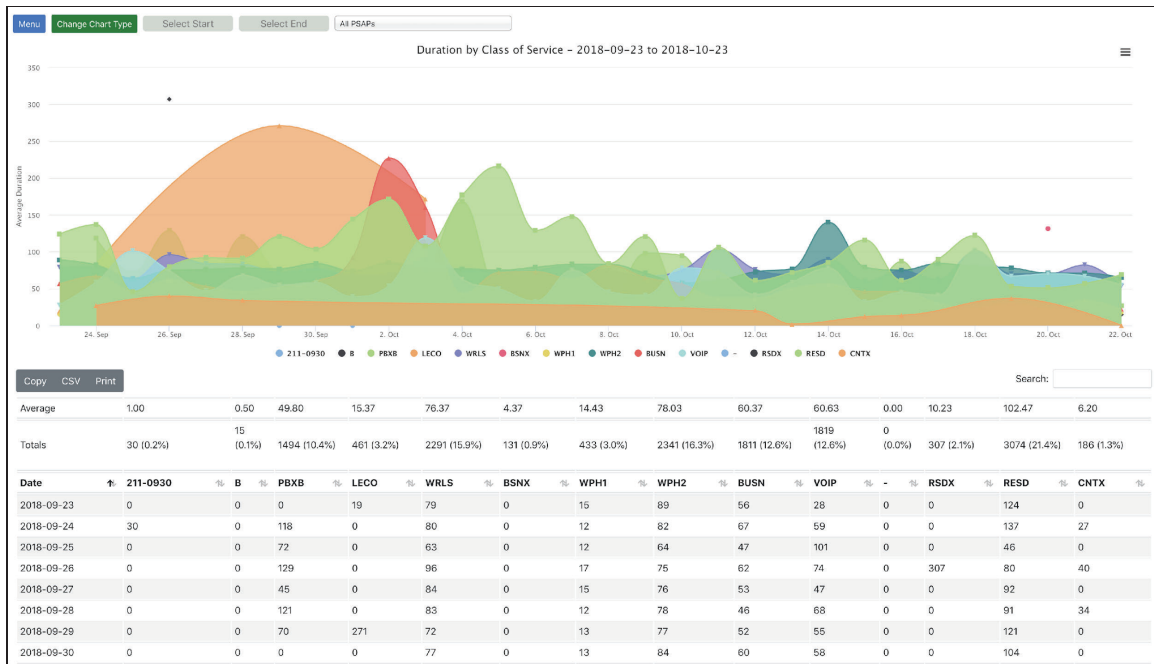
### Duration by Second

This report features a graph that displays the duration (in seconds) of 911 calls for a selected date range. The vertical axis shows the number of calls, and the horizontal axis displays the duration of the call in seconds.

### Duration by Class of Service

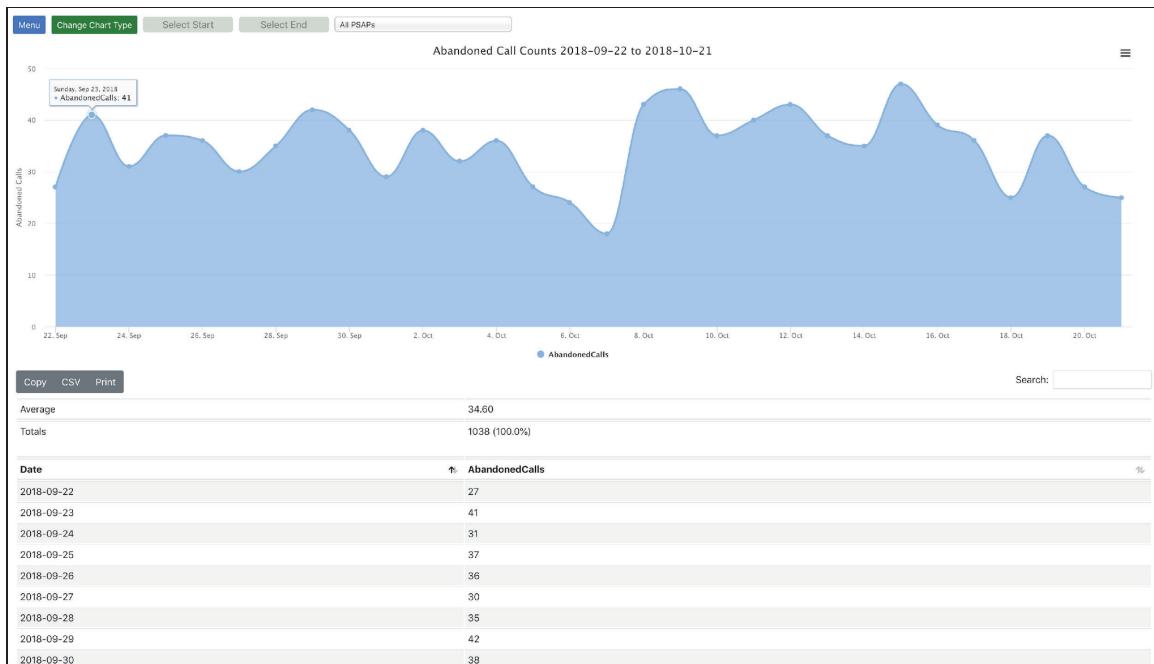
This report features a graph at the top and a table at the bottom. The graph displays the average duration of calls on the vertical axis, and the horizontal axis displays the date broken out by Wireless Phase 1, Wireless Phase 2, Residential Wireline, and Business Wireline calls. The table provides the

average and total call duration for Wireless Phase 1, Wireless Phase 2, Residential Wireline, and Business Wireline calls per day for a given date range. The table also breaks out the daily average event duration for Wireless Phase 1, Wireless Phase 2, Residential Wireline, and Business Wireline calls for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Abandoned Calls

This report features a graph at the top and a table at the bottom. The graph displays the total number (count) of abandoned calls. The vertical axis shows the total number of abandoned calls, and the horizontal axis displays the date for a given range. The table provides the average and total number of abandoned calls for a given date range. The table also breaks out the daily totals of abandoned calls for the given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



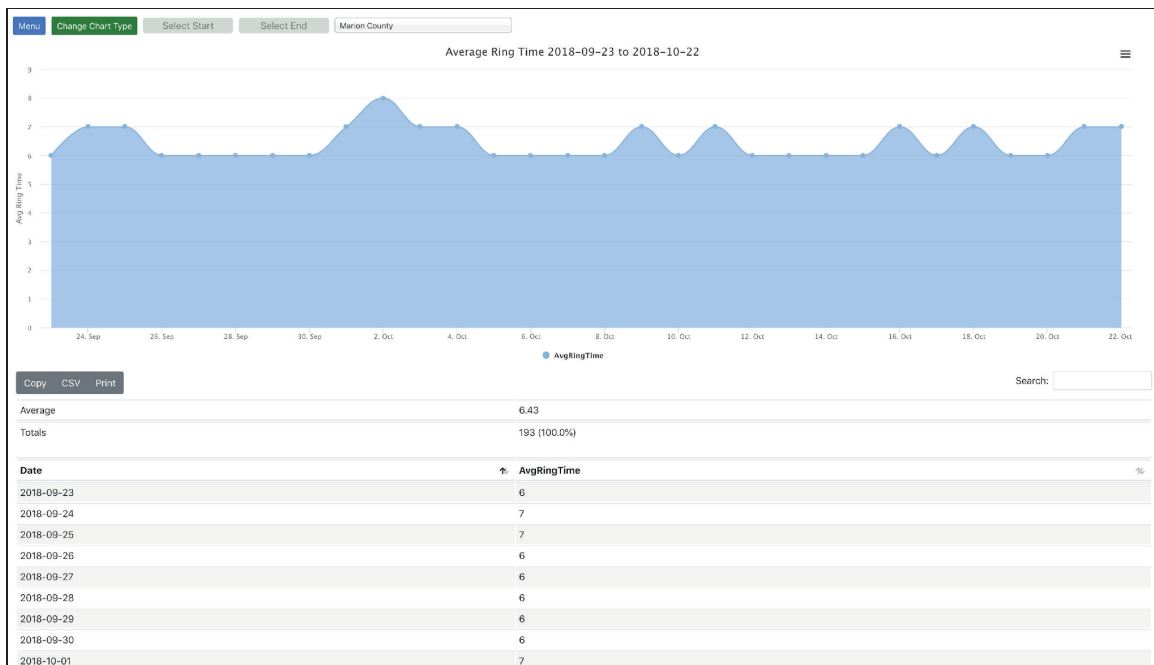


search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Average Ring Time

This report features a graph at the top and a table at the bottom. The graph displays the Average Rime Time. The vertical axis shows the number of seconds, and the horizontal axis displays the date for a given range. The table provides the average ring time for a given date range. The table also breaks out the daily average ring time for the given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.

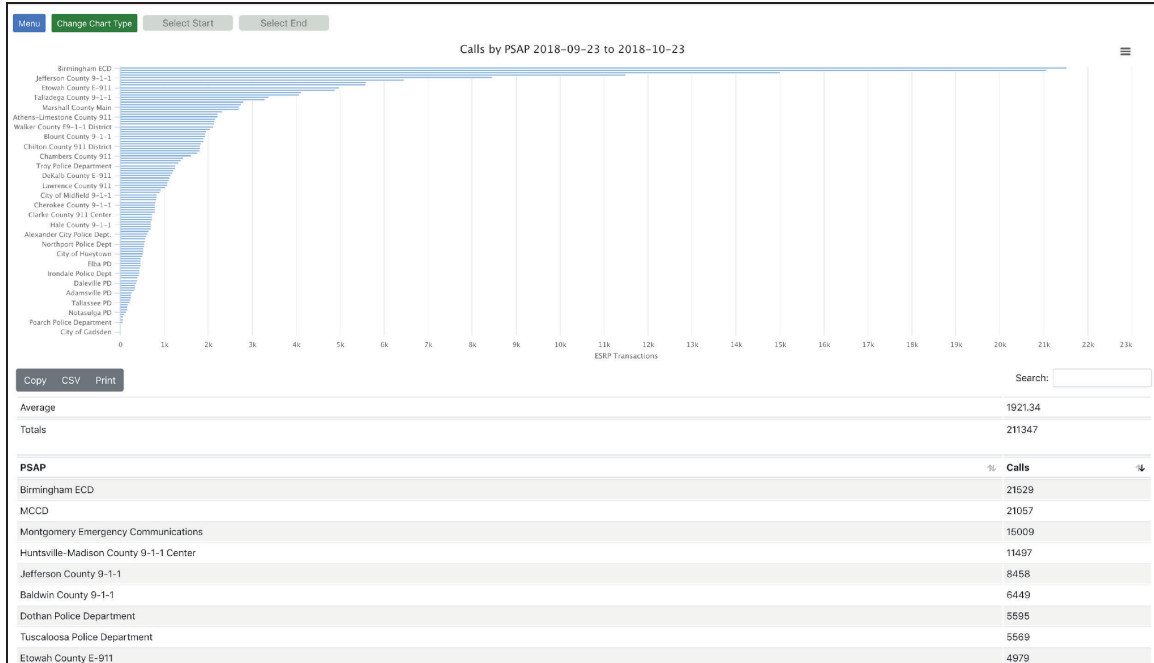


## Network Reporting

### Calls by PSAP

This report features a graph at the top and a table at the bottom. The graph displays the Calls by PSAP sorted with the busiest PSAP at the top of the vertical axis. The vertical axis shows the PSAP names, and the horizontal axis

displays the number of ESRP Transactions for a given range. The table provides the total count for each PSAP for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



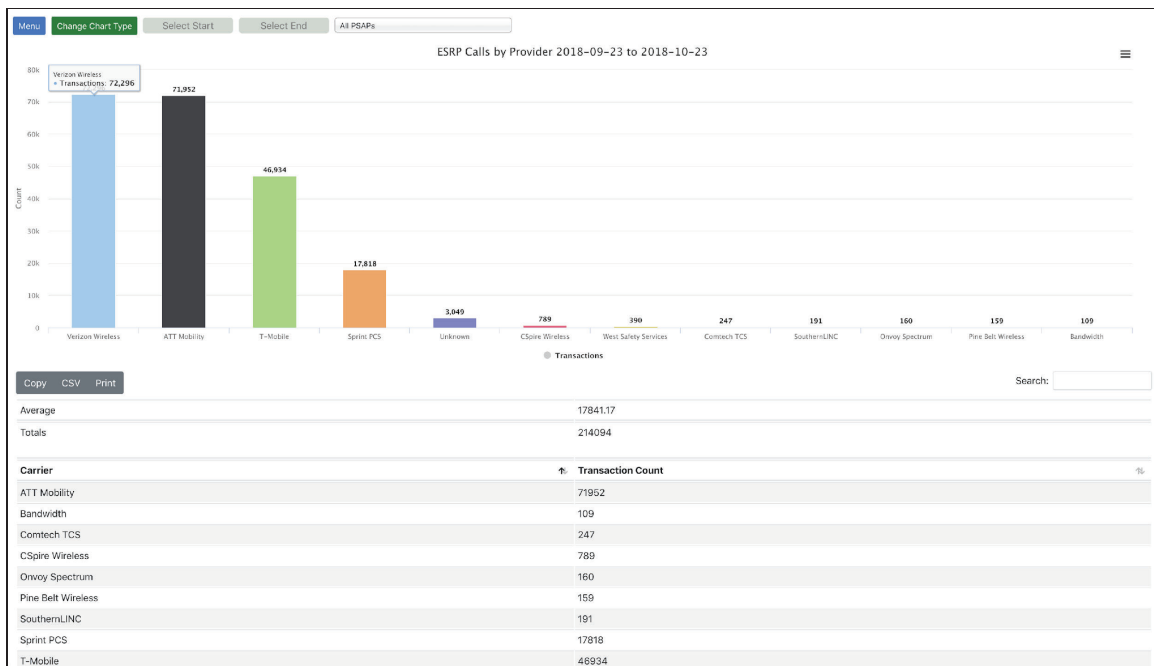
## Calls by LNG

This report features a graph at the top and a table at the bottom. The graph displays the Calls by LNG for each location. The vertical axis shows the number of counts, and the horizontal axis displays the number of counts for each LNG for a given range. The table provides the counts for each LNG location for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Calls by Provider

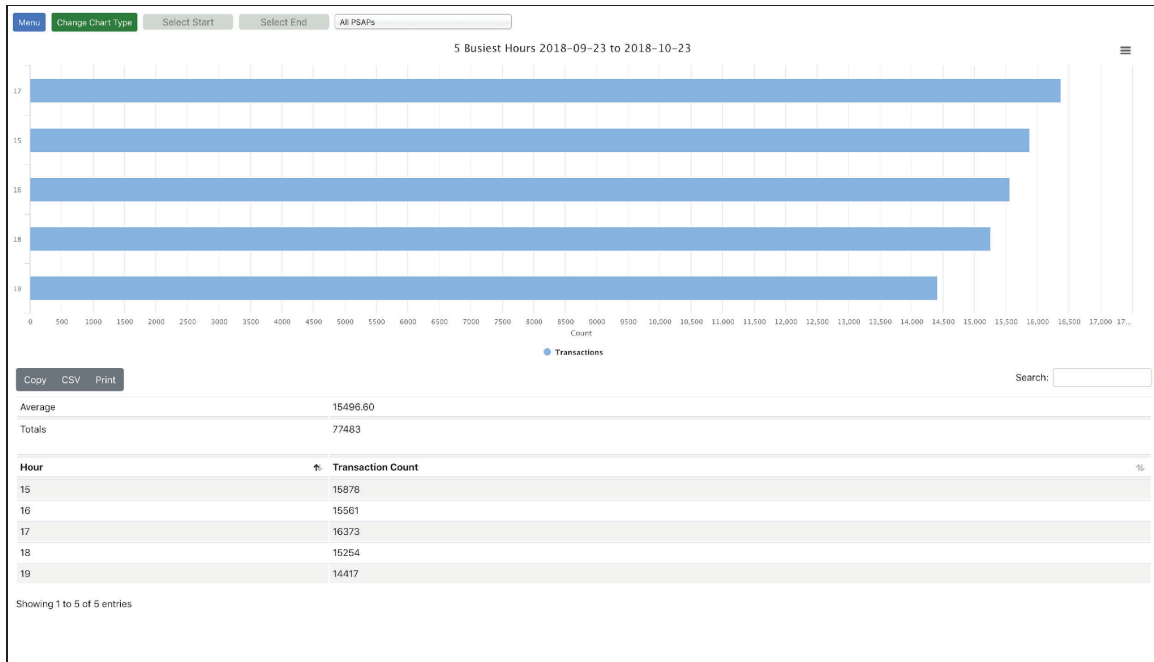
This report features a graph at the top and a table at the bottom. The graph displays the ESRP Calls by Provider. The vertical axis shows the count, and the horizontal axis displays the number of transactions for a given range. The table provides the transaction counts for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## 5 Busiest Hours

This report features a graph at the top and a table at the bottom. The graph displays the 5 Busiest Hours of calls by the selected date range. The vertical axis shows the 5 specific hours for the given date range, and the horizontal axis displays the number of calls. The table provides the transaction counts for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be

helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



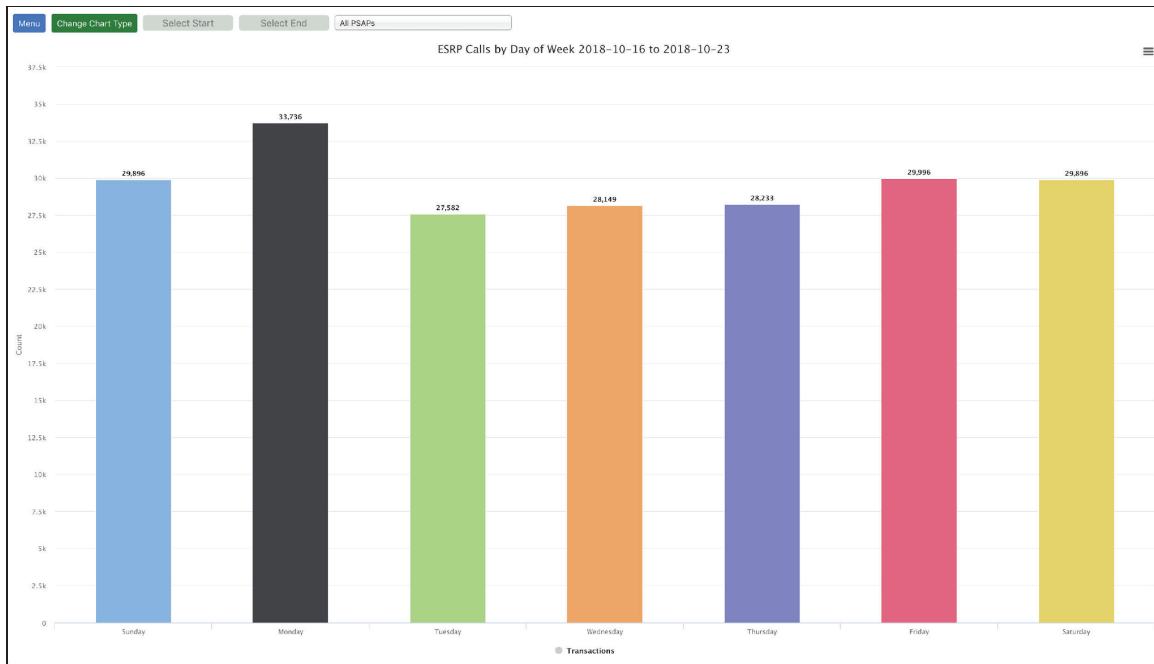
## Calls by Hour

This report features a graph at the top and a table at the bottom. The graph displays the number of ESRP calls on the vertical axis, and the horizontal axis displays the hours of the day (0-23). The graph shows the total number of ESRP calls per hour of the day. The table provides the average calls per hour of the day and the total number of calls per hour of the day for a given date range. The table also breaks out the daily totals for each hour of the day for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Calls by Day of Week

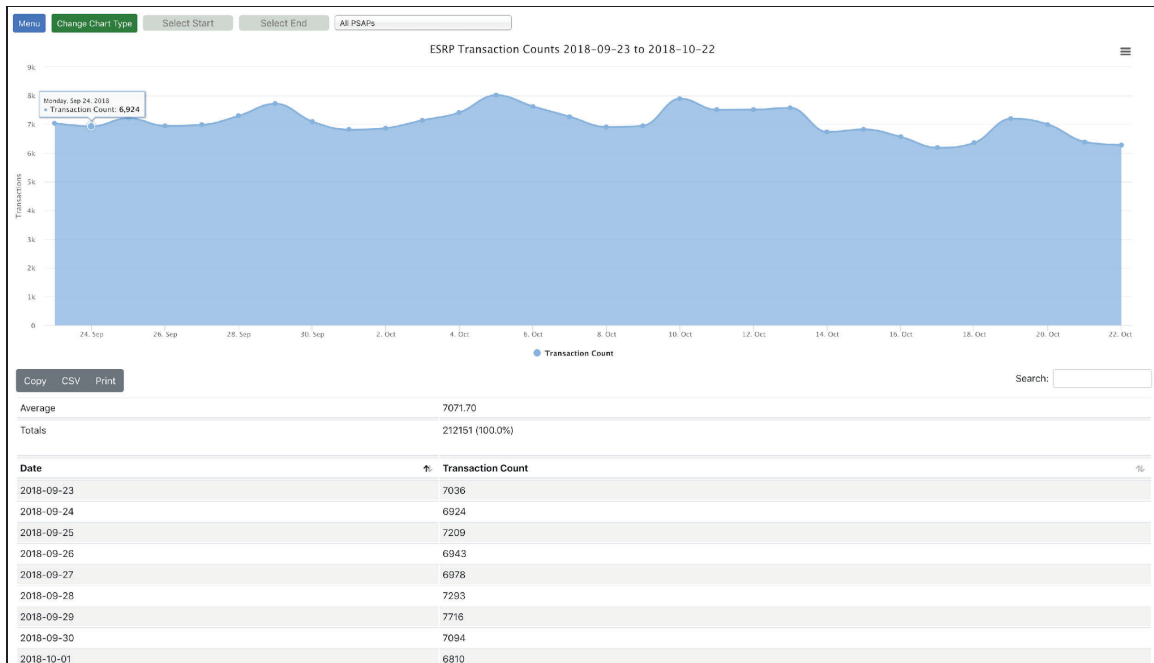
This report displays a graph showing the total number of ESRP calls for each day of the week. The vertical axis displays the call count. Each histogram bar displays the daily call totals for each day of the week for a given date range.



## ESRP Reporting

### Call Count

This report features a graph at the top and a table at the bottom. The graph displays the total call count on the vertical axis, and the horizontal axis displays the date for a given date range. The graph shows the total number of calls per day. The table provides the average transaction counts for a given date range. The table also breaks out the daily totals for each day for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



### Calls by Hour

This report features a graph at the top and a table at the bottom. The graph displays the number of calls on the vertical axis, and the horizontal axis displays the hours of the day (0-23). The graph shows the total number of calls per hour of the day. The table provides the average calls per hour of the

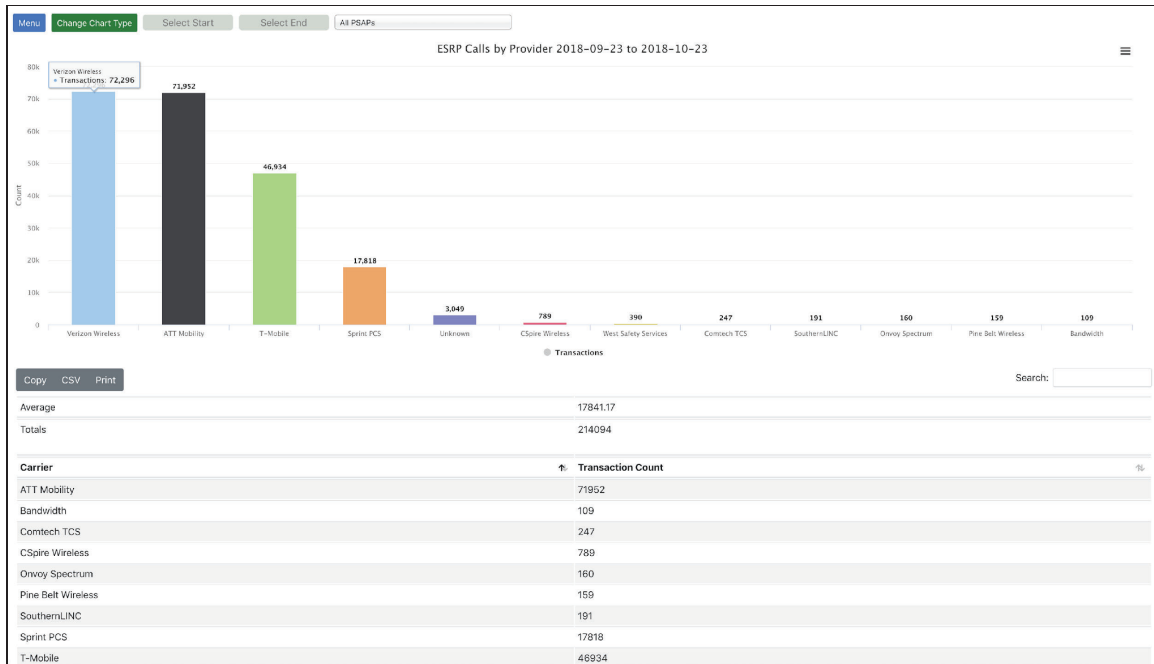
day and the total number of calls per hour of the day for a given date range. The table also breaks out the daily totals for each hour of the day for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Calls by Provider

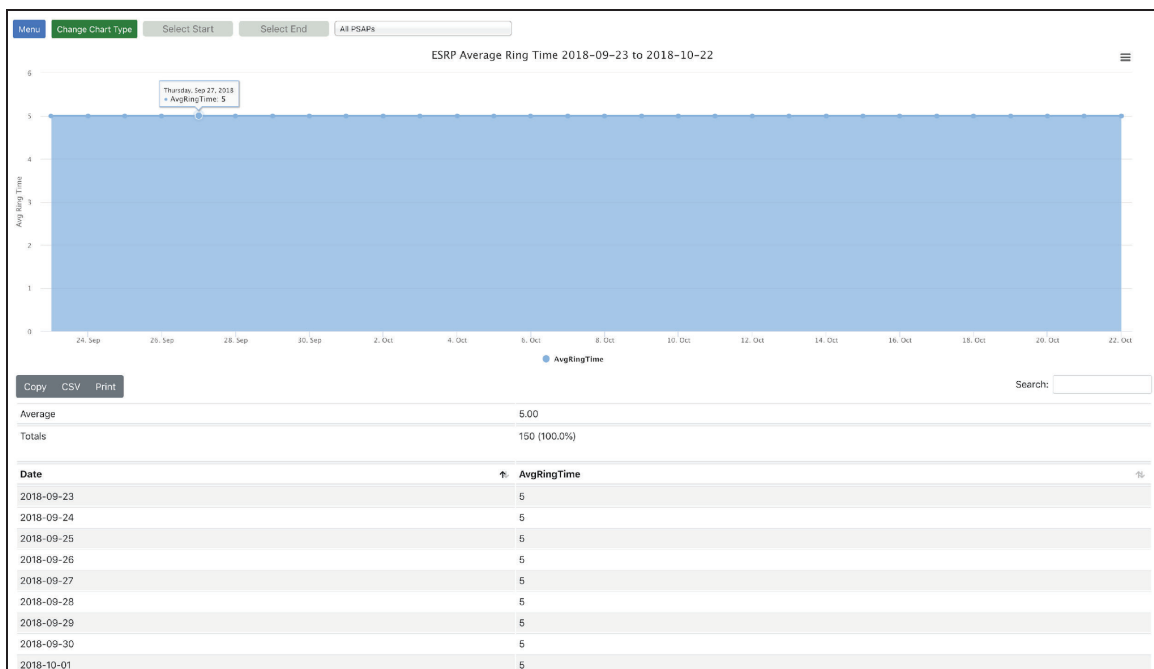
This report features a graph at the top and a table at the bottom. The graph displays the number of calls on the vertical axis, broken out by Provider, and the horizontal axis displays the date for a given range. The graph shows the total number and relative amounts of 911 calls that occur by each provider. The table provides the average calls per provider and the total number of calls per provider for a given date range. The table also breaks out the daily totals for each provider for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be

sorted in ascending or descending order by clicking the top of the column header.



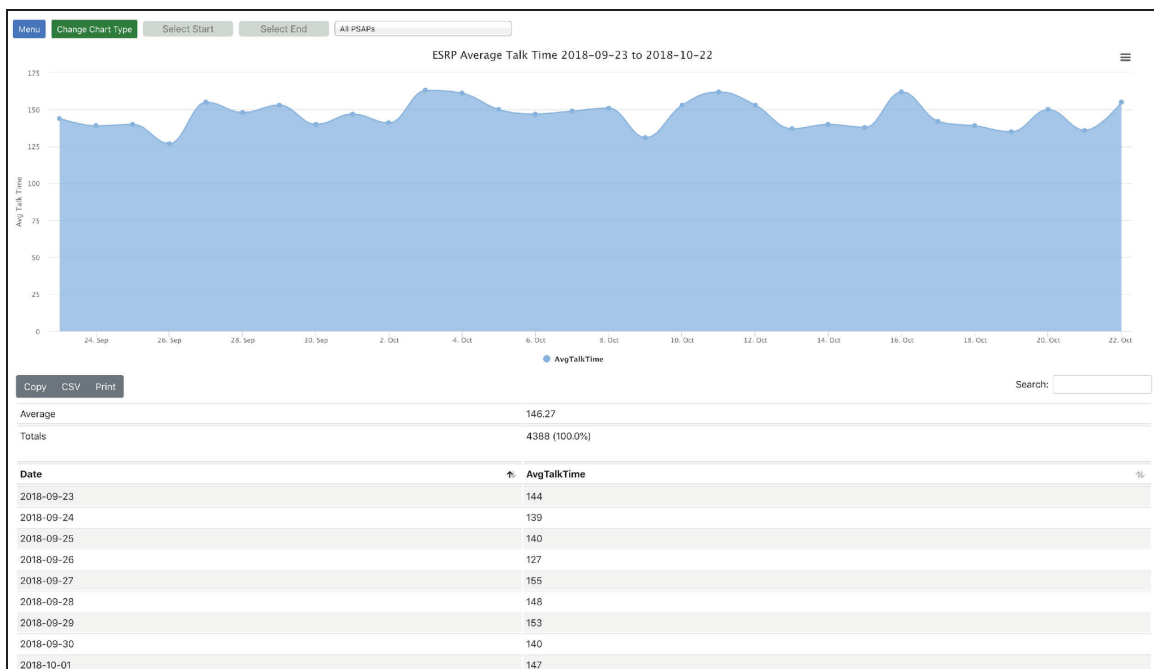
## Average Ring Time

This report features a graph at the top and a table at the bottom. The graph displays the average ring time on the vertical axis, and the horizontal axis displays the date. The table provides the average ring time for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Average Talk Time

This report features a graph at the top and a table at the bottom. The graph displays the average talk time on the vertical axis, and the horizontal axis displays the date. The table provides the average talk time for a given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Short Calls

Calls less than 15 seconds are considered to be “Short Calls”. This report features a graph at the top and a table at the bottom. The graph displays the total number (count) of short calls. The vertical axis shows the total number of short calls, and the horizontal axis displays the date for a given range. The table provides the average and total number of short calls for a given date range. The table also breaks out the daily totals of short calls for the given date range. The table also provides a search window where the user can

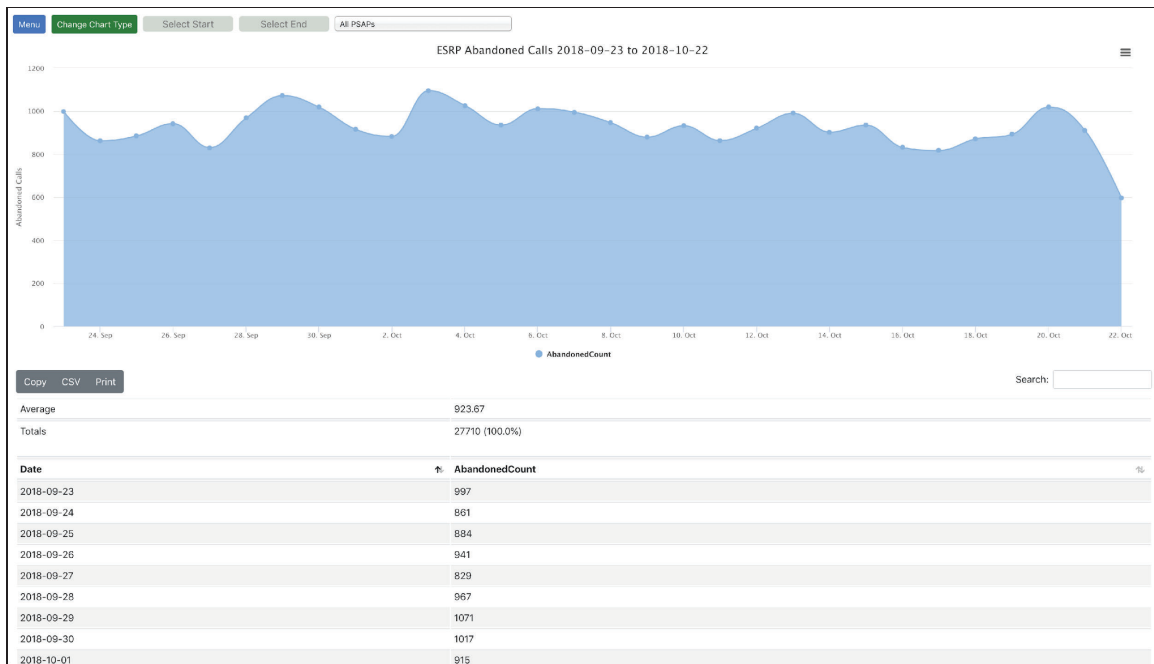
1.04(a1) Functionality Checklist RPT003.b - reporting platform

search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Abandoned Calls

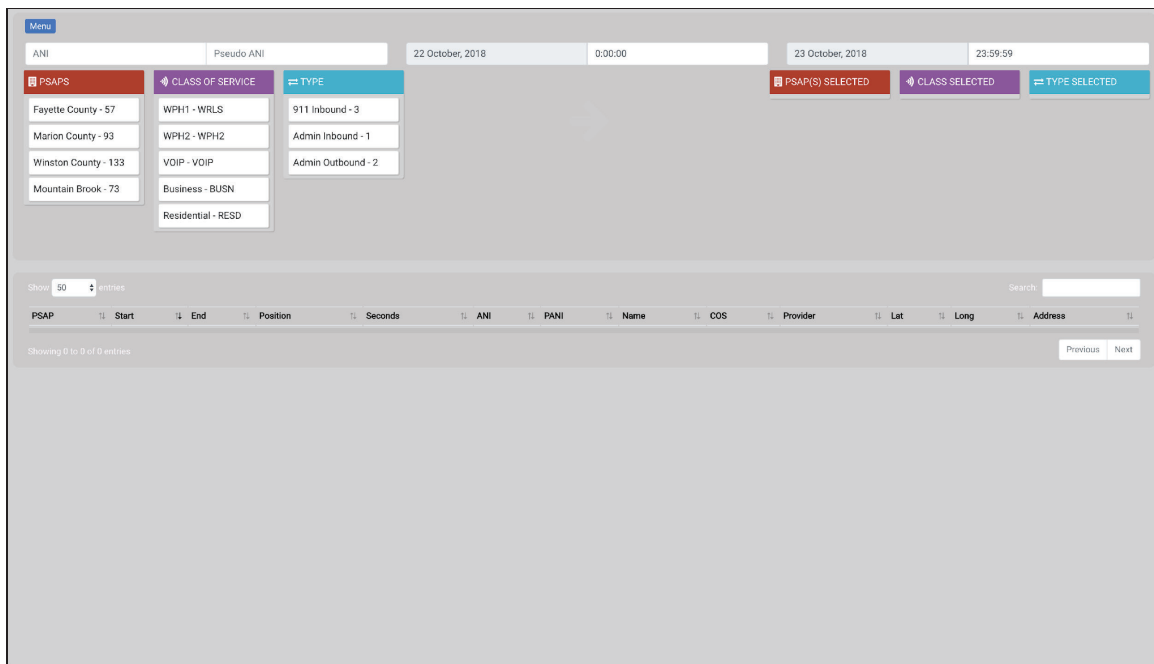
This report features a graph at the top and a table at the bottom. The graph displays the total number (count) of abandoned calls. The vertical axis shows the total number of abandoned calls, and the horizontal axis displays the date for a given range. The table provides the average and total number of abandoned calls for a given date range. The table also breaks out the daily totals of abandoned calls for the given date range. The table also provides a search window where the user can search for any term (letters, numbers, or other values) that may be helpful in data analysis. The table columns can be sorted in ascending or descending order by clicking the top of the column header.



## Ad Hoc

Ad hoc means "for this" in Latin, and in English, this almost always means "for this specific purpose." Report inquiries that may arise and are not included in the list of Standardized Reports can be built using the ad hoc reporting tool.

Ad hoc reporting allows the end user to query the call database using a rich set of available query criteria. Multiple combinations of individual criteria can be used to selectively and efficiently retrieve specific calls or summarize groups of calls. The criteria selection is in a user-friendly format with a drag-and-drop tool. Simply select the variables from the selection on the left side of the screen and drag them to the corresponding color column header on the right side of the tool. The resulting data set can then be additionally manipulated using the search function.



# **911 ALI Database**

*User + Training Document*

**Training Department**

training@indigital.net

877.469.2010

**Current Release: 25-223**

A thick red horizontal line is positioned at the bottom right of the page, extending from the right edge towards the center.

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## **Purpose of the Emergency 9-1-1 Automatic Location Information Database**

The Enhanced 9-1-1 (E9-1-1) Automatic Location Information (ALI) Database allows citizens to dial 9-1-1 with full confidence that their call will be routed to the proper Public Safety Answering Point (PSAP), where a knowledgeable emergency dispatcher will automatically be given the caller's location, thus enabling the dispatcher to send appropriate aid as quickly as possible to the caller, without having to waste valuable seconds trying to get that information from a possibly distraught or mute caller. In order for the telephone system to provide this information automatically to the dispatcher, there are three elements that must be in place.

First, the originating switch placing the 9-1-1 call must provide the ten-digit phone number of the specific calling party's phone as a part of the call setup. Some switches will show a main telephone number as the calling party (Caller ID) on a normal call, but in the case of a 9-1-1 call, to direct responders to the precise location of the caller, the number of the specific phone should be provided as a part of the call setup.

Second, the telephone number of the phone should be entered into the 9-1-1 ALI Database as described in this document, with the address, name, and additional location information as needed. It is imperative that this information be kept up-to-date, or responders may be sent to the wrong location, delaying their arrival to the caller with possible tragic consequences.

Third, the address entered with the telephone number must match an address in the Master Street Address Guide (MSAG). When an address matches the MSAG, not only does the system know which PSAP has jurisdiction, but the system can also inform the dispatcher as to which Fire Department, Police Department, or Ambulance should be sent to the caller. Any telephone line moves, adds and disconnects should be reported as soon as possible to ensure the safety of the workforce, residents, or subscribers whose phone service lives off your switch. For Private Switch owners, your private switch in-house documents detailing the installation and change process for phones

connected to your private switch should include instructions for updating the Enhanced 9-1-1 ALI Database.

### ***NG9-1-1 (Next Generation 9-1-1)***

With technological advances in telephony, we now have numerous mobile options for making calls, including cell phones, plug-in VoIP phones, and softphones. We have also advanced our ability and precision in determining a caller's location in real-time.

These, along with other factors, have given rise to NG9-1-1, where the routing of a 9-1-1 call is based on the location of the caller at the time of the call, instead of being based on the phone number of the calling party as previously stored with its address in a 9-1-1 database. This new type of routing is called Geospatial Call Routing.

The switch initiating the 9-1-1 call will either continue to operate in the E9-1-1 fashion with legacy call setup, which provides the Calling Party Number (CPN) as the routing element, or will move to the new NG-9-1-1 style of call setup, which provides the location information as the routing element, using an IP interface.

In either case, a location that is understandable to the 9-1-1 system is crucial to providing the caller with needed services as quickly as possible, and matching a caller's address against the MSAG will verify the location as being proper and routable.

### ***Special Note for Carriers Submitting Service Order Input (SOI) Files***

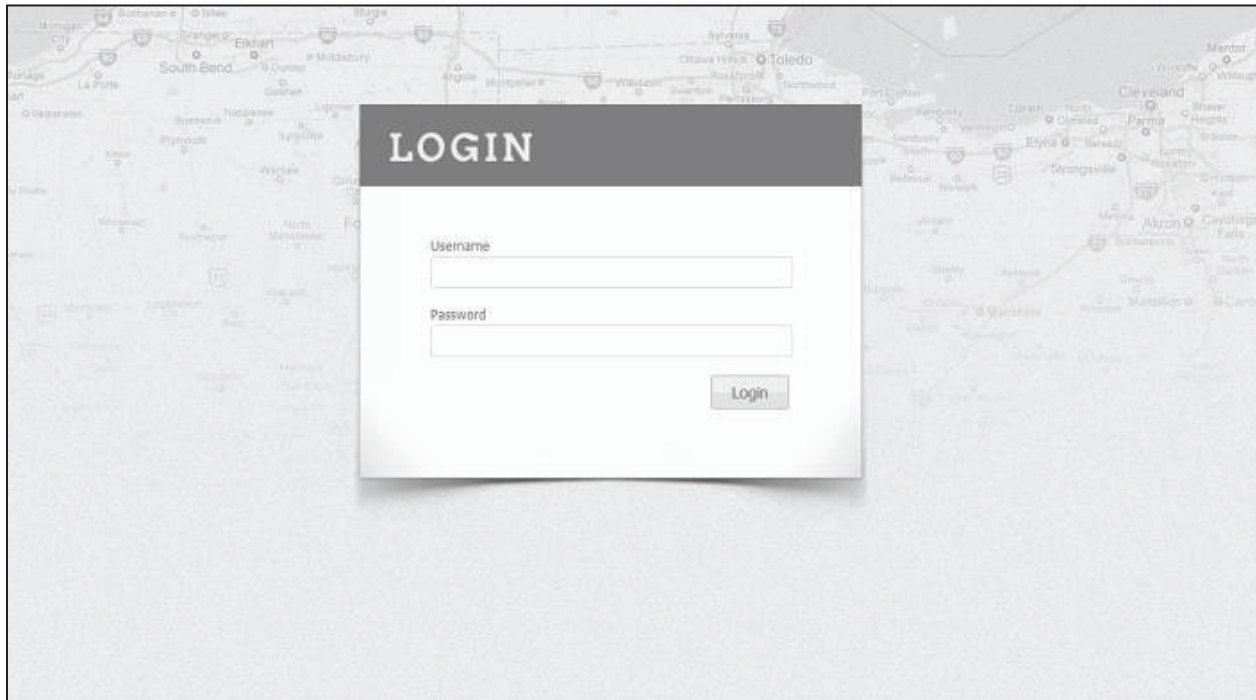
While the ALI web interface helps research MSAG records and view ALI records as stored in the 9-1-1 Database, best practice is to make all changes in the carrier database and let those changes flow through to the 9-1-1 database via the update files, thus keeping the two databases in sync as much as possible. If, for some reason, the change needs to be made directly to the 9-1-1 database, a process should be in place for tracking those changes and later making the update to the carrier database.

To delete any ALI update records that are in error, submit an update record in the SOI file with a Function of Change code (FOC) of "E". A return error file from a previous SOI

file submittal can be edited and resubmitted with the changed FOC codes, and only the pertinent records will be retained.

## Logging on to the Emergency 9-1-1 ALI Database

To access the ALI portal, use your preferred browser to navigate to [yourali.state911.net](http://yourali.state911.net). You will see the following screen:

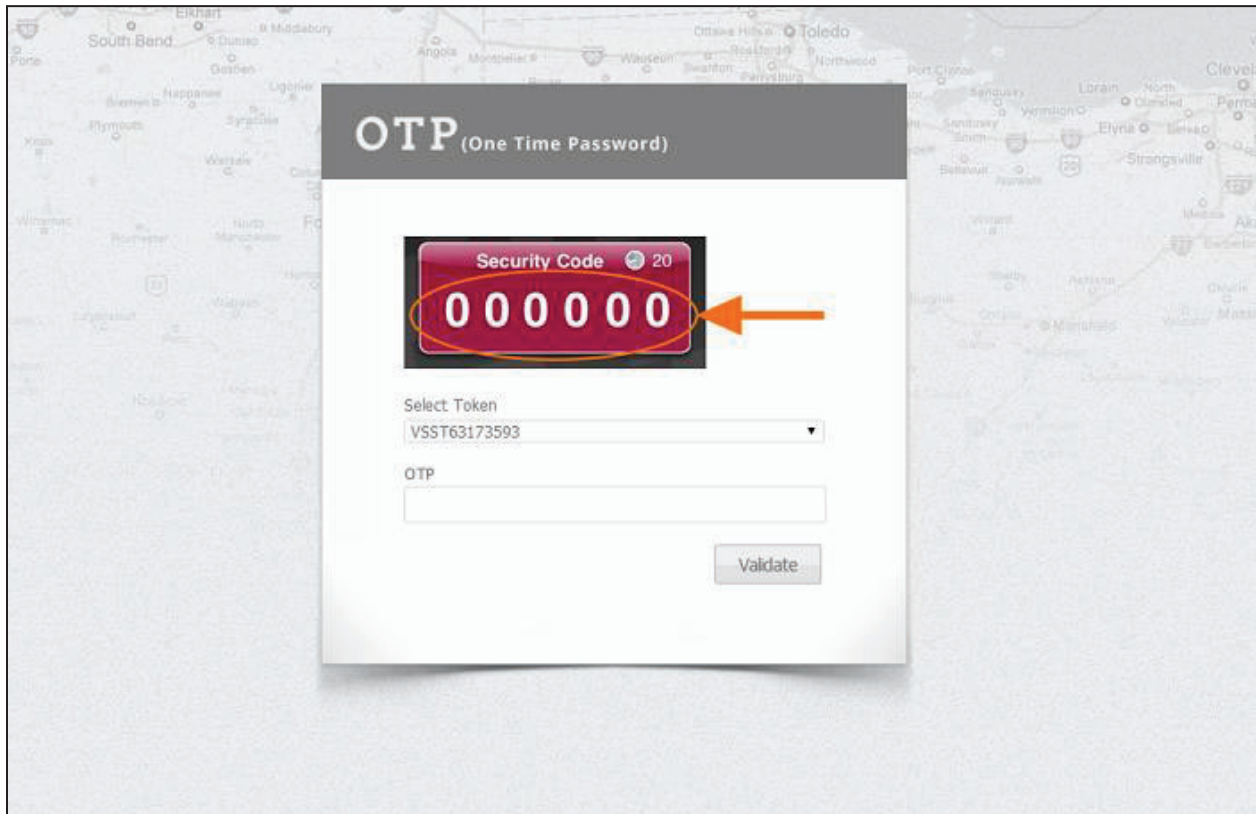


Enter the login credentials provided by INdigital and click on the “Login” button.

USERNAME:

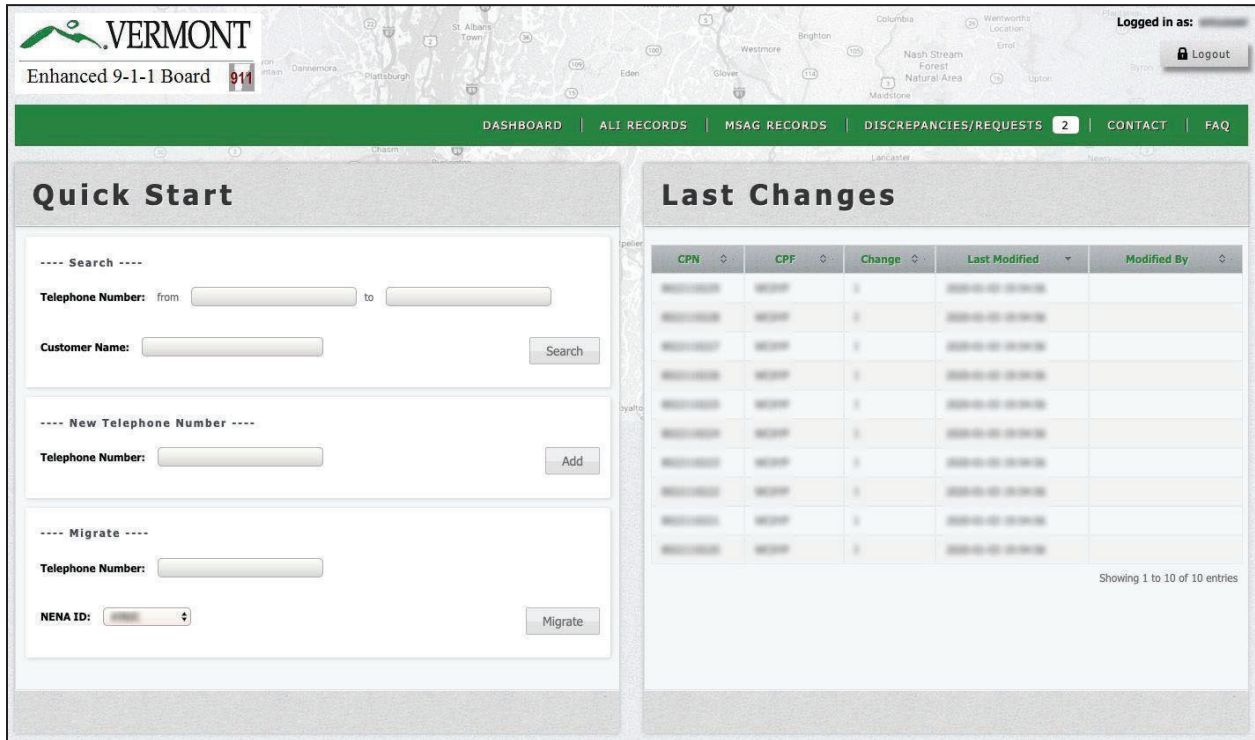
PASSWORD:

Next, you will be prompted to enter the one-time security password. When your account was set up, you were provided with a key fob, or you downloaded a Symantec ID application from <https://m.vip.symantec.com/> to your phone or computer.



Under the “Select Token” drop-down, select the entry that identifies your key fob or application. Press or click on your fob/application to produce a one-time password and enter the generated password in the “OTP” field. Click “Validate.” The “Discrepancies/Requests” page will load by default if there are new incidents to address. For more information on these, skip ahead to the “Discrepancies & Change Requests” section on page 21.

Otherwise, you will be taken to the “Dashboard” page, shown below. If neither of these pages loads, you may contact INdigital at (877) 469-2010 for assistance. Once you are logged in, you can return to either screen at any time by clicking on “Dashboard” or “Discrepancies/Requests” in the green menu bar at the top of the window.



You will see a confirmation message that your user was saved. Next time you log in, use your new password.

## Inserting Records into the Emergency 9-1-1 ALI Database

From the Dashboard, click on the box in the field labeled “New Telephone Number.” Key in the 10-digit phone number, omitting any dashes or parentheses, and click “Add” or press the “Enter” key. Alternatively, you can click on “ALI RECORDS” in the green menu bar, and from that screen, click on the “New” button in the top right corner. You will be directed to the following screen to add the subscriber information:

VERMONT  
Enhanced 9-1-1 Board 911

Logged in as: [User Name] Logout

DASHBOARD | ALI RECORDS | MSAG RECORDS | DISCREPANCIES/REQUESTS 2 | CONTACT | FAQ

### New Ali Record

Telephone Number\*:

Customer Name\*:

State/Province\*: VERMONT

MSAG Community Name\*:

Street Name\*:

Street Suffix\*:

Prefix Directional\*:

Post Directional\*:

House Number\*:

House Number Suffix\*:

Function of Change\*: [-insert]

HENA ID\*:

Class of Service\*: 1-Residence

Type of Service\*: 0-Not FX nor Non-Published

Location:

Comments:

Postal or Zip code NNNN:

Zip Extension NNNN:

Additional Information

EXPAND

CANCEL ADD

You can tab from field to field as you enter data. To assist you, each field will provide drop-downs of valid values based on the fields already entered. For instance, once you have selected the state, only those Communities that appear in the MSAG for that state will appear in the drop-down list.

As you begin to type in the MSAG community name, the items in the drop-down will be limited to the valid values that match what you have already typed. You may select the desired entry from the drop-down or finish typing in the community name. After you tab off the “MSAG Community Name” field, the street names will similarly be limited to the list of valid street names for the entered state and MSAG community. If you do not see the street name you were planning to enter, research valid values in the MSAG Records (see the section below on “Researching the Master Street Address Guide”).

Note that in this database, the street address is held in up to six separate fields. For instance, if the street address is “308 ½ North Princess Boulevard Southwest,” the components of the address would be divided as follows:

House Number: 308  
House Number Suffix: ½  
Prefix Directional: N  
Street Name: PRINCESS  
Street Suffix: BLVD  
Post Directional: SW

The “Prefix Directional” and “Post Directional” field values are abbreviated according to USPS standards. In most counties, “Street Suffix” is also abbreviated to align with USPS standards. Therefore, if entering the address listed above into a new record, you would type “Princess” only in the “Street Name” field. The remaining address fields would then auto-populate with drop-down lists containing possible valid values.

The most commonly used fields are displayed automatically in the center of the page, and fields marked with an asterisk are mandatory. However, “Street Suffix,” “Prefix Directional,” and “Post Directional” may be left blank if the customer address does not contain these values.

Although not required by the database, the “House Number Suffix”, if there is one, is crucial to get first responders to the proper door, and the “Location” and “Comments” fields can also provide valuable information, e.g. “Lot 4,” “Phone in Red Barn,” or “Flammable solvents in workshop.” Some colleges and universities use the “Comments” field to hold the campus building name, and the “Location” field to hold the floor and room number of the calling party.

Beyond the primary section, you may want or need to add information in the “Additional Information” fields. Click on the “Expand” button at the bottom of the screen to view these options.

Please note that the “Emergency Service Number” and the “County ID” fields will automatically be determined and stored by the system after the record has been saved.

A few of the optional fields, from both the main section and the “Additional Information” box, include:

House Number Suffix	The letter(s) or fraction following the house number
Location (max. 60 characters)	Use names and descriptive terms such as Floor, Room, Building Number, Cubicle, Office Name, etc. For example, one might enter: “Office, 3rd Floor, SW Corner” or “Equipment Room, Basement, Building D.” This will aid in locating the caller once Emergency Services personnel are on site.
Customer Code	This field is ignored by the Database Management System Providers and can be used by the private switch/telephone service provider for its own purposes.
Latitude/Longitude/Elevation	If known, these fields will be displayed at the PSAP or given to the mapping system for automatic mapping.
Comments (max. 30 characters)	May include details such as “flammable solvents in workshop” or “Memorial Hall”

Not all information in the record is displayed at the PSAP. If there are special needs for information that should be provided to the dispatcher, please contact the Database Service Bureau so they can work with you and the PSAP to meet those needs.

Click on the “Add” or “Cancel” button at the bottom of the screen (you may need to scroll down to see it) when you are finished.

## **Researching the Master Street Address Guide (MSAG)**

As outlined at the beginning of this document, it is critical that the subscriber address matches a record in the MSAG so that the 9-1-1 call will be delivered to the proper dispatch center and so that the dispatcher will know which responders to call to that location. However, it can sometimes be tricky to match a subscriber’s address to what is listed in the MSAG.

For instance, take a fictional town by the name of “North Wilmington” that straddles two counties. The emergency authorities in one county may have entered the town in the database as “N Wilmington,” with the streets in that part of town listed, while the other county may have chosen to use the full name spelled out, with “North Wilmington” in the database. You will have to use the spelling chosen by the county where your customer resides.

In addition, street predirectionals and postdirectionals (e.g., N, E, W, S, NE, NW, SE, SW), and street suffixes (e.g., BLVD, DR, AVE) are each in their own field. In most counties, street suffixes will conform to the USPS standards outlined in Publication 28 - Postal Addressing Standards - Appendix C - C1 Street Suffix Abbreviations, available on the web at [https://pe.usps.com/text/pub28/28apc\\_002.htm](https://pe.usps.com/text/pub28/28apc_002.htm). Counties may also differ in whether they use “County Road 500” or “CR 500,” “US HIGHWAY 35” or “US HWY 35.” Consequently, when you are having difficulty entering a new subscriber’s address information, you will want to go to the MSAG screen to research the specifics of how that particular address is being stored.

Click on the “MSAG RECORDS” button of the green navigation bar at the top of the ALI window to bring up the MSAG research window.

### MSAG Records

Search:

Options	Prefix Directional	Street Name	Street Suffix	Post Directional	MSAG Community Name	Low Range	High Range	
		FOREIGN EXCHANGE	ST		FX BAYCO	0	0	B
		BAY MIDLAND COUNTY LINE	RD		BEAVER TWP	97	2699	O
		BAY MIDLAND COUNTY LINE	RD		BEAVER TWP	2701	2999	O
		BOUTELL	RD		BEAVER TWP	1	499	B
		DOUD	RD		BEAVER TWP	1	499	B
		EAGLE RIDGE	DR		BEAVER TWP	2500	2999	B
		EIGHT MILE	RD		BEAVER TWP	2	498	E
		FLAJOLE	RD		BEAVER TWP	1	2999	B
		HOOVER	DR		BEAVER TWP	1	110	B
		IRENE	DR		BEAVER TWP	2000	2199	B

Filters:

Note that there are more fields than will fit on most browser windows, so you can scroll the table to expose additional fields to the right. Under the table are empty boxes that will allow you to filter the records based on what is of interest to you. Choose the part of the address that you believe has the least possibility of variance. For instance, in the examples above, you might enter “Wilmington” in the box under “MSAG Community Name,” or the main part of the street name for your Wilmington address. In the case of the numbered street names, enter just the digits, such as “500” or “35” in the box under the Street Name.

### MSAG Records

Search:

Options	Prefix Directional	Street Name	Street Suffix	Post Directional	MSAG Community Name	Low Range	High Range	Side
	E	350		N	BLUFFTON	1200	2499	B
	E	350		S	BLUFFTON	6047	6999	B
	E	350		S	BLUFFTON	700	4299	B
	E	350		N	BLUFFTON	2500	2950	B
	E	350		S	BLUFFTON	4500	6046	B
	S	350		E	BLUFFTON	500	6999	B

Filters:

Showing 1 to 6 of 6 entries

First Previous 1 Next Last

In the example screen above, entering just “35” displayed six matches (see text in lower right-hand corner), so we might want to limit the search further by specifying the community name as “Bluffton.”

Options	Prefix Directional	Street Name	Street Suffix	Post Directional	MSAG Community Name	Low Range	High Range	Side
	E	350		N	BLUFFTON	1200	2499	B
	E	350		S	BLUFFTON	6047	6999	B
	E	350		S	BLUFFTON	700	4299	B
	E	350		N	BLUFFTON	2500	2950	B
	E	350		S	BLUFFTON	4500	6046	B
	S	350		E	BLUFFTON	500	6999	B

Filters:  35     Bluffton

Showing 1 to 6 of 6 entries

We can see that in the case of the community of “BLUFFTON,” the Street Name is “350.” In order for a new subscriber record to match one of these records, six fields must match exactly: “Prefix Directional” must be “E” or “S,” “Street Suffix” must be blank, the “Post Directional” fields must be “N,” “S,” or “E,” “Street Name” must match “350,” “MSAG Community Name” must read “BLUFFTON”, and “State” must be “IN.” In addition, the house number must match the range specified by one of the records, so to look at these, we will scroll to the right.

MSAG Community Name	Low Range	High Range	Side	General Use	State	Emergency Service Number	County ID
BLUFFTON	1200	2499	B	14	IN	657	179
BLUFFTON	6047	6999	B	3	IN	658	179
BLUFFTON	700	4299	B	14	IN	658	179
BLUFFTON	2500	2950	B	8	IN	657	179
BLUFFTON	4500	6046	B	3	IN	658	179
BLUFFTON	500	6999	B	8	IN	658	179

Filters:  Bluffton

Showing 1 to 6 of 6 entries

The three fields of interest for matching a house number are “Low Range,” “High Range,” and “Side.” The “Side” field will have a value of “E,” “O,” or “B” to indicate “Even” house numbers, “Odd” house numbers, or “Both” even and odd house numbers. As we see in the records above, a house number of “1200” will match the first record, but a house number of “50000” will not match any record. “House Number Suffixes” are ignored when matching MSAG record ranges, but they are vital to a responder finding the caller.

If researching in the MSAG does not result in a matching record, after verifying the accuracy of the address, contact the Database Service Bureau for assistance.

## **Changing Existing Records in the Emergency 9-1-1 ALI Database**

There will be times when a phone is moved to a new location, or the name associated with the phone number changes, or for some other reason, the information associated with a telephone number needs to be updated. There are two ways to get to the screen to modify an existing record in the 9-1-1 ALI Database. From the dashboard, under the “Quick Start” heading, in the “Search” box, enter the phone number or numbers of the records you want to change, and click “Search.”

The screenshot shows the Vermont Enhanced 9-1-1 Board web application. At the top, there is a logo for Vermont and a navigation bar with options: DASHBOARD, ALI RECORDS, MSAG RECORDS, DISCREPANCIES/REQUESTS (2), CONTACT, and FAQ. The user is logged in, and a Logout button is visible. The main content area is divided into two sections: 'Quick Start' and 'Last Changes'.

The 'Quick Start' section contains three search forms:

- Search:** A form with a 'Telephone Number' field (from [ ] to [ ]) and a 'Customer Name' field, with a 'Search' button. This section is circled in red.
- New Telephone Number:** A form with a 'Telephone Number' field and an 'Add' button.
- Migrate:** A form with a 'Telephone Number' field, a 'NENA ID' dropdown menu, and a 'Migrate' button.

The 'Last Changes' section displays a table with the following columns: CPN, CPF, Change, Last Modified, and Modified By. The table contains 10 rows of data, with the first row showing a change in the CPF field. The table is paginated, showing 1 to 10 of 10 entries.

Alternatively, click on the “ALI RECORDS” button of the green navigation bar at the top of the ALI window to bring up the ALI records window, and in the “Search:” box, enter the phone number or the first part of the number to indicate the records of interest, and press enter. The “Search:” box can also be used to search for records containing a value in any field.

VERMONT  
Enhanced 9-1-1 Board 911

Dashboard | ALI RECORDS | MSAG RECORDS | DISCREPANCIES/REQUESTS 2 | CONTACT | FAQ

### ALI Records

Export All | Migrate | New

Search:

Options	Telephone Number	House Number	Prefix Directional	Street Name	Street Suffix	Post Directional	MSAG Community Name
	...	...	...	...	...	...	...
	...	...	...	...	...	...	...
	...	...	...	...	...	...	...
	...	...	...	...	...	...	...
	...	...	...	...	...	...	...
	...	...	...	...	...	...	...
	...	...	...	...	...	...	...
	...	...	...	...	...	...	...
	...	...	...	...	...	...	...

Showing 1 to 10 of 399,514 entries

First Previous 1 2 3 4 5 Next Last

Click on the pencil icon next to the phone number whose record you want to change.

VERMONT  
Enhanced 9-1-1 Board 911

















Logged in as: [User Name] Logout

DASHBOARD | ALI RECORDS | MSAG RECORDS | DISCREPANCIES/REQUESTS 2 | CONTACT | FAQ

### ALI Records

Export All Migrate New

Search: [Search Box]

Options	Telephone Number	House Number	Prefix Directional	Street Name	Street Suffix	Post Directional	MSAG Community Name
 	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
 	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
 	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
 	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
 	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
 	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
 	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
 	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Showing 1 to 10 of 395,514 entries

First Previous 1 2 3 4 5 Next Last

You can then make modifications to the data as you did when you were entering the record for the first time. Note that the NENA ID and County ID cannot be changed. To change a NENA ID, a telephone number will need to be unlocked and then migrated to the new NENA ID. County IDs are determined by the database when the record is saved. Click on “Save” when you are finished.

**Edit ALI Record**

Telephone Number:

Customer Name:

State/Province:

MSAG Community Name:

Street Name:

Street Suffix:

Prefa Directional:

Post Directional:

House Number:

House Number Suffix:

Function of Change:  Current value: Migrate

NENA ID:

County ID:

Class of Service:

Type of Service:

Location:

Comments:

Zip Code #####:

Zip Extension #####:

Additional Information

EXPAND

CANCEL SAVE

## Deleting Records in the Emergency 9-1-1 ALI Database

If a telephone number goes out of use, you can delete the number from the Emergency 9-1-1 ALI Database by navigating to the “ALI Records” window. From the dashboard, under the “Quick Start” heading, in the “Search” box, enter the phone number or numbers of the records you wish to delete, and click “Search.” Or, click on the “ALI RECORDS” button of the green navigation bar at the top of the ALI window to bring up the ALI records window, and in the “Search:” box, enter the phone number or the first part of the number to indicate the records of interest, and press enter. At this point, you should see the telephone number you wish to delete. Click on the trash can icon to the left of the phone number.

VERMONT  
Enhanced 9-1-1 Board










911

DASHBOARD | ALI RECORDS | MSAG RECORDS | DISCREPANCIES/REQUESTS 2 | CONTACT | FAQ

### ALI Records

Export All Migrate New

Search:

Options	Telephone Number	House Number	Prefix Directional	Street Name	Street Suffix	Post Directional	MSAG Community Name
							
							
							
							
							
							
							
							
							

Showing 1 to 10 of 399,514 entries

The record to be deleted will be displayed, allowing you to review its associated data.

### Delete Ali Record

Telephone Number\*:

Customer Name\*:

State/Province\*:

MSAG Community Name\*:

Street Name\*:

House Number\*:

Function of Change\*:

NENA ID\*:

Class of Service\*:

Type of Service\*:

CANCEL DELETE

If, after review, you click on the “Delete” button at the bottom right, a second confirmation message will display:

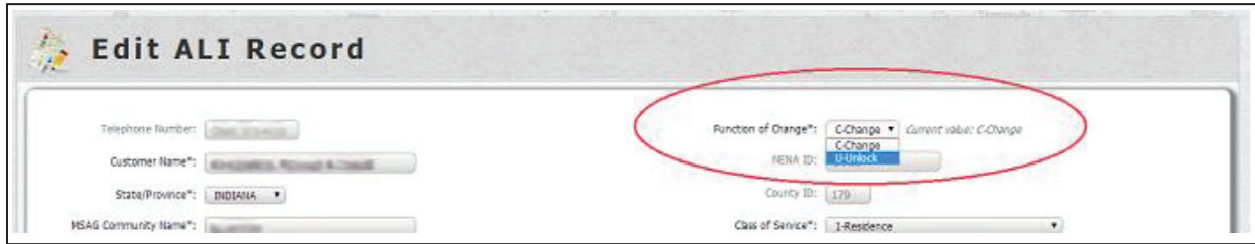
The screenshot shows a web form titled "Delete Ali Record". The form contains several input fields: Telephone Number\*, Customer Name\*, State/Province\* (set to ILLINOIS), MSAG Community Name\*, Street Name\*, and House Number\*. On the right side, there are dropdown menus for "Function of Change\*" (set to D-Delete), "Residence", and "Not FX nor Non-Published". A modal dialog box is overlaid on the form, titled "Delete ALI Record", with a warning icon and the text "Do you want to delete the ALI Record with CP# [redacted]". The dialog has "OK" and "Cancel" buttons. At the bottom right of the form, there are "CANCEL" and "DELETE" buttons.

After clicking “OK”, an acknowledgement of the deletion will display.

The screenshot shows the same "Delete Ali Record" web form. The modal dialog box now displays a confirmation message: "All record deleted" with an "OK" button. The background form is dimmed, but the input fields and dropdown menus are still visible. The "CANCEL" and "DELETE" buttons remain at the bottom right.

## Unlocking Records in the Emergency 9-1-1 ALI Database

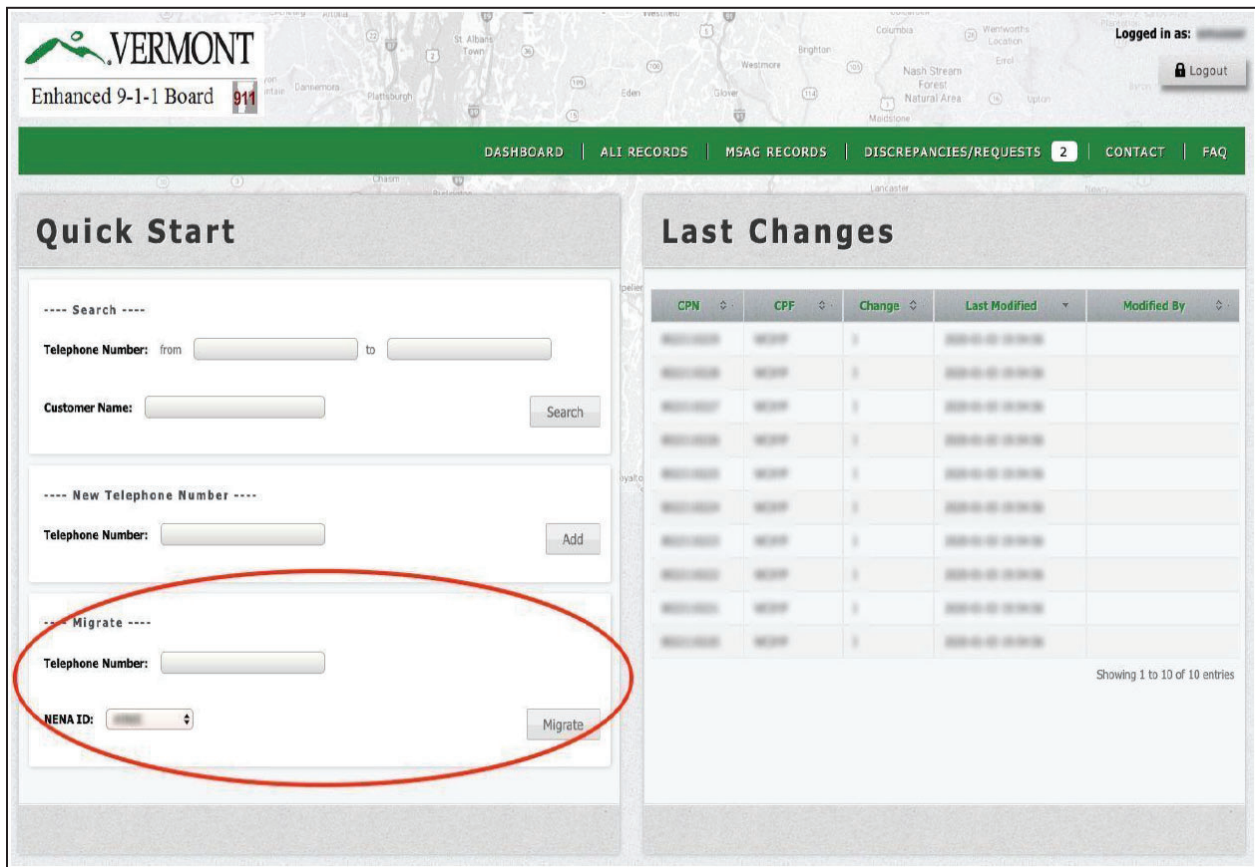
When a subscriber moves their business to a different provider, Local Number Portability (LNP), mandated in the U.S. by the Telecommunications Act of 1996, allows them to take their phone number with them. For the new provider to take responsibility for keeping the data associated with this phone number current, the record must be ‘Unlocked’ by the current provider so that the new provider can ‘Migrate’ the record into their set of records. To ‘Unlock’ a subscriber record, follow the same procedures as above on “Changing Existing Records in the Emergency 9-1-1 ALI Database” to get to the Edit ALI screen.



In the “Function of Change” drop-down menu, select the “Unlock” option and click on the “Save” button at the bottom right of the screen.

## Migrating Records in the Emergency 9-1-1 ALI Database

If an existing phone number is being ported to you as the new service provider, then once the former company has unlocked the record, you will want to “Migrate” it into your set of records. From the Dashboard, under the “Quick Start” heading, in the “Migrate” box, enter the phone number that is coming to you, and, if needed, select the NENA ID that will be assigned to this number. Next, click on “Migrate.”



**VERMONT**  
Enhanced 9-1-1 Board 911

Logged in as: [User] Logout

DASHBOARD | ALI RECORDS | MSAG RECORDS | DISCREPANCIES/REQUESTS 2 | CONTACT | FAQ

**Quick Start**

---- Search ----

Telephone Number: from [ ] to [ ]

Customer Name: [ ] Search

---- New Telephone Number ----

Telephone Number: [ ] Add

---- Migrate ----

Telephone Number: [ ]

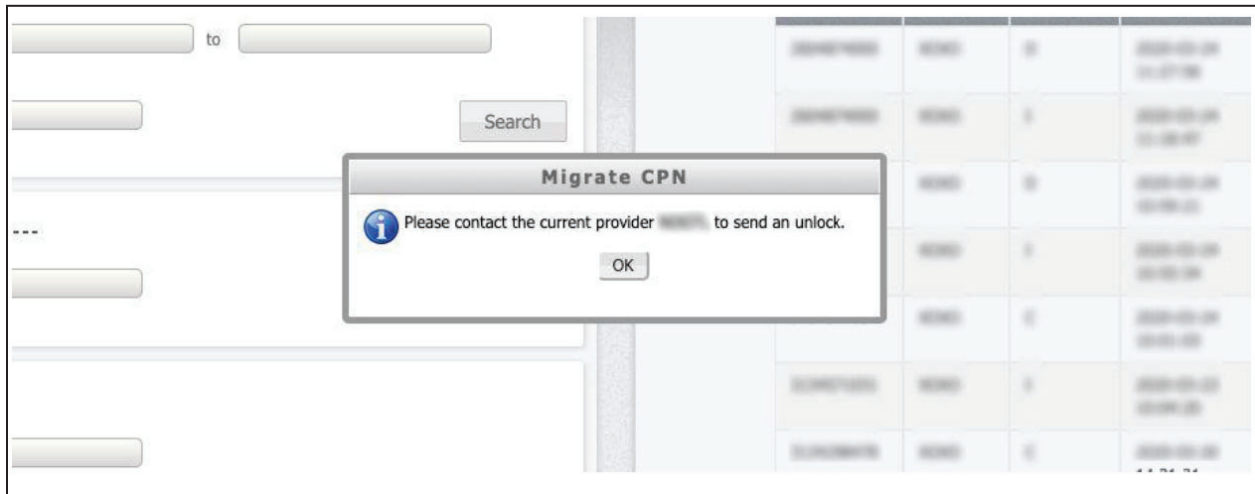
NENA ID: [ ] Migrate

**Last Changes**

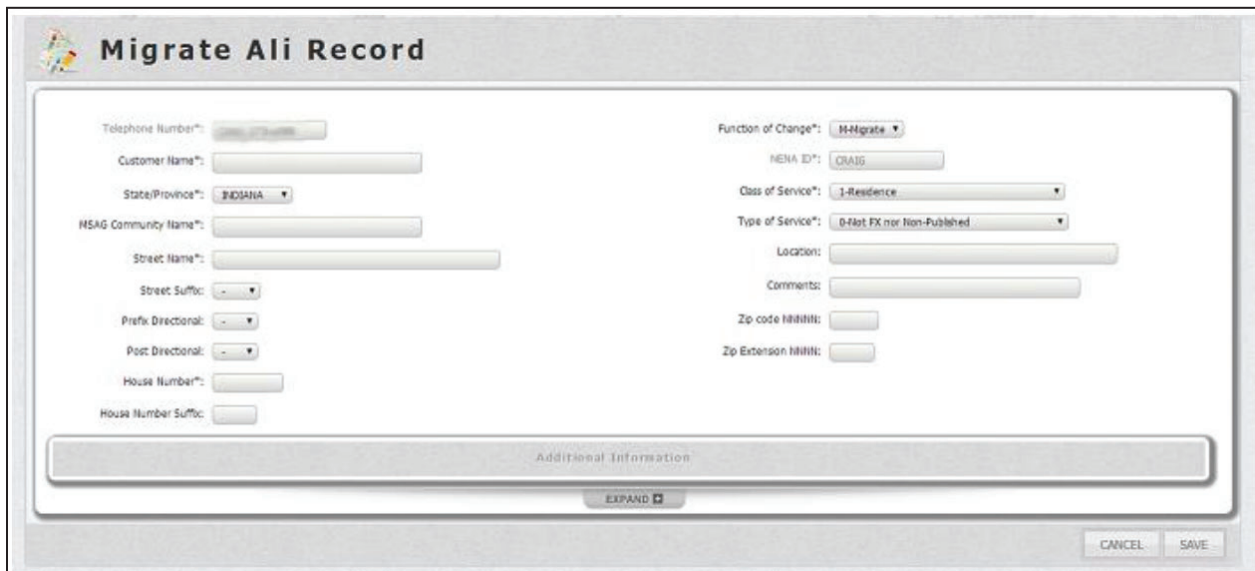
CPN	CPF	Change	Last Modified	Modified By
00000000	000000	1	2020-01-01 10:00:00	
00000000	000000	1	2020-01-01 10:00:00	
00000000	000000	1	2020-01-01 10:00:00	
00000000	000000	1	2020-01-01 10:00:00	
00000000	000000	1	2020-01-01 10:00:00	
00000000	000000	1	2020-01-01 10:00:00	
00000000	000000	1	2020-01-01 10:00:00	
00000000	000000	1	2020-01-01 10:00:00	
00000000	000000	1	2020-01-01 10:00:00	
00000000	000000	1	2020-01-01 10:00:00	

Showing 1 to 10 of 10 entries

If the previous company has not unlocked the record, you will get a message like the one below, indicating the NENA ID of the company that the record is locked to. Contact the provider named to ask them to unlock the record. Carrier contact information can be found on cid.nena.org. If you need to, contact the Database Service Bureau to request the contact information for that NENA ID.

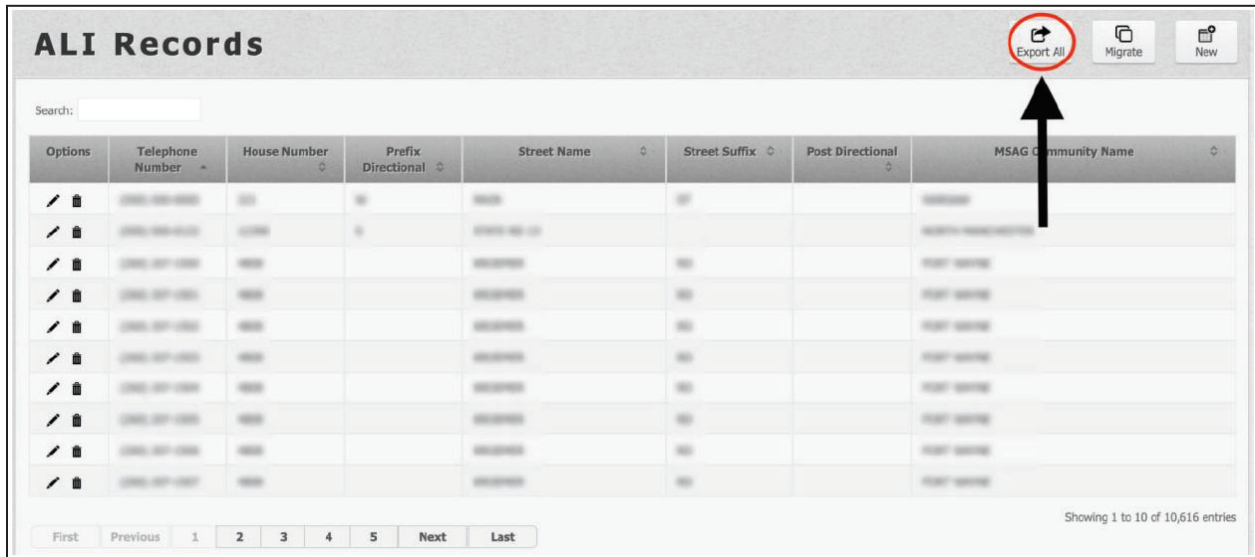


If the record has been previously unlocked, you will see the screen below prompting you to enter information that you have about the subscriber as if it were a new record. Click "Save" when you are done.

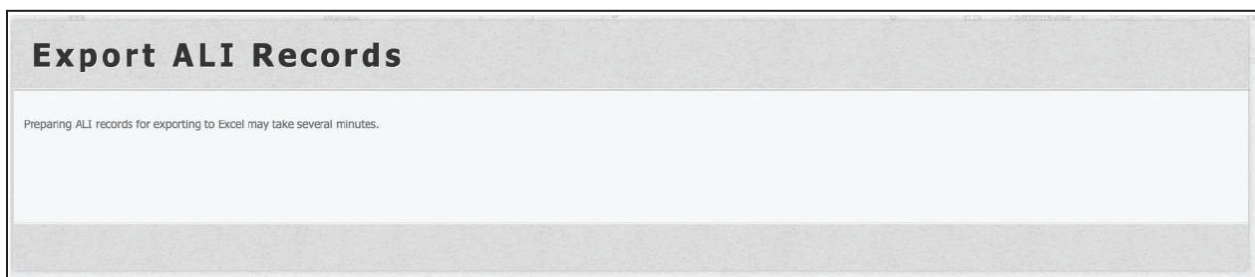


## Exporting Data from the Emergency 9-1-1 ALI Database

From the ALI Records screen, click “Export All” in the top right portion of the page, and the entire set of ALI records available to you will begin downloading into an Excel file.



You can navigate there from the Dashboard by clicking on “ALI RECORDS” in the green menu bar near the top of the screen. Depending on the number of records to be exported, there may be a delay during which the records are prepared. The screen will indicate it is preparing the records for export:

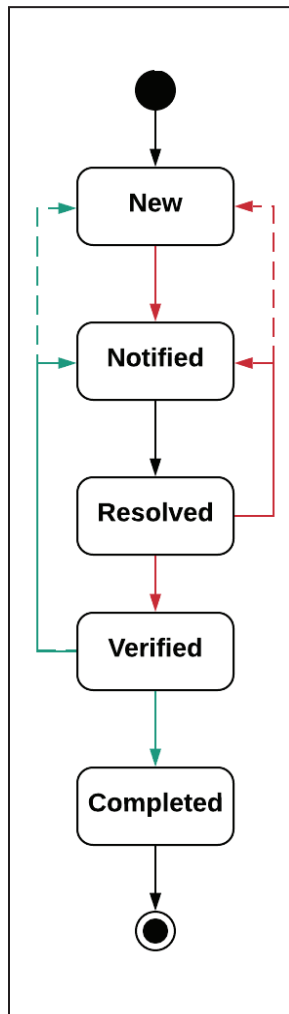


Once it is ready, it will automatically begin the download.

If you desire a subset of your records, or if the number of records is especially large, you can request that the file be created for you by submitting a request to the Database Service Bureau.

## Discrepancies & Change Requests

### Overview of the Discrepancy/Change Request Workflow



Discrepancies and Change Requests go through the same workflow, which contains five phases, or “Statuses.”

Discrepancies are generated from issues that came up during a live call (such as a “No Record Found”), while change requests represent a change in the world (e.g. a street was renamed) that was initiated by the State or local government.

Status	What it Means	Responsible Party
New	Incident is created or reported	INdigital
Notified	Incident is assigned to a carrier to be addressed	Carrier
Resolved	Carrier indicates that the necessary action was taken	INdigital
Verified	INdigital confirmed the incident was taken care of	State of Vermont
Completed	Vermont approved of the action(s) taken and the incident is considered closed	N/A

When an incident is first reported (in the case of a discrepancy) or created (in the case of a change request), it has a status of “New.” INdigital looks at the details and assigns the incident to the organization (henceforth “carrier”) that needs to take action in order to resolve the issue. At this point, the Status becomes “Notified”, and it appears in the “Discrepancies/Requests” tab of the identified carrier. The carrier logs in, reviews the incident, takes the necessary action, and marks the incident “Resolved.” Next, INdigital reviews the action(s) taken, verifies the need was appropriately addressed, and updates the status to “Verified.” Finally, the local database manager reviews the history of the incident and indicates it is closed by updating the status to “Completed.”

If at any point INdigital or the local database manager believes further action is necessary, they can revert the Status to “New” or “Notified” and resume the workflow from there.

### Main Discrepancies & Change Requests Table

If there are new action items to address, you will land on the “Discrepancies/Requests” page instead of the “Dashboard” after logging in. Whether it is a Discrepancy or a Change Request, if there is an incident in this table, it means some action from you is needed in order to provide the best possible 9-1-1 support in the future. The badge on the tab shows at a glance how many items with a “Notified” status are in the table needing your attention.

CBN	Status	Creator	Time of Incident	COS	PSAP	COID	Telco
4130740078	Notified	vtstate2	2021-02-12 16:16:13	BUSN	No PSAP Found for V132	FAIR	Consolidated Communications (ME, NH, VT)
4130740480	Notified	vtstate2	2021-02-12 14:28:59	BUSN	Williston YSP	FAIR	Consolidated Communications (ME, NH, VT)
4130740899	Notified	vtstate2	2021-02-12 14:28:27	RESD	No PSAP Found for V043	FAIR	Consolidated Communications (ME, NH, VT)
4130740202	Notified	vtstate2	2021-02-12 14:28:44	BUSN	No PSAP Found for V132	FAIR	Consolidated Communications (ME, NH, VT)

From this table, you may filter by CBN, Creator, COS, PSAP, or COID, and you also have the option to check the “Questions Only” box in the upper right-hand corner to narrow your results that way. Any incidents with a Question flagged in them will be highlighted blue, and any incident that is longer than 48 hours old will be highlighted red and moved to the top:

### Discrepancies

Questions Only

CBN	Status	Creator	Time of Incident	COS	PSAP	COID	Telco
4130740078	Notified	vtstate2	2021-02-09 10:47:53	BUSN	No PSAP Found for V132	FAIR	Consolidated Communications (ME, NH, VT)
4130740899	Notified	vtstate2	2021-02-12 14:28:27	RESD	No PSAP Found for V043	FAIR	Consolidated Communications (ME, NH, VT)
4130740480	Resolved	vtstate2	2021-02-12 14:28:59	BUSN	Williston VSP	FAIR	Consolidated Communications (ME, NH, VT)
4130740202	Resolved	vtstate2	2021-02-12 14:28:44	BUSN	No PSAP Found for V132	FAIR	Consolidated Communications (ME, NH, VT)

First Prev 1 Next Last

Clicking on the magnifying glass icon to the left of the incident will load a detailed view containing three sections for change requests (Changes, Comments, and Details) and two sections for Discrepancies (Comments and Details). Let's delve into these sections a bit further.

## Changes

The changes section contains three columns:

- Original: A snapshot of what the record looked like when the Change Request was submitted
- Requested: What was submitted in the Change Request
- Current: What is currently in the database for that record

Any fields that contain changes will be highlighted. If the record has not been touched since the Change Request was submitted, "Original" and "Current" will be identical, as you will note below:

### Changes

[Edit Record](#)

	Original	Requested	Current
Telephone Number	4130740202	4130740202	4130740202
House Number	213	213	213
House Number Suffix			
Prefix Directional			
Street Name	BICKNELL HILL	BICKNELL HILL	BICKNELL HILL
Street Suffix	RD	RD	RD
Post Directional			
MSAG Community Name	TUNBRIDGE	TUNBRIDGE	TUNBRIDGE
State	VT	VT	VT
Location	UNIT B	UNIT C	UNIT B
Customer Name	ALEAH, MATA	ALEAH, MATA	ALEAH, MATA
ZIP Code	05077	05077	05077
ZIP Extension	9773	9773	9773
Comments			
Longitude			
Latitude			
Elevation			
Reserved1			
Reserved2	18/02/2028	18/02/2028	18/02/2028
NENAReserved	413 0740202	413 0740202	413 0740202

## Comments

The “Comments” section is available for anyone who has access to the details of the incident. This could be the carrier (or school, hospital, etc., maintaining the records), INdigital, or the local database manager. Comments can be added by clicking “New Comment” and following the prompts on the page.

The screenshot shows a web interface for incident management. At the top, there is a header with the text 'Reserved2' and 'NENAReserved' on the left, and three columns of dates and IDs: '18/02/2028', '413 0740202', '18/02/2028', '413 0740202', and '18/02/2028', '413 0740202'. Below this is a 'Comments' section with a '+ New Comment' button circled in red. The 'Comments' section has a table with columns 'Comment', 'Author', and 'Created', and the text 'No comments' below it. To the right is a 'Details' section with a table:

Status	Notified	
Question	No	
Creator	vtstate2	
Last Modified	2021-02-12 14:28:44	

Even once an incident’s status is updated to “Resolved,” a comment can still be added by any party. Once added, comments cannot be edited or deleted, as these become a part of the history of the record. To learn more about some practical uses of the “Comments” section, see Scenarios A and C below.

## Details

The “Details” section includes the current status, whether there is a pending question on the incident, the username of who originated the request, and when it was last modified. Only the first two fields can be changed.

**Status:** The Status will say “Notified” when it appears in the interface for you to address it, and you will update the Status to “Resolved” once you are finished making the requested changes. Once it has been marked “Resolved,” the badge count on the tab will go down accordingly.

**Questions:** If you have a question about a change and need further information before moving forward, you can use the edit icon next to Question to select “Yes.”

Details	
Status	Notified
Question	No
Creator	vtstate2
Last Modified	2021-02-12 14:28:44

This will pull up a box where you can type in your question or concern, and it will be added to the “Comments” section once it has been submitted.

#### Scenario A: Adding a Question

After updating the Customer Name, the carrier realizes that the MSAG change has not yet been processed, which is blocking them from updating “RD” to “AVE” as requested. They can now indicate there is a pending question by selecting “Yes” next to “Question” and adding the following comment in the box that pops up:

MSAG not yet updated. Can you please let us know when that change has gone through?

+ Add Comment

After clicking “Add Comment,” the incident has been flagged, and the question has been added. Here is what that looks like from the main table:

### Discrepancies

Questions Only

CBN	Status	Creator	Time of Incident	COS	PSAP	COID	Telco
4130740078	Notified	vtstate2	2021-02-12 16:16:13	BUSN	No PSAP Found for V132	FAIR	Consolidated Communications (ME, NH, VT)
4130740480	Notified	vtstate2	2021-02-12 14:28:59	BUSN	Williston VSP	FAIR	Consolidated Communications (ME, NH, VT)
4130740899	Notified	vtstate2	2021-02-12 14:28:27	RESD	No PSAP Found for V043	FAIR	Consolidated Communications (ME, NH, VT)
4130740202	Notified	vtstate2	2021-02-12 14:28:44	BUSN	No PSAP Found for V132	FAIR	Consolidated Communications (ME, NH, VT)

First Prev 1 Next Last

Here is what that looks like in the detail view:

### Discrepancies > View Discrepancy

#### Changes

Edit Record

	Original	Requested	Current
Telephone Number	4130740899	4130740899	4130740899
House Number	716	716	716
House Number Suffix			
Prefix Directional			
Street Name	BUCK HILL	BUCK HILL	BUCK HILL
Street Suffix	RD	AVE	RD
Post Directional			
MSAG Community Name	WESTFIELD	WESTFIELD	WESTFIELD
State	VT	VT	VT
Location			
Customer Name	STANLEY, ORTEGA	STEWARD, ORTEGA	STEWARD, ORTEGA
ZIP Code			
ZIP Extension			
Comments		Flammable solvents in barn	
Longitude			
Latitude			
Elevation			
Reserved1			
Reserved2	07/21/2015	07/21/2015	07/21/2015
NENAReserved	413 0740899	413 0740899	413 0740899

#### Comments

+ New Comment

Comment	Author	Created
MSAG not yet updated. Can you please let us know when that change has gone through?	vtuser	2021-02-12 16:34:29

#### Details

Status	Notified	<span style="font-size: small;">✎</span>
Question	Yes	<span style="font-size: small;">✎</span>
Creator	vtstate2	
Last Modified	2021-02-12 16:33:50	

### Scenario B: Editing a Record Manually

In this Change Request, the requested change has been highlighted – Unit B should become Unit C. From here, the carrier may click on “Edit Record” in the upper right-hand corner to go directly to the edit form for that record.

Changes			
	Original	Requested	Current
Telephone Number	4130740202	4130740202	4130740202
House Number	213	213	213
House Number Suffix			
Prefix Directional			
Street Name	BICKNELL HILL	BICKNELL HILL	BICKNELL HILL
Street Suffix	RD	RD	RD
Post Directional			
MSAG Community Name	TUNBRIDGE	TUNBRIDGE	TUNBRIDGE
State	VT	VT	VT
Location	UNIT B	UNIT C	UNIT B
Customer Name	ALEAH, MATA	ALEAH, MATA	ALEAH, MATA
ZIP Code	05077	05077	05077

The edit page looks just like the form you see when you edit a record from the ALI Records tab, except that it also shows the Requested Change underneath the affected field.

### Edit ALI Record

Telephone Number: (413) 074-0202 Customer Name*: ALEAH, MATA State/Province*: VERMONT MSAG Community Name*: TUNBRIDGE Street Name*: BICKNELL HILL Street Suffix*: RD Prefix Directional*: Post Directional*: House Number*: 213 House Number Suffix:	Function of Change*: C-Change <small>Current value: C-Change</small> NENA ID: FAIR County ID: 017 Class of Service*: 2-Business Type of Service*: 0-Not FX nor Non-Published Location: UNIT B <small>Requested change: UNIT C</small> Comments: Zip Code NNNNN: 05077 Zip Extension NNNN: 9773
---	---

Additional Information

After the change has been made, the carrier presses “Save” and is returned to the detail view of the change request.

### Changes ✎ Edit Record

	Original	Requested	Current
Telephone Number	4130740202	4130740202	4130740202
House Number	213	213	213
House Number Suffix			
Prefix Directional			
Street Name	BICKNELL HILL	BICKNELL HILL	BICKNELL HILL
Street Suffix	RD	RD	RD
Post Directional			
MSAG Community Name	TUNBRIDGE	TUNBRIDGE	TUNBRIDGE
State	VT	VT	VT
Location	UNIT B	UNIT C	UNIT C
Customer Name	ALEAH, MATA	ALEAH, MATA	ALEAH, MATA
ZIP Code	05077	05077	05077
ZIP Extension	9773	9773	9773
Comments			
Longitude			
Latitude			
Elevation			
Reserved1			
Reserved2	18/02/2028	18/02/2028	18/02/2028
NENAReserved	413 0740202	413 0740202	413 0740202

#### Comments + New Comment

Comment	Author	Created

#### Details

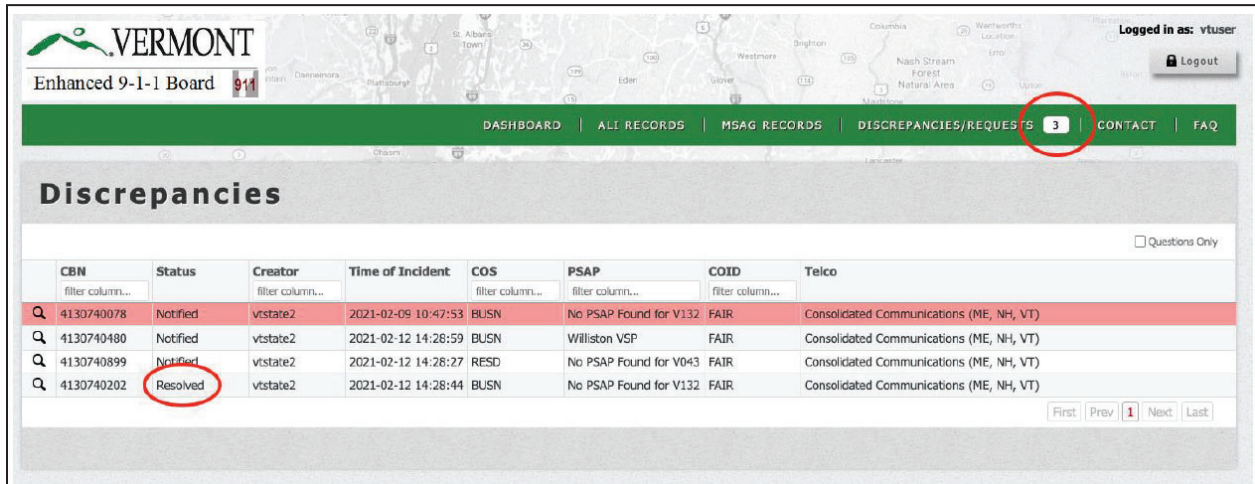
Status	Notified	✎
Question	No	
Creator	vtstate2	
Last Modified	2021-02-12 14:28:44	

From here, they double-check that the “Current” column values now match the “Requested” column values. Finally, they click the edit icon to access a dropdown that will allow them to update the status to “Resolved.”

## Details

<b>Status</b>	Resolved
<b>Question</b>	No <span style="float: right;">✎</span>
<b>Creator</b>	vtstate2
<b>Last Modified</b>	2021-02-12 15:35:36

After returning to the main Discrepancies/Requests table, note that the badge count has gone down from “4” to “3”.



**Scenario C: Editing a Record via.SOI File Submission**

A carrier that typically submits.SOI files, rather than making changes directly in the interface, can go ahead and make the change internally, update the status to “Resolved,” and simply add a comment indicating that the change was made.



### Changes

Edit Record

	Original	Requested	Current
Telephone Number	4130740480	4130740480	4130740480
House Number	2005	2004	2005
House Number Suffix			
Prefix Directional			
Street Name	MATHEWSON HILL	MATHEWSON HILL	MATHEWSON HILL
Street Suffix	RD	RD	RD
Post Directional			
MSAG Community Name	LYNDON	LYNDON	LYNDON
State	VT	VT	VT
Location			
Customer Name	SCARLETT, MEADOWS	SCARLETT, MEADOWS	SCARLETT, MEADOWS
ZIP Code	05851	05851	05851
ZIP Extension	8491	8491	8491
Comments			
Longitude			
Latitude			
Elevation			
Reserved1			
Reserved2	14/11/2005	14/11/2005	14/11/2005
NENAReserved	413 0740480	413 0740480	413 0740480

#### Comments

+ New Comment

Comment	Author	Created
This change has been made in our internal db, and you'll see that reflected in tomorrow's SOI file.	vtuser	2021-02-11 12:59:44

#### Details

Status	Resolved
Question	No <span style="float: right;">✎</span>
Creator	vtstate2
Last Modified	2021-02-12 15:37:35

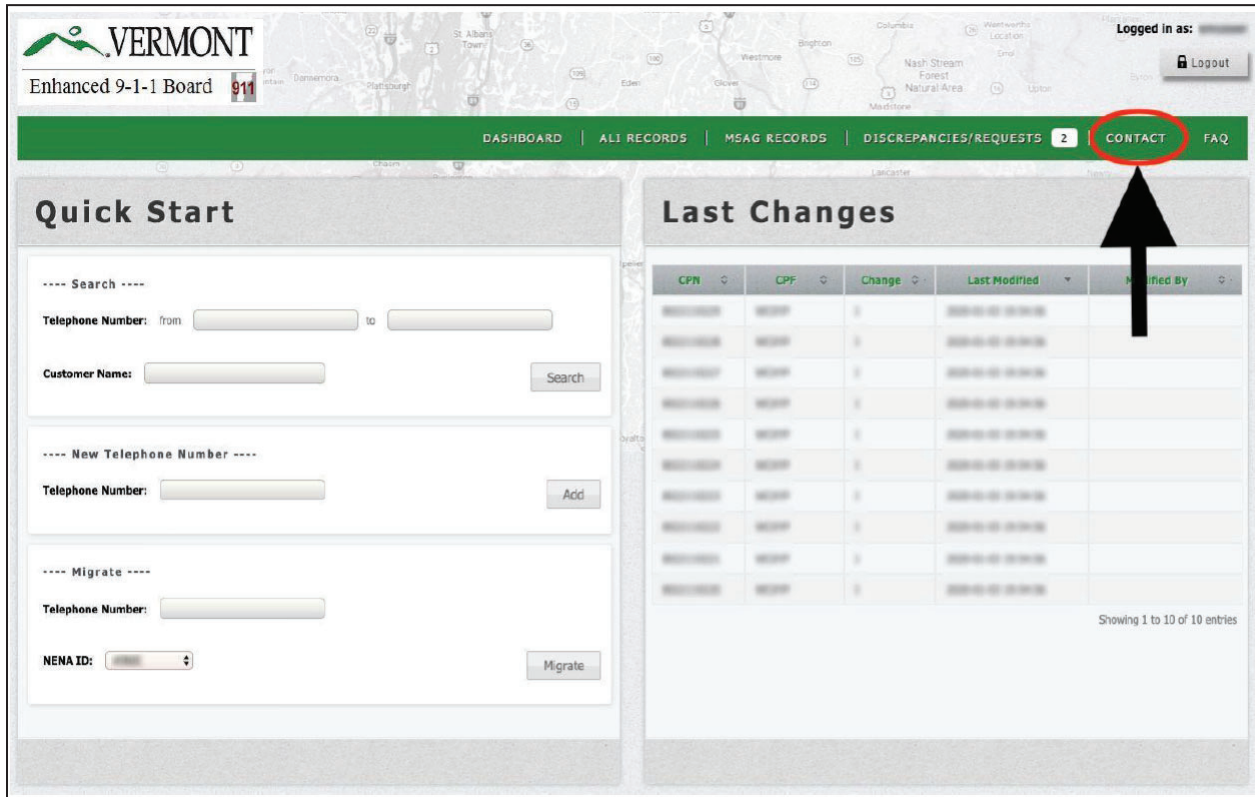
## Dealing with Error Messages

Most error checking will occur as you enter data, but there are a few messages you may get when you attempt to save a new or changed record. Here is a list of messages you may receive and how to handle them if you do.

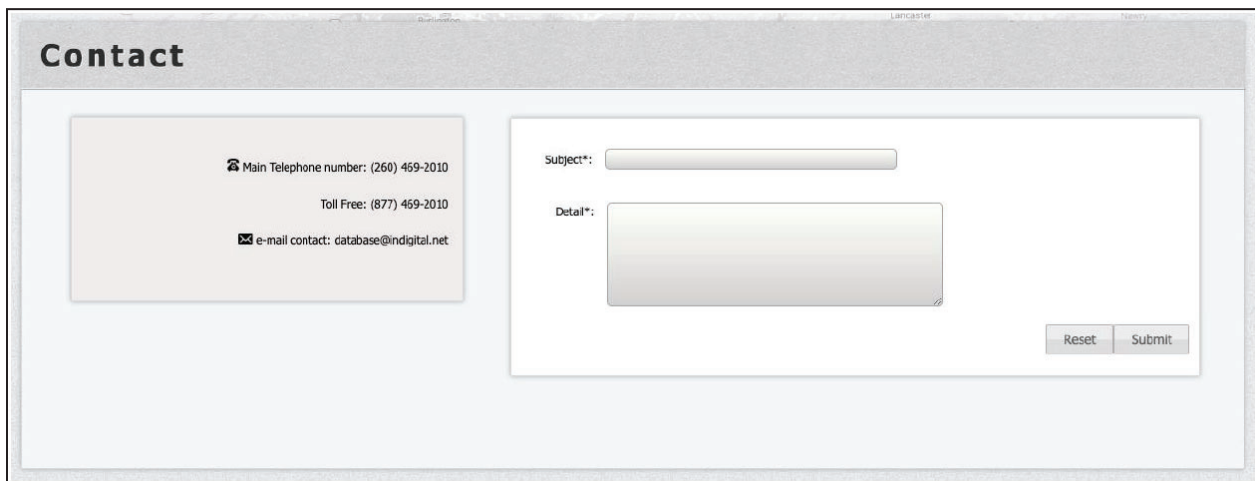
Error Codes	Solution
<b>702- Record already exists</b>	Migrate or change the record to the new data
<b>754- Record doesn't exist on Migrate</b>	Insert the information as a new record
<b>801- NPA-NXX is not valid</b>	Verify valid npa-nxx and add the record. If you get the message with the verified information, contact the Database Service Bureau.

## Database Service Bureau

Occasionally, you may wish to communicate a problem or request. From the Dashboard, click on the "Contact" button in the green menu bar near the top of the window.



This will bring up the following contact page, providing you with multiple methods to contact the Database Service Bureau:



On the left-hand side, you will see the main telephone number, (260) 469-2010, as well as the toll-free number of (877) 469-2010. If your request is urgent, we encourage you to call one of these numbers and ask for the Database Service Bureau. The second

option available to you is to send an email to [database@indigital.net](mailto:database@indigital.net). This method is particularly useful should you wish to include a screenshot or other attachment with your request. The final method, and perhaps the simplest, is to fill out the form shown on the screen.

Summarize your request in the “Subject” field, then proceed to the “Detail” box to provide any relevant information. The more detail you provide, the better. It will also be helpful to the team if you specify whether the issue is related to the database (ALI or MSAG records) or to the web portal itself. When you are finished, click “Submit.” Finally, you will receive an email assigning a ticket number to your request, and someone from the Database Service Bureau will review your submission as soon as possible.

## 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: INdigital

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				
<b>General Technical Requirements</b>					
<b>SN - Security/Notifications</b>					
1	<b>SN009</b> 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.	<b>Yes.</b> INdigital is in full compliance for S/S at all SIP based public facing POIs. This assumes that public facing POIs do not have third party legacy TDM interfaces that would not be S/S compliant. INdigital will pass attestation S/S data	<b>Yes.</b> With possible exception.		INdigital has not deployed S/S to the new Viper 7 release. However, Viper 7 documentation highlights

		<p>provided to the NGCS nodes for display by Viper 7, helping to highlight suspicious or spoofed calls.</p> <p>See also:</p> <p>2.11 page 21; SR-IN007</p> <p>2.11 page 39; SR-DL003</p> <p>2.11 page 40; SR-DL009</p> <p>2.11 page 40; SR-DL011</p> <p>2.11 page 41; SR-DL012</p> <p>2.11 page 42; SR-AF002</p> <p>2.11 page 43; SR-AF003</p> <p>2.11 page 43; SR-AF004</p>			<p>that the systems can display the S/S attestation data provided by upstream NGCS systems.</p> <p>We do not anticipate any problems supporting this standards based interface.</p>
2	<p><b>SN010.b</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</p>	<p><b>Yes.</b></p> <p><b>INDigital is in full compliance.</b></p> <p><b>All NENA Functional Elements (FEs) in the NGCS and EsiNet log to diverse, redundant i3 compliant loggers.</b></p> <p><b>The retention period complies, and can be customized as needed.</b></p>			

	<p>transactions, and alternate routing, which includes call counts. The log retention period should be a minimum of thirty (30) calendar days.</p>				
3	<p><b>SN011</b> System Logging Repositories:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>All FEs in the NGCS and EsiNet log to diverse, redundant i3 compliant loggers.</p> <p>The retention period complies, and can be customized as needed.</p>			
4	<p><b>SN012</b> System Log Retrieval:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>All log files are available to properly credentialed individuals authorized by Broward.</p>			
5	<p><b>SN013</b> Security Information and Event Manager (SIEM):</p> <p>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.</p>	<p><b>Yes.</b></p> <p>Event logs can be delivered to an interconnected County system.</p> <p>INDigital will work with Broward to identify event types and coordinate the secure interconnection.</p>			

	<p>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.</p>	<p>Retention of data stored in the County Splunk tool would depend on the County's configuration.</p> <p>Broward will be provided access to other logging.</p> <p>The retention period of those systems complies, and can be customized as needed.</p>			
6	<p><b>SN017</b> User Notifications and Communications:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital's notification protocols and systems fully comply with this requirement and all relevant FCC orders.</p>			
7	<p><b>SN020</b> TDOS and DDOS Prevention:</p> <p>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</p>	<p><b>Yes.</b></p> <p>INdigital fully complies.</p> <p>Beyond this, INdigital has implemented extensive advances beyond the industry standards proposed.</p> <p>We have assumed this applies only to 911 calls.</p>			

	<p>System. The NG911 Service Provider shall describe the process to identify respond and prevent TDOS and DDOS attack.</p>	<p>Where INdigital is the provider, we can also provide TDOS / DDOS for administrative calls.</p>			
<b>SR-IN 911 Call Ingress</b>					
1	<p><b><u>SR-IN003.b</u></b> The NG911 Service Provider should provide at least two POIs within 100 miles of the Broward County border. Having local and national POIs will provide OSPs with interconnection choices.</p> <p>The NG911 Service Provider shall list the locations of all POIs that will be used.</p> <p>See also: (<a href="#">link</a>, Q #8)  <b><u>SR-IN003.a</u></b> (Project Questionnaire)</p>	<p><b>Yes.</b></p> <p>INdigital can establish POIs for interconnection as required at a location in Broward County.</p> <p>We have assumed this is for the convenience of 911 call ingress from MLTS providers located in Broward County.</p> <p>INdigital is currently connected with many OSPs directly at their national level ICA POIs, as well as within Florida.</p> <p>These include:</p> <p>Jacksonville, FL 32256  Winter Haven, FL 33881</p> <p>Regional data centers are located in:</p> <p>* Atlanta, GA 30303  Montgomery, AL 36104  Huntsville, AL 35806  Ladson, SC 29456  Greenville, SC 29607</p>			

		<p>* Chicago, IL 60607</p> <p>* denotes a national region center</p> <p>Additional POIs are also as specified in</p> <p><b>2.11 (a1) SR-IN003a</b></p>			
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**SR-GI NG911 Processing**

1	<p><b>SR-GI013</b> SI Provisioning:</p> <p>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.</p> <p>The NG911 Service provider shall describe the process used and how the County’s preference can be integrated into the proposed NG911 System.</p>	<p><b>Yes.</b></p> <p>INdigital can pull data via SFTP or other Broward approved methods.</p> <p>INdigital supports both automated pull or push methods.</p>			
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**DAT – Data processing**

1	<p><b>DAT001.b</b> The NG911 Service Provider should describe the GIS upload process to include the access, steps, and ease of use.</p>	<p><b>Yes.</b></p> <p>INdigital can upload data via SFTP or other Broward approved methods.</p> <p>This is proposed as a fully automated upload /</p>			
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		download   pull / push GIS data exchange process.			
2	<b>DAT003.b</b> The NG911 Service Provider should describe the process to manage PRF routing plans.	<p><b>Yes.</b></p> <p>PRF routing can be invoked using:</p> <ol style="list-style-type: none"> <li>1. Activation of known predefined conditions or business rules.</li> <li>2. Via authenticated phone call to the NSOC (national service operations center)</li> <li>3. Authentication-secured web access, including polygon-based routing changes.</li> <li>4. Use of MEVO (Message Evolution) service continuity phones with PIN authenticated access.</li> </ol>			
<b>SR-CR Call Routing</b>					
1	<b>SR-CR003.b</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.	<p><b>Yes.</b></p> <p>INdigital has extensive experience with complex national, statewide, and regionwide PRF routing methods.</p> <ol style="list-style-type: none"> <li>1. Activation of known predefined conditions or business rules.</li> </ol>			

		<p>2. Via authenticated phone call to the NSOC (national service operations center)</p> <p>3. Authentication secured web access, including polygon based routing changes..</p> <p>4. On demand customized PRF changes by class or type of service, including customized routing by the calling party's device ID.</p>			
2	<p><b>SR-CR004</b> Distribution of Calls to PSAPs:</p> <p>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.</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INDigital has extensive experience with complex statewide and regionwide PRF routing methods. PRF routing can be invoked using:</p> <ol style="list-style-type: none"> <li>1. Activation of known predefined conditions or business rules.</li> <li>2. Via authenticated phone call to the NSOC (national service operations center)</li> <li>3. Authentication secured web access, including polygon based routing changes..</li> <li>4. On demand customized PRF changes by class or type of service, including customized routing by the calling party's device ID.</li> </ol>			

		While the procurement did not make the specifics of Broward’s current custom PRF known, INdigital has implemented a number of complex routing methods for many of our customers that can meet the requirement.			
3	<p><b>SR-CR006.b</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.</p>	<p><b>Yes.</b></p> <p>INdigital has extensive experience with complex statewide and regionwide PRF routing methods.</p> <p>Complex PRF methods involving ‘look ahead’ call distribution at the network level are in place for many of our customers today.</p> <p>For example, we reference disaster and hurricane readiness that was successfully tested with Charleston County, South Carolina and Collier County, Florida as the most extensive example of multi-state / multi-NG SSP call distribution methods available.</p>			
4	<p><b>SR-CR008</b> Regional PSAP Routing:</p> <p>The CHE has been implemented to provide advanced routing capabilities. These capabilities are expected to remain.</p>	<p><b>Yes.</b></p> <p>INdigital has extensive experience with call load balancing in multi-provider</p>			

<p>Regional PSAP routing should include:</p> <ul style="list-style-type: none"> <li>● Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today</li> <li>● Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP</li> <li>● Ability for the VIPER CHE to distribute calls to all PSAPs regardless of the proper PSAP</li> <li>● Ability of the VIPER CHE to identify the proper PSAP and distribute to the proper PSAP when needed (CAD failure operations)</li> </ul> <p>The NG911 Service Provider should describe the system that is proposed and how these capabilities will be accomplished.</p>	<p>regional areas like the ones serving south east Florida.</p> <p>No other company has the depth of experience in competitive service provider environments of this type.</p> <p>In many cases throughout Florida, INdigital is the ‘defacto prime hub’ for high availability and interoperability.</p> <p>The PRF FE can perform round robin, most idle, first available and weighted target methods.</p> <p>INdigital fully supports all interfaces with VIPER systems both (i3 or RFAI).</p> <p>In addition, the PRF FE fully supports network call queuing at insane levels of performance that meets the needs of the largest PSAP in the US.</p> <p>All of these functions are standard in each of the NGCS nodes that make up the ESiNet.</p> <p>With our business partners, INdigital powers the ESiNets serving many of the largest NG911 installations in North America.</p> <p>We have assumed that Viper 7 now provides the</p>			
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		<p>appropriate SIP / Que group signalling to the NG system that will support this requirement.</p> <p>We look forward to meeting this challenge.</p>			
5	<p><b>SR-CR009</b> Non-Regional PSAP Routing:</p> <p>Non-Regional PSAP routing should include:</p> <ul style="list-style-type: none"> <li>• Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today</li> <li>• Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP</li> <li>• Ability for the VIPER CHE to distribute calls to the proper PSAP</li> </ul> <p>The NG911 Service Provider should describe the system that is proposed and how these requirements will be accomplished.</p>	<p><b>Yes.</b></p> <p>INdigital has extensive experience interfacing with complex statewide and nationwide PRF routing environments.</p> <p>There is limited information in the RFP of the specifics of Broward’s configuration of the VIPER CHE LBs.</p> <p>Based on our experience in other complex Viper platforms, the proposed solution will comply with the stated requirement - as we have done with many other CHE LBs in ESiNets throughout North America.</p>			
6	<p><b>SR-CR010.b</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:</p> <ul style="list-style-type: none"> <li>• Loss of primary route to a host load balancer</li> </ul>	<p><b>Yes.</b></p> <p>INdigital has extensive capabilities in this area.</p> <p>The proposed PRF FE and the NGCS nodes have full ‘snap back’ and rerouting capabilities to react to CHE failures.</p>			

	<ul style="list-style-type: none"> <li>● Loss of primary and secondary route to a host load balancer</li> <li>● Loss of all routes to a single host in a single environment</li> <li>● Loss of all routes to two hosts in a single environment</li> <li>● Abandonment of a PSAP</li> <li>● Abandonment of a single PSAP with transfer to another environment</li> <li>● Abandonment of two PSAPs with transfer to another environment</li> <li>● Loss of single environment</li> <li>● Use of out-of-county PSAPs as backup PSAPs</li> </ul> <p>The NG911 Service Provider should describe how each scenario above can be processed by the proposed system with limited or no human intervention.</p>	<p>The proposed solution supports a nearly limitless business rule, failure scenario, and destination resource list in the PRF FE to automatically take action when CHE failures occur.</p> <p>INdigital fully complies with and supports all of the use cases set out in the requirement.</p> <p>PRF and NGCS / ESiNET capabilities have been extensively tested in regular use with emerging and new protocols; and in disaster continuity operations.</p> <p>We can exceed the county's requirements as well as provide failover support for nearby, out of region or out of state PSAPs.</p> <p>We have publicly demonstrated these use cases in our recent work with the South Carolina Coastal Coalition.</p>			
7	<p><b>SR-CR011</b> Geofencing:</p> <p>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</p>	<p><b>Yes.</b></p> <p>INdigital's PRF has extensive capability, and support for nearly unlimited que types and customized routing methods.</p> <p>The PRF web interface supports polygon or call type</p>			

	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.	dynamic routing control down to the calling party device identifier.			
<b>SR-NR Network Redundancy and Resiliency</b>					
1	<p><b>SR-NR007</b> All Circuits Used:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>Connectivity is maintained by network configuration parameters and alarmed by the INdigital monitoring systems.</p> <p>LTE, 5G, (all flavors) and Starlink provide IP circuits can all be used as failovers for wireline connections.</p> <p>If primary and secondary connections fail, INdigital will route all calls using these tertiary methods listed above.</p> <p>LTE, 5G and especially Starlink satellite service has been proven reliable in recent hurricanes.</p>			
2	<p><b>SR-NR008.b</b> The NG911 Service Provider should describe the monitoring methods and the process to provide notifications to the County when circuits are unavailable.</p>	<p><b>Yes.</b></p> <p>INdigital uses System logging protocols and a variety of special-use applications for monitoring.</p>			

		<p>Notifications can be sent via email to the system administrator or designated county staff.</p> <p>Additionally, a monitoring dashboard is available for agency use and is customizable to meet Broward's needs.</p>			
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**NG911 Call Delivery**

**SR-DL 911 Call Egress/Call Delivery to All PSAPs**

1	<p><b>SR-DL001</b> Call Egress/Call-Delivery Circuits:</p> <p>The NG911 Service Provider should provide the call egress/call-delivery circuits and associated infrastructure to meet the following requirements:</p> <ul style="list-style-type: none"> <li>● Diverse entrance facilities for core sites</li> <li>● Diverse entrance facilities to all call-handling host locations that the County deploys, whether local, remote data center, or cloud-based</li> <li>● No single point of failure</li> <li>● Use open standards</li> <li>● IPv4 and IPv6 dual protocol stacks</li> <li>● Border Gateway Protocol (BGP) utilizing bidirectional forwarding detection</li> </ul>	<p><b>Yes.</b></p> <p>INdigital has proposed carrier diverse - and facility diverse providers at all locations.</p> <p>Physical diversity <b>only</b> is not enough.</p> <p>That was proven in the 2020 Nashville Christmas day bombing that caused a multi-day, 4 state outage.</p> <p>Carrier and transport diversity is the only way to avoid a massive single point of failure like the ones that have triggered outages in Illinois, Kansas, Pennsylvania, Texas, and Wisconsin.</p> <p>All CSRIC, NENA, FCC, and Broward best practices and industry standards will apply.</p>			
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	<ul style="list-style-type: none"> <li>• Multicast routing and switching</li> <li>• Quality of service (QoS) marking using Differentiated Service Code Point (DSCP) to ensure the highest voice quality for all 911 calls</li> <li>• Have a network traffic convergence of less than 54 milliseconds (ms)</li> <li>• Maintain an MOS of 4.0 or better at the handoff to the CHE</li> </ul>	<p>If the use of county networking is applicable, acceptance testing will be performed to assure service quality.</p>			
2	<p><b>SR-DL004</b> Abandonment Switches:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital provides legacy backroom ‘make busy’ switches. We know the OG when we see it.</p> <p>In addition, an NSOC call or ticket also works.</p> <p>Or - the MEVO service continuity OSB (Optimal Service Button) with a PIN is our most commonly used control point.</p>			
3	<p><b>SR-DL005.b</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.</p>	<p><b>Yes.</b></p> <p>At the risk of repeating this, the PRF FE has easy to use ‘business rules’ that make call re-routing easy to activate and use.</p>			

		<p>Resources can be:</p> <ol style="list-style-type: none"> <li>1. Other groups of call takers.</li> <li>2. Other PSAPs - both in and out of region.</li> <li>3. Command or backup centers.</li> <li>4. MEVO phones or cell phones.</li> <li>5. PSAPs within or outside of Florida.</li> </ol> <p>With regard to PRF rules, they can be automated business rules, overflow, call type rules, abandoned PSAP.</p> <p>These are just a few examples of PRF options and resources.</p>			
4	<p><b>SR-DL006</b>      Emergency Incident Data Object (EIDO):</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital fully supports EIDO with all CHE / CAD vendors that have implemented this NENA function.</p> <p>The EIDO connection arrangement will either use standards based call payload and data interfaces; or using secure, function specific, IP transport methods.</p> <p>INdigital has SMEs that will interface with and support the CHE or CAD vendor implementing this function.</p>			

5	<p><b>SR-DL007</b> EIDO Access:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INdigital fully supports EIDO with all CHE / CAD vendors that have implemented this NENA function.</p> <p>The EIDO connection arrangement will either use standards based call payload and data interfaces; or using secure, function specific, IP transport methods. This is needed for EIDO subscribers that are not PSAPs.</p> <p>INdigital has SMEs that will interface with and support the CHE or CAD vendors implementing this function.</p>			
6	<p><b>SR-DL014.b</b> 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:</p> <ul style="list-style-type: none"> <li>• Call delivery between Functional Elements causes an error processing should generate an alarm.</li> <li>• 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</li> </ul>	<p><b>Yes.</b></p> <p>INdigital has an extensive alarming platform that reports if an ESiNet FE falls out of its expected range of performance or processing activity.</p> <p>The NSOC is notified when PRF functions are triggered or activated.</p> <p>NSOC investigation follows. PSAP alarming is consistent with the levels specified by Broward and industry standards (alert, minor, major, catastrophic.)</p>			

	<p>to confirm that alternate routing is activated.</p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p>The NG911 Service Provider should provide examples of how these will be managed and performed in the proposed solution.</p>	<p>As previously stated, the NGCS nodes can ‘snap back’ a failing call and re-route using redundant FEs -- or the FE of another NGCS node.</p> <p>All types of PSTN resources and call routing is available as a resource.</p> <p>MEVO phones can operate independently of the PSAPs CHE, key or PBX system, and Broward’s dial tone provider.</p> <p>As stated, these actions are performed by the PRF FE of the NGCS node. All call routing actions are recorded by the i3 logging FE subsystem.</p>			
7	<p><b>SR-DL015</b> Call Queuing:</p> <p>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</p>	<p><b>Yes.</b></p> <p>INDigital fully supports network queuing and reporting.</p> <p>Each NGCS node (v1.1) has been third party tested to 400,000 busy hour call completions, exceeding this requirement.</p> <p>Each of the current release versions (v2.1), using four SIP:ME (SIP message</p>			

	environment (Regional and Non-Regional).	engines) in a single site redundant configuration can deliver increased peak demand loads using multi-node polygrid architecture.  A current production configuration has been tested to deliver 5,000 call queuing capability.			
	<b>Functional Requirements</b>				
<b>NG911 Call Delivery</b>					
<b>SR-CP Call Processing</b>					
1	<p><b>SR-CP003</b> Call Processing by Type:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INDigital has proposed NGCS services that exceed this requirement.</p> <p>At the 2025 APCO conference, working with our industry leading partners, we demonstrated the ability to fully support all of these protocols, as well as the emerging 3GPP (IMS) to i3 interoperability standards.</p> <p>This demonstrated multi-media as a native service from the wireless device using a direct connection with the wireless provider's publicly available production system.</p>			

		In addition, our TCAPI (text control adaptive programming interface) allows third party providers to access a robust feature set of the fastest growing type of public initiated non voice calls - SMS text.			
2	<b>SR-CP004</b> 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.	<b>Yes.</b>  This includes OSPs (originating service providers) using legacy tabular database, (NENA i2 VoIP) through NENA i3 PIDFLo capable providers.			
3	<b>SR-CP005</b> 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.	<b>Yes.</b> While Media Recording is traditionally done by equipment provided by the PSAP so that all content payload is captured and recorded, ESiNet level recording is available.  Our assumption of this requirement is that INdigital will provide a secure SIPREC interface from the NGCS data logger to Broward's recording system.			
<b>SR-IT Interfaces</b>					
1	<b>SR-IT003</b> Multimedia Sessions:  The NG911 Service Provider should interface the wireless providers to be capable of	<b>Yes.</b>  As previously stated in <b>SR-CP 1</b> , INdigital recently demonstrated the most advanced IMS to i3			

	<p>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.</p>	<p>interoperability-based version of the requested function.</p> <p>This comply statement is with the assumption that a compliant CHE or third party provider is deployed at the Broward PSAP.</p>			
<b>RPT - Reports</b>					
1	<p><b>RPT001</b> Single Reporting Platform:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>INDigital has proposed the industry-leading 911Logix platform as part of the response.</p> <p>This platform provides extensive network-based analytics and reporting.</p> <p>It is a proven platform that provides insight far beyond other competitors.</p>			
2	<p><b>RPT002.b</b> The reporting platform for the PSAPs should include, at a minimum the following reports:</p> <ul style="list-style-type: none"> <li>● Date and time stamp</li> <li>● Call delivery time (hh:mm:ss)</li> <li>● Call answer time (hh:mm:ss)</li> <li>● Call disconnect time (hh:mm:ss)</li> <li>● Call duration (hh:mm:ss)</li> <li>● Average call duration (hh:mm:ss)</li> <li>● Average call answer time (hh:mm:ss)</li> </ul>	<p><b>Yes.</b></p> <p>All stated use cases are provided in the proposed solution, along with a nearly infinite number of special reports and analytics.</p> <p>A live demo is the easiest way to see this in action, but we have provided the requested information in Attachment (<a href="#">link</a>):</p> <p><b>1.04 (a1) Attachment Functionality Checklist</b></p>			

	<ul style="list-style-type: none"> <li>● Seizure time (hh:mm:ss)</li> <li>● Call volumes by call type</li> <li>● Alternate-routed calls</li> <li>● Text-to-911 instances</li> <li>● Abandoned calls</li> <li>● Call volume by hour</li> <li>● Call volume by day of the week</li> <li>● Individual call information</li> <li>● Summary of call volumes</li> <li>● Call transfers/bridges</li> <li>● Call conferences</li> <li>● Agent availability</li> <li>● Call volumes by OSP</li> <li>● Repeat callers</li> <li>● Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)</li> </ul> <p>The NG911 Service Provider should provide a list of all available reports and provide at least three report examples.</p>	<p><b>RPT-002.b - reporting platform</b></p>			
3	<p><b>RPT003</b> Reporting Platform County Staff Functions:</p> <p><b>RPT003.a</b> 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.</p>	<p><b>Yes.</b></p> <p>The 911Logix platform provides access to the data from any device at any time.</p> <p>The reporting and data collection system provides for secure user ID login and password with the ability to enforce policy compliant passwords and 2FA (two factor) authentication.</p> <p>Password rotation is required at predetermined intervals.</p>			

4	<p><b>RPT003.b</b> The reporting platform for County staff should include at a minimum:</p> <ul style="list-style-type: none"> <li>● Call processing time between elements (hh:mm:ss)</li> <li>● Payload processing time (hh:mm:ss)</li> <li>● Calls per circuit</li> <li>● Call distribution to PSAP circuits</li> <li>● Circuit utilization from OSP</li> <li>● Circuit utilization to PSAP</li> <li>● All NGCS element usage volumes (all elements used in the NG911 Service Provider's NG911 System)</li> <li>● End-to-end call-flow analysis</li> <li>● Event by incoming IP address</li> <li>● NOC-to-NOC reporting, trouble reporting, and tracking</li> <li>● Root cause analyses</li> <li>● Service availability for each component including ESInet segments</li> <li>● Monitoring, alarming, and logging</li> <li>● MOS</li> </ul> <p>The NG911 Service Provider should provide a list of all available reports and provide at least three report examples.</p>	<p><b>Yes.</b></p> <p>The 911Logix platform exceeds these requirements.</p> <p>A live demo is the easiest way to see this in action, but we have provided the requested information in</p> <p>The list of all available reports are as follows:</p> <p>Call Totals</p> <p>Calls by Hour</p> <p>Calls by Hour, By Class of Service</p> <p>Calls by Day of Week</p> <p>Calls by Position</p> <p>Calls by Class of Service</p> <p>Calls by Service Provider</p> <p>Dynamic</p> <p>Call Duration</p> <p>Call Duration by Hour</p> <p>Duration by Second</p> <p>Duration by Class of Service</p> <p>Abandoned Calls</p> <p>Call Flow</p> <p>Short Calls</p> <p>Average Ring Time</p> <p>Ring Time by Hour</p> <p>Ring Time Groups</p>			
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		<p>Ring Time Groups by Day</p> <p>Calls by Trunk</p> <p>Calls by Type</p> <p>Examples of these reports found <a href="#">here</a>.</p> <p><b>1.04 (a1) Attachment Functionality Checklist RPT-002.b - reporting platform</b></p>			
5	<p><b>RPT004</b> Access to logs via Reporting Platform:</p> <p>The NG911 Service Provider should provide access to the system logs using the existing platform or another similar platform. This should include:</p> <ul style="list-style-type: none"> <li>• Transactional database log associated with each SIP header and URI, and additional information provided to access by the County</li> <li>• 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</li> </ul>	<p><b>Yes.</b></p> <p>The 911Logix platform exceeds these requirements, with an advanced reporting tool that allows for the aggregation of numerous sources of data and allows for visualization, reporting and trending of ingress content in a NG911 network.</p> <p>Visualization and reporting from the largest to the smallest of views with the ability to partition and manage content in the appropriate containers for the addressable customer base for NG911.</p> <p>See also:</p>			

	<p>overflow), which includes call counts</p> <ul style="list-style-type: none"> <li>• Log retrieval should be available by groups of calls (e.g., 911 versus non-emergency) and date range of calls.</li> </ul>	<p><b>1.04 (a1) Attachment Functionality Checklist RPT-002.b - reporting platform</b></p>			
6	<p><b>RPT005</b> Real Time System Monitoring:</p> <p>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.</p>	<p><b>Yes.</b></p> <p>While the name of the <i>existing platform</i> is not stated, we have assumed it is ECaTS. INdigital can support a network activity feed to ECaTS.</p> <p>The 911Logix platform proposed vastly exceeds the capability of this platform, and exceeds these requirements.</p> <p>See also:</p> <p><b>1.04 (a1) Attachment Functionality Checklist RPT-002.b - reporting platform</b></p>			

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.**

<b>Vendor Name:</b>	Indigital
<b>Vendor Type (Manufacturer, Reseller, Other? If Other, specify.):</b>	NG911 Solution Provider
<b>Vendor Contact Person's Name / Title / Email Address:</b>	Robert Brown / CIO / rbrown@indigital.net
<b>Product Name / Description:</b>	Industry standards compliant Next Generation Core Services (NGCS) and Emergency Services IP Network (ESINet) including other services that form an NG9-1-1 System.
<b>Solicitation Number and Title (If applicable):</b>	0.01 GEN2129421P1, Next Generation 911 (NG911) Broward County RFP

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	<b>REQUIRED RESPONSE:</b> Will your organization provide <b>SOFTWARE-AS-A-SERVICE (SaaS)</b> ? (e.g. Software-as-a-service/SaaS, application, website)		Yes	Our Texty, 911Logix, and some of the NGALI solutions are hosted web applications.
2	<b>REQUIRED RESPONSE:</b> Will your organization provide <b>HOSTING SERVICES</b> ?		No	
3	<b>REQUIRED RESPONSE:</b> Will your organization provide <b>APPLICATION DEVELOPMENT SERVICES</b> ? (e.g. on-premise, mobile, web, or other custom code)		Yes	Many of the supporting applications are custom developed
4	<b>REQUIRED RESPONSE:</b> Will your organization provide <b>MANAGED OR PROFESSIONAL SERVICES (UNSUPERVISED BY COUNTY PERSONNEL)</b> ? <small>(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.)</small>		Yes	NG ALI DB services and emergency request aggregation from providers and delivery to PSAP functions
<b>STOP: If you selected NO for Questions 1 through 4 above, PROCEED TO SECTION 2.</b>				
5	<b>Supporting Documentation (Upon County's request)</b>	Provide the following:		
6		b) Security / Network Architecture diagram (for SaaS and Hosting)		
7		c) Secure Coding standard (for Application Development Services only)		
8		d) Application Security Program standard (for Application Development Services only)		
9	<b>Audit Reporting Requirements</b>	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)? <small>(Note: For any SaaS or hosted application, the SOC report should be for the organization or application specifically, not the datacenter only.)</small>	No	
10	<b>Payment Card Industry (PCI) environments - Applicable only if Organization or its proposed subcontractor processes or collects credit card information.</b>	Does your organization have a current Payment Card Industry (PCI)	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?	No	
13	<b>Electronic Protected Health Information (ePHI) - Applicable only if Organization has access to or will be hosting or storing County ePHI.</b>	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	<b>Roles &amp; Responsibilities</b>	Has your organization appointed a central point of contact for security coordination?	Yes	Robert Brown, CIO
18		Does your organization have an expected timeframe to respond to initial contact for security related issues? Provide timeframe.	Yes	15 minutes
19		Does your organization define the priority level of an issue (e.g., minor vs. major, 0-4 scale, etc.)? Describe.	Yes	In the situation where multiple events or incidents are occurring the team(s) may need to prioritize response
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	See above Section 1 row 19
21	<b>Federated Identity Management and Web Services Integration</b>	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.	No	
22		Does your organization use web services and/or data import/export	Yes	FTP is used over secure methods to supports records
23	<b>External Parties</b>	Will third parties, such as IT service providers have access to the	Yes	OTM Cyber is the third party security vendor
24		Does your organization have a Disaster Recovery and Continuity of	Yes	See above Section 1 row 23
25		Does your organization outsource any aspect of the service to a third	Yes	In addition to Section 1 row 23, AK Associates will
26		Does your organization utilize any off-shore resources for development?	Yes	Spain
27		Does your organization build the application in-house?	Yes	
28		Does your organization share customer data with or enable direct	Yes	See above Section 1 row 25
29		Will any proposed subcontractors process, access, transmit or store any	Yes	See above Section 1 row 25
30		Do all proposed subcontractors contractually comply with your	Yes	

31		Does your organization regularly audit your critical vendors? Describe.	Yes	Yes, our vendor and their agreements are reviewed
32	<b>Information Security Policy &amp; Risk Assessment</b>	Does your organization have documented standard policies and	Yes	
33		Does your organization have a process that addresses: (a) the	Yes	
34	<b>Regulatory Compliance</b>	Is the product or solution currently certified by any security standards?	N/A	
35		Does your organization have a documented process to identify new laws	Yes	INDigital has members focused on regulatory
36		Has your organization experienced a data breach within the past five	No	
37		Does your organization have procedures for preservation of electronic	Yes	
38	<b>During Employment – Training, Education &amp; Awareness</b>	Have employees and proposed subcontractors received formal	Yes	Annually
39		Have your organization's security policies and procedures been	Yes	
40		Are periodic security reminders provided to your organization's	Yes	We conduct quarterly phish testing.
41	<b>Background Checks</b>	Does your organization perform background checks (e.g., credential	Yes	This is done at the time of hire and as needed based
42		Are individuals who would have access to the County's data subjected	No	This is not done today. If it is required by contract see
43	<b>Prior to Employment - Terms and</b>	Are employees and proposed subcontractors required to sign a non-	Yes	
44		If so, are employees and proposed subcontractors required to sign the	No	
45	<b>Termination or Change in Employment</b>	Does your organization require that all equipment of any terminated	Yes	
46		Upon transfer, is existing access reviewed for relevance for employees	Yes	
47	<b>Secure Areas</b>	Does your organization have effective physical access controls (e.g.,	Yes	
48		Is a locked screensaver displayed on unattended workstations?	Yes	
49		Do personnel abide by a clean desk policy to remove and secure	Yes	
50		Does your organization have a contingency plan in place to handle	No	
51		Are physical access controls authorized? Describe who is responsible	Yes	The management team and Cyber Security group work
52		Are there policies and procedures to document repairs and modifications	Yes	
53		Are employees or subcontractors permitted access to customer	No	
54	<b>Application and Information Access Control - Confidential System</b>	Are systems and networks that host, process, and/or transfer	Yes	
55		Are internal and external networks separated by firewalls with access	Yes	
56	<b>Data Security</b>	Are development and test environments separate from production	Yes	
57		Does your organization apply database and application logical	Yes	
58		Is this a multi-tenant solution?	Yes	
59		Will County's data be co-mingled with data of any other customer?	Yes	
60		Does your organization provide a means to encrypt data at rest (e.g.,	Yes	
61		Will County's data be processed, accessed, transmitted or stored	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).	Yes	Use of secure protocols and encryption
63		Is there a standard approach for protecting network devices to prevent	Yes	Use of firewalls
64		Does your organization use email encryption to protect	Yes	
65		Are employees permitted to work remotely from a facility not owned or	Yes	
66		Are encrypted communications required for all remote connections?	Yes	
67		Does your organization use a secure VPN connection with third parties	Yes	
68		Does your organization have protections in place for ensuring secure	Yes	
69		Is there a formal (documented, approved, published, communicated,	Yes	
70		Can your organization restrict access to the solution to and from the	Yes	INDigital would require greater protections or additional
71	<b>Audit Logging</b>	Does the software or solution perform audit logging? Describe.	Yes	security devices and supporting systems
72		Does the software or solution allow for the configuration of audit log	Yes	
73		Does the software track events for user activity (e.g., failed/successful	Yes	Security events are logged
74	<b>Vulnerability Assessment and Remediation</b>	Does your organization perform periodic vulnerability scans on your IT	Yes	By contract for applicable systems, typically quarterly
75		Are internal or proposed subcontractors vulnerability assessments	No	
76		Does your organization have a security patch management cycle in	Yes	
77		Does your organization provide disclosure of vulnerabilities found in your	Yes	Notification by contract for applicable and
78		Does your organization notify customer of applicable patches?	Yes	
79	<b>Security Monitoring</b>	Are third party connections to your network monitored and reviewed to	Yes	
80		Does your organization monitor your systems and networks for security	Yes	We monitor most devices for availability, uptime, drive
81		Does your organization periodically review system activity? Provide	Yes	24/7/365
82	<b>Identity &amp; Access Management</b>	Does your organization have a formal access authorization process	Yes	
83		Are systems and applications configured to restrict access only to	Yes	
84		Is there a list maintained of authorized users with general access and	Yes	
85		Does your organization maintain a list of "accepted mobile devices"	No	
86		Is a Data Loss Prevention (DLP) in place to prevent the unauthorized	No	
87		Is software installation for desktops, laptops, and servers restricted to	No	
88		Does software or system have automatic logoff for session inactivity?	Yes	
89		Does your organization control and monitor access to application source	Yes	
90		Does your organization deny developers access to production	No	There is a process in place to ensure a proper code
91		Are user IDs for your system uniquely identifiable?	Yes	
92		Does your organization have any shared accounts? Describe.	Yes	By policy this is not allowed however there are a few
93		Will your organization allow remote access from proposed	Yes	It can be setup in this manner however typically our
94		Can service accounts be configured to run as non-privileged user (i.e.,	Yes	
95		Is Multi-Factor Authentication (MFA) required for employees/contractors	Yes	
96		Is Multi-Factor Authentication (MFA) included as a feature in the	Yes	
97	<b>Entitlement Reviews</b>	Does your organization have a process to review user accounts and	Yes	Annually
98	<b>Antivirus</b>	Is antivirus software installed and running on your computers and	Yes	
99		Is this antivirus product centrally managed (e.g., monitored to verify all	Yes	We utilize two different manufacturers for EDR to
100		Does your organization have a process for detecting and reporting	Yes	
101	<b>Network Defense and Host Intrusion Prevention Systems</b>	Does your organization have any Intrusion Protection System (IPS) in	Yes	
102		Are employees prevented from using personally owned smart phones or	Yes	
103	<b>Media Handling</b>	Does your organization have procedures to protect documents and	Yes	
104		Is confidential data encrypted when stored on laptop, desktop, server	Yes	
105		Are backup archives stored externally / offsite from your facility?	Yes	
106	<b>Secure Disposal</b>	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	<b>Separation of Duties</b>	Are duties separated (e.g., front desk duties separated from accounting,	Yes	
108	<b>Change Management</b>	Do formal testing and change management procedures exist for	Yes	
109	<b>Incident Management</b>	In the event of a major security incident or data breach, do you provide	Yes	INDigital will leverage our third party oversight
110		Does your organization identify, respond to, and mitigate suspected or	Yes	
111		Does your organization have a formal incident response and data	Yes	
112		Is evidence properly collected and maintained during the investigation of	Yes	
113		Are incidents identified, investigated, and reported according to	Yes	
114		Are incidents escalated and communicated? Describe.	Yes	Per our policy and according to SLA's
115		Do you have a contingency plan in place to handle emergency access to	Yes	
116	<b>Disaster Recovery Plan &amp; Backups</b>	Does your organization have a mechanism to back up critical IT systems	Yes	Daily incremental backups with weekly full backups. All
117		Does your organization periodically test your backup/restoration plan by	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	No	
121	<b>Product Security Development Lifecycle</b>	Does your organization have any product pre-release security threat	Yes	We have a peer review process, leverage OWASP
122		Does your organization maintain an end-of-life-schedule for the		

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?		
125	<b>Crypto Materials and Key</b>	Does your organization have a centralized key management program in	Yes	
126	<b>Secure Software Design/Testing</b>	Is the software currently certified by any security standards? (e.g.,	Yes	Our development teams follow the OWASP model
127		Has the software been developed following secure programming	Yes	See above Section 1 row 126
128		Does your organization use automated tools for security testing or code	Yes	Kali Linux, Sqlimap, OWASP Zap, Nessus and
129		Does your organization perform security testing based on industry	Yes	See above row 126
130		Does your organization remediate all vulnerabilities identified prior to	Yes	
131		Is your organization outsourcing any aspect of the service to a third	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	Yes	
134	<b>Application Development Services -</b>	Does your organization's development and testing teams receive training	N/A	
135	<b>This section is applicable only if</b>	Does your organization's development team use a development	N/A	
136	<b>Organization is providing</b>	Does your organization follow secure coding development standards?	N/A	
137	<b>Application Development Services</b>	Does your organization have a security methodology for continuous	N/A	
138	<b>(e.g. on-premise, mobile, web, or</b>	Does your organization review security at each phase of the software	N/A	
139	<b>other custom code)</b>	Does your organization use an industry standard methodology for	N/A	
140		Does your organization use automated tools for security testing or code	N/A	
141		Does your organization perform security testing based on industry	N/A	
142		Does your organization use an independent third party for periodic	N/A	
143		Does your organization perform peer code reviews on source code prior	N/A	
144		Does your organization remediate all vulnerabilities identified prior to	N/A	
145		Is your organization outsourcing any aspect of the development to a	N/A	
146		Will the County receive a copy of the source code?	N/A	
147	<b>Generative Artificial Intelligence</b>	Is GenAI used as a component of or in the research, development, or	No	
148	<b>(GenAI) - Refers to artificial</b>	production of this solution or service?		
149	<b>intelligence technology that can</b>	Is GenAI used in any way to provide ongoing support to this system or	No	
150	<b>produce various types of content</b>	Does the proposed product or solution use a GenAI model that was	No	
151	<b>such as text, images, music, videos,</b>	Does the proposed product or solution use a GenAI model that was	No	
152	<b>code, etc., based on inputs or</b>	Does this solution interface with a third-party GenAI product?	No	
153	<b>prompts to create derived synthetic</b>	Does this solution interface with any free or open source GenAI	No	
	<b>content beyond analyzing or acting</b>	Does your organization have policies and procedures including	No	
	<b>on existing data.</b>	governance, privacy and security implemented to validate information		
		generated by the GenAI for accuracy?		
154		Is data labeling used to identify content generated by the GenAI product	No	
155		Are data sources (e.g., social media, news articles, scientific journals)	No	
156		Will County data be used to train or fine tune the GenAI model used in	No	
157		Does your organization have a standard in place to update data used in	No	
158		Does your organization have established copyright and authorized use	No	
159		Is PII information handled or stored by this GenAI solution?	No	
160		Will any County data be stored or accessed by the GenAI component?	No	
161		Does your organization perform continuous monitoring to detect GenAI	No	
162		Does your organization have security controls implemented to secure	No	
		the confidentiality of data entered in the GenAI product or solution?		
163		Will the system continue to function if the GenAI service is not	No	
164		Does your organization have a procedure implemented to identify,	No	
165		Does your organization perform security testing to identify GenAI	No	
166		Are employees allowed to use GenAI technology from a personal device	No	
167		Has a third party vendor risk assessment been performed on this GenAI	No	

**SECTION 2: SOFTWARE INSTALLED IN COUNTY'S NETWORK**

No.	Area	Question	Vendor Response	
			YES/NO	Comments
1	<b>REQUIRED RESPONSE:</b> Will your organization provide <b>SOFTWARE INSTALLED LOCALLY IN COUNTY NETWORK?</b>		No	
<b>STOP: If you selected NO for Question 1, PROCEED TO SECTION 3.</b>				
2	<b>Supporting Documentation</b>	Provide the following:		
3	<i>(Upon County's request)</i>	a) Network connectivity requirements		
4	<b>Reseller</b>	Will your organization act as a reseller to provide software to the		
5	<b>Software Installation Requirements</b>	Can the application and service accounts used to run the application be		
6		Does software require admin rights to be installed? Describe the level of		
7		administrative access the software will need on the County domain.		
8		Is remote access required for installation and support? Describe.		
9		Can the software be installed on and operated in a virtualized		
10	<b>Third Party Software Requirements</b>	Is third party software (e.g., Java, Adobe, Log4j) required to be installed		
11		Are you using any open source software components (e.g., no paid		
12	<b>Secure Software Design/Testing</b>	Will the software remain compatible with all updates and new releases		
13		Is the software currently certified by any security standards? (e.g., PCI-		
14		Has the software been developed following secure programming		
15		Does your organization use automated tools for security testing or code		
16		Does your organization perform security testing based on industry		
17		Does your organization remediate all vulnerabilities identified prior to		
18		Is your organization outsourcing any aspect of the service to a third		
19		Is the product engineered as a multi-tier architecture design?		
20	<b>Audit Logging</b>	Does your organization have capability to respond to and update product		
21		Does software or solution perform audit logging? Describe.		
22		Does software or solution allow for the configuration of audit log		
23		Does software have audit reporting capabilities (e.g., user activity,		
24	<b>Security Updates/Patching</b>	Does software have a security patch process? Describe your software		
25	<b>Secure Configuration / Installation</b>	Does your organization support electronic delivery of digitally signed		
26	<b>(i.e. PA-DSS configuration)</b>	Does software allow for secure configuration and installation (e.g., OS		
27	<b>Confidential Data</b>	Will software or solution process or collect credit card information?		
28		Does product or solution process, store or transmit confidential data		
29		(e.g., Social Security Number, Date of Birth, Credit Card information)?		
30	<b>Encryption</b>	Does software restrict confidential data (e.g., Social Security Number or		
31		Does software have documentation showing where all confidential data		
32	<b>Authentication</b>	Does software support encryption of data in motion (e.g., SSL)?		
33	<b>Roles and Responsibilities</b>	Does software support encryption of data at rest (e.g., column-level		
34		Does product have Single Sign-on (SSO) and Federated Identity		
35		Does software provide role-based access control?		
36	<b>Product Security Development</b>	Is a service account required for this software to run?		
37	<b>Lifecycle</b>	If so, does the service account require admin rights?		
38		Does organization have any product pre-release security threat modeling		
39	<b>Regulatory Compliance</b>	Does your organization maintain end-of-life-schedule for the software		
		Is product or service within three years of end of life?		
		Is the software or solution currently certified by any security standards		

40	<b>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</b>	Is GenAI used as a component of or in the research, development, or			
41		Is GenAI used in any way to provide ongoing support to this system or			
42		Does the proposed product or solution use a GenAI model that was			
43		Does the proposed product or solution use a GenAI model that was			
44		Does this solution interface with a third-party GenAI product?			
45		Does this solution interface with any free or open source GenAI			
46		Does your organization have policies and procedures including			
47		Is data labeling used to identify content generated by the GenAI product			
48		Are data sources (e.g., social media, news articles, scientific journals)			
49		Will County data be used to train or fine tune the GenAI model used in			
50		Does your organization have a standard in place to update data used in			
51		Does your organization have established copyright and authorized use			
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			
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				
57	Does your organization have a procedure implemented to identify,				
58	Does your organization perform security testing to identify GenAI				
59	Are employees allowed to use GenAI technology from a personal device				
60	Has a third party vendor risk assessment been performed on this GenAI				
<b>SECTION 3: HARDWARE</b>					
No.	Area	Description	YES/NO	Vendor Response Comments	
1	<b>REQUIRED RESPONSE:</b> Will your organization provide <b>HARDWARE</b> ?		Yes		
<b>STOP: If you selected NO to Question 1, SKIP THIS SECTION.</b>					
2	<b>Reseller</b>	Will your organization act as a reseller to provide hardware products to	No		
3	<b>Secure Hardware Design/Testing</b>	Is the hardware currently certified by any security standards (e.g., NIST	Yes	The hardware utilized is all COTS and FIPS compliant	
4		Has the software been developed following secure programming	Yes	See above Section 1 row 126	
5		Does your organization use automated tools for security testing or code	Yes	See above Section 1 row 128	
6		Does your organization perform security testing based on industry	Yes	OWASP	
7		Does your organization remediate all vulnerabilities identified prior to	Yes		
8		Is your hardware scanned to detect any vulnerabilities or backdoors	Yes		
9		Is your firmware upgraded to remediate vulnerabilities? Provide	Yes	Scanning and needed updates are performed quarterly	
10		If a new vulnerability is identified, is there a documented timeframe for	Yes	If a manufacturer releases a critical update based on	
11		Do you implement security measures during the manufacturing of the	No		
12		Is your organization outsourcing any aspect of the service to a third	Yes	See above Section 1 row 25	
13		Are there physical security features used to prevent tampering of the	Yes	Building access controls such as locks and cameras.	
14	<b>Security Updates/Patching</b>	Does the hardware have a security patch process? Describe your	Yes	See above Section 3 rows 9 & 10	
15		Are there contingencies where key third-party dependencies are	N/A		
16		Will your organization provide a Software Bill of Materials (SBOM) listing	Yes		
17	<b>Identity &amp; Access Management</b>	Are remote control features embedded for the manufacturer's support or	No	Remote access will be supported through VPN using	
18		Do backdoors exist that can lead to unauthorized access? Describe.	No		
19		Do default accounts exist? List all default accounts.	No		
20		Can default accounts and passwords be changed by Broward County?	No		
21		Can service accounts be configured to run as non-privileged user (i.e.,	Yes		
22	<b>Confidential Data</b>	Does the product or solution collect confidential data (e.g., Social	No		
23	<b>Roles and Responsibilities</b>	Is a service account required for this hardware?	No		
24		If so, does the service account require admin rights?	No		
25	<b>Product Security Development Lifecycle</b>	Is an end-of-life schedule maintained for the hardware?	Yes	We support a quarterly release for software and	
26		Is any proposed product or service within three years of end of life?	No		
27	<b>Media Handling</b>	Does your organization have a secure data wipe and data destruction	Yes	By policy we have a contract for data destruction of	
28	<b>Regulatory Compliance</b>	Is the hardware currently certified by any security standards? (e.g., PCI-	Yes	See above Section 3 row 3.	
29		Will the product or solution process or collect credit card information?	No		
30		Does your organization have a process to identify new laws and	Yes	See above Section 1 row 35.	
31		<b>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.</b>	Is GenAI used as a component of or in the research, development, or	No	
32			Is GenAI used in any way to provide ongoing support to this system or	No	
33			solution (e.g., client chatbot for support requests)?	No	
34			Does the proposed product or solution use a GenAI model that was	No	
35			Does the proposed product or solution use a GenAI model that was	No	
36			Does this solution interface with a third-party GenAI product?	No	
37			Does this solution interface with any free or open source GenAI	No	
38	Does your organization have policies and procedures including		N/A		
39	Is data labeling used to identify content generated by the GenAI product		N/A		
40	Are data sources (e.g., social media, news articles, scientific journals)		N/A		
41	Will County data be used to train or fine tune the GenAI model used in		N/A		
42	Does your organization have a standard in place to update data used in		N/A		
43	Does your organization have established copyright and authorized use		N/A		
44	Is PII information handled or stored by this GenAI solution?		N/A		
45	Will any County data be stored or accessed by the GenAI component?		N/A		
46	Does your organization perform continuous monitoring to detect GenAI		N/A		
47	Does your organization have security controls implemented to secure the confidentiality of data entered in the GenAI product or solution?	N/A			
48	Will the system continue to function if the GenAI service is not	N/A			
49	Does your organization have a procedure implemented to identify,	N/A			
50	Does your organization perform security testing to identify GenAI	N/A			
51	Are employees allowed to use GenAI technology from a personal device	No			
	Has a third party vendor risk assessment been performed on this GenAI	N/A			

## Responses

Success: All data is valid!

Status	Bid/No Bid Decision	#	Item	Item Description	Quantity Required	Unit of Measure	Numeric	
							Unit Price	Total Cost

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	\$ 73,137.24	\$ 73,137.24
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	\$ 43,882.34	\$ 43,882.34
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).	1	Lumpsum	\$ 38,698.80	\$ 38,698.80
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	\$ 29,254.89	\$ 29,254.89
Basket Total								\$ 184,973.27

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	\$ 57,521.22	\$ 57,521.22
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, POI, LNG, LSRG, 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	1	Lumpsum	\$ 0.00	\$ 0.00
Basket Total								\$ 57,521.22

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 sessions.	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	\$ 142,623.04	\$ 1,711,476.48
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	12	Month	\$ 11,660.63	\$ 139,927.56
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	\$ 11,660.63	\$ 139,927.56

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	\$ 1,117.20	\$ 13,406.40
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	\$ 9,994.83	\$ 119,937.96
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								\$ 2,124,675.96

**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	12	Month	\$ 142,623.04	\$ 1,711,476.48
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	\$ 11,660.63	\$ 139,927.56
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	12	Month	\$ 11,660.63	\$ 139,927.56
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	\$ 1,117.20	\$ 13,406.40
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	12	Month	\$ 0.00	\$ 0.00
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	12	Month	\$ 9,994.83	\$ 119,937.96
Basket Total								\$ 2,124,675.96

**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	12	Month	\$ 142,623.04	\$ 1,711,476.48
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	\$ 11,660.63	\$ 139,927.56

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	\$ 11,660.63	\$ 139,927.56
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	\$ 1,117.20	\$ 13,406.40
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 counties).	12	Month	\$ 0.00	\$ 0.00
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	\$ 9,994.83	\$ 119,937.96
Basket Total								\$ 2,124,675.96

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.

Success: All values provided	Bid	#7-1	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 4 to provide Ongoing Hosting during Post.	12	Month	\$ 142,623.04	\$ 1,711,476.48
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	\$ 11,660.63	\$ 139,927.56
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	\$ 11,660.63	\$ 139,927.56
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	\$ 1,117.20	\$ 13,406.40
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 counties).	12	Month	\$ 0.00	\$ 0.00
Success: All values provided	Bid	#7-6	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 4 to provide OSP connectivity to POIs within Broward County.	12	Month	\$ 9,994.83	\$ 119,937.96
Basket Total								\$ 2,124,675.96

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	\$ 142,623.04	\$ 1,711,476.48
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	\$ 11,660.63	\$ 139,927.56
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	\$ 11,660.63	\$ 139,927.56
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	\$ 1,117.20	\$ 13,406.40

Success: All values provided	Bid	#8-5	<b>Connectivity to other networks (within Neighboring Counties)</b>	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 counties).	12	Month	\$ 0.00	\$ 0.00	
Success: All values provided	Bid	#8-6	<b>OSP in county POI connectivity</b>	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 5 to provide OSP connectivity to POIs within Broward County.	12	Month	\$ 9,994.83	\$ 119,937.96	
Grand Total								<b>\$ 10,865,874.29</b>	

## Primary Responses

Success: All data is valid!

Status	Bid/No Bid Decision	#	Item	Item Description	Quantity Required	Unit of Measure	Numeric	
							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	\$ 142,623.04	\$ 1,711,476.48
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	\$ 11,660.63	\$ 139,927.56
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	12	Month	\$ 11,660.63	\$ 139,927.56
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	\$ 1,117.20	\$ 13,406.40
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	\$ 0.00	\$ 0.00
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	12	Month	\$ 9,994.83	\$ 119,937.96
Basket Total							\$ 2,124,675.96	

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	\$ 142,623.04	\$ 1,711,476.48
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 for price.	12	Month	\$ 11,660.63	\$ 139,927.56
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	12	Month	\$ 11,660.63	\$ 139,927.56

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	\$ 1,117.20	\$ 13,406.40	
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	\$ 0.00	\$ 0.00	
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	12	Month	\$ 9,994.83	\$ 119,937.96	
Basket Total							\$ 2,124,675.96		

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	\$ 142,623.04	\$ 1,711,476.48	
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 for price.	12	Month	\$ 11,660.63	\$ 139,927.56	
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	12	Month	\$ 11,660.63	\$ 139,927.56	
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 for price.	12	Month	\$ 1,117.20	\$ 13,406.40	
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	\$ 0.00	\$ 0.00	
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	12	Month	\$ 9,994.83	\$ 119,937.96	
Basket Total							\$ 2,124,675.96		

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	\$ 142,623.04	\$ 1,711,476.48
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 for price.	12	Month	\$ 11,660.63	\$ 139,927.56
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	\$ 11,660.63	\$ 139,927.56
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 for price.	12	Month	\$ 1,117.20	\$ 13,406.40
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	\$ 0.00	\$ 0.00
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	\$ 9,994.83	\$ 119,937.96
Basket Total							\$ 2,124,675.96	

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	\$ 142,623.04	\$ 1,711,476.48
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	\$ 11,660.63	\$ 139,927.56
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	\$ 11,660.63	\$ 139,927.56
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 for price.	12	Month	\$ 1,117.20	\$ 13,406.40

Success: All values provided	Bid	#5-5	<b>Connectivity to other networks (within Neighboring Counties)</b>	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	\$ 0.00	\$ 0.00	
Success: All values provided	Bid	#5-6	<b>OSP in county POI connectivity</b>	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	12	Month	\$ 9,994.83	\$ 119,937.96	
Grand Total								<b>\$ 10,623,379.80</b>	