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Solicitation No: GEN2129421P1, Next Generation 911 Evaluation Criteria Response Matrix	Vendor Name and Responses
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1. Ability of Professional Personnel ***(Max 8 points)***	*Vendor's Response*
A. Ability of Professional Personnel: Describe the qualifications and relevant experience of the Project Manager and all key staff, including subconsultants, intended to be assigned to this Project. Include resumes for the Project Manager and all key staff described. Refer to General Compliance sections for requirements: i. Professional Services Requirements: **PS001.a, PS001.b, PS001.c, PS002.b, PS006.b, PS007.b, and PS008.b** ii. Organizational Chart: **PS009** **Points Value: 3**	**PS001.a Project Management:** The Project Manager (PM) and Senior Technical Lead should remain with the project until all PSAPs are transitioned to the NG911 ESInet and Geospatial Routing. The expectation is that there is continuity and a transition period with any change that is made. The expectation is that there will be a single point of contact with the vendor post implementation. **AT&T Response:** Complies. AT&T is dedicated to ensuring seamless project management and technical leadership throughout the transition to NG911 ESInet and Geospatial Routing, as well as during post-implementation operations. In the event of personnel changes, AT&T will work closely with Broward County to ensure a smooth transition, minimizing any potential disruptions. Following implementation, AT&T will assign a dedicated Service Manager as the County's primary point of contact, ensuring consistent support and coordination. Additionally, Broward County will continue to benefit from the expertise of AT&T account team members who have supported the County for years, providing continuity, and familiarity in service delivery. **Please refer to General Compliance Vendor Matrix.**
	PS001.b Project Management: The PM should have project-related decision-making authority and be the primary point of contact between the County and the NG911 Service Provider. The County will review and approve the PM and, if the PM needs to be replaced, the County will review and approve the replacement. The PM should have at minimum, the following qualifications: • Demonstrate the knowledge, skills, and experience as a Program and/or PM. • A minimum of five (5) years of experience managing large NG911 programs and/or projects. • A minimum of three (3) years employed by the NG911 Service Provider. • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's. **AT&T Response:** Complies. AT&T's response aligns with Broward County's requirements for a Project Manager (PM) to oversee the transition to NG911 ESInet and Geospatial Routing. The AT&T PM will serve as the primary point of contact, ensuring effective communication, coordination, and decision-making throughout the project lifecycle. The proposed PM will meet the County's requirements. **Please refer to General Compliance Vendor Matrix.**
	PS001.c Project Management: The NG911 Service Provider should provide the proposed PM's resume. **AT&T Response:** Complies. **Please see AT&T Attachment B – AT&T Project Manager Resume** **Please refer to General Compliance Vendor Matrix.**
	PS002.b Project Plan: The plan should describe the schedule, processes, communications, risk and mitigation factors, and detailed integration of functional elements including features that may be staged for implementation such as geospatial routing. The plan should include the following: 1. Implementation Schedule 2. Continuation of Operations (COOP) Plan, including, at a minimum: a) Lists of critical systems b) Restoration procedures c) Exercise or testing procedures 3. Post-deployment Operational and System Security Plans 4. Detailed description of the activities, personnel, schedule, standards, and methodology 5. Acceptance Test Plan, including, at a minimum: a) Test scripts and method b) Strategy and procedure c) Expected results for each element 6. Project Plan Change Management process 7. Communication Plan, including, at a minimum: a) Adequate measures to communicate with vendors to resolve issues b) Communicate resolution end-to-end 8. Incident Response Plan 9. Incident Communication Plan 10. Escalation Procedures 11. Risk Register and Mitigation Plans 12. Lifecycle Management Plan a) System Security Plan b) Plan of Action and Milestones 13. Product Roadmap The NG911 Service Provider should provide an example of project plan and the expected project schedule. **AT&T Response:**

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	Complies. 1. Implementation Schedule: • See AT&T Attachment F - Implementation Schedule 2. Continuation of Operations (COOP) Plan, including, at a minimum: • See AT&T Attachment G – Continuity of Operations Plan (COOP) 3. Post-deployment Operational and System Security Plans: • See AT&T Attachment S – AT&T Business Continuity & Emergency Management • See AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide 4. Detailed description of the activities, personnel, schedule, standards, and methodology: • For the Broward County implementation plan, the following documents and information will be included as part of the overall plan: o AT&T Attachment A - Vendor Reference Verification Forms o AT&T Attachment B - AT&T Project Manager Resume o AT&T Attachment C - Technical Lead Resume o AT&T Attachment D - AT&T Service Manager Resume o AT&T Attachment F - Implementation Schedule MS Project o AT&T Attachment F - Implementation Schedule o AT&T Attachment G - Continuity of Operations Plan (COOP) o AT&T Attachment H - ORT-Acceptance Test Plan o AT&T Attachment I - Example Monthly Status Report o AT&T Attachment J - Example MOP o AT&T Attachment K - VIPER 7 i3 Deployments o AT&T Attachment L - ESInet Cutover Plan o AT&T Attachment M - AT&T Training Plan o AT&T Attachment N - Example Backup Management Guidelines o AT&T Attachment O - NENA NG-SEC ATT ESInet Audit Checklist o AT&T Attachment P - OSP Interface Specifications o AT&T Attachment Q - Viper 7 PSAPs With Text o AT&T Attachment R - OSP Tracking Report Template o AT&T Attachment S - AT&T Business Continuity & Emergency Management o AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide o AT&T Attachment U - AT&T ESInet Incident Communication Plan 5. Acceptance Test Plan, including, at a minimum: • See AT&T Attachment H – ORT-Acceptance Test Plan 6. Project Plan Change Management process: The AT&T Change Management plan includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact. Planning: AT&T will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs. The standard AT&T ESInet maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.-6 a.m. Central. MOPs (Methods of Procedures) are written, peer reviewed, and Risk Assessed prior to scheduling any event. Review: AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted. All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling: • A Risk Assessed MOP that includes a step-by-step guide of the changes being made. • Clear definition of scope • Clearly stated impacts, if any • Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration. • All event resources are clearly listed (includes escalation lists) • All event resources are clearly listed (includes escalation lists) Approval: This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service. Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and make decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required. Notification: AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center. Execution: The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms. Post Execution: The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored. See AT&T Attachment J – Example MOP 7. Communication Plan, including, at a minimum: Communication Plan To ensure effective collaboration and timely resolution of issues with vendors, our communication plan encompasses the following key measures: a. Adequate Measures to Communicate with Vendors to Resolve Issues • Designated Points of Contact (POCs): We assign dedicated POCs on both sides (project team and vendor) to streamline communication and ensure accountability. • Multi-Channel Communication: We utilize a combination of email, phone calls, and secure collaboration platforms to facilitate prompt and clear communication. • Issue Tracking System: A centralized issue tracking tool will be implemented to log, monitor, and prioritize vendor-related issues. This system allows all stakeholders to view issue status in real time. • Regular Status Meetings: Scheduled weekly or bi-weekly meetings will be held to discuss ongoing issues, progress updates, and upcoming milestones. • Escalation Protocols: Clear escalation paths are defined to promptly address unresolved or critical issues, ensuring that they are escalated to higher management when necessary. b. Communicate Resolution End-to-End • Issue Lifecycle Transparency: From identification through resolution, each issue will be documented in the tracking system with timestamps, actions taken, and responsible parties. • Resolution Confirmation: Upon resolving an issue, confirmation will be communicated to all relevant stakeholders, including a summary of the resolution steps and any preventive measures. • Post-Resolution Review: For significant issues, a review session will be conducted with vendors to analyze root causes and improve future processes. This comprehensive communication plan ensures that vendor issues are efficiently managed, with clear visibility and accountability throughout the process, promoting a successful project outcome. 8. Incident Response Plan: In the event of an unplanned outage, or intermittent outage of a system, network component, or application that has the potential to cause an adverse impact to production services, AT&T immediately engages the Incident Command System, which is based on the FEMA Incident Command Structure. The incident team, led by a qualified Incident Commander and supported by technical and operations resources, evaluates the information received, determines the problem statement, categorizes the problem severity level, and manages/works the incident until the incident objectives are met. 9. Incident Communication Plan: • See AT&T Attachment U – AT&T ESInet Incident Communication Plan

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	• See AT&T Attachment U - AT&T ESInet Incident Communication Plan 10. Escalation Procedures: AT&T ESInet support includes documented escalation procedures should customers feel the need to raise incident visibility with management personnel. Please see the "escalation procedures" table on page 26 for further detail. 11. Risk Register and Mitigation Plans To proactively manage potential risks throughout the project lifecycle, we maintain a comprehensive Risk Register coupled with a robust Mitigation Plan. This approach ensures early identification, assessment, and resolution of risks to minimize impact on project objectives. • Risk Register o Risk Identification: Potential risks are identified through collaboration with stakeholders, historical data analysis, and expert judgment. Risks may include technical, operational, financial, compliance, and external factors. o Risk Description: Each risk is clearly described, specifying its nature, cause, and potential consequences. o Risk Assessment: Risks are evaluated based on their likelihood of occurrence and potential impact on the project. This assessment helps prioritize risks for focused management. o Risk Owner: Assigning ownership ensures accountability for monitoring and managing each risk. o Risk Status: The register tracks the current status of each risk (e.g., open, monitored, mitigated, closed). Mitigation Plan o Preventive Actions: For each identified risk, specific actions are planned to reduce the likelihood of occurrence. This may include additional testing, design reviews, or process improvements. o Contingency Plans: Strategies are developed to minimize impact if a risk materializes, such as backup resources, alternative workflows, or escalation procedures. o Monitoring and Reporting: Risks are continuously monitored through regular reviews and updates to the Risk Register. Key risks and mitigation status are reported to stakeholders during project meetings. o Escalation Protocol: Critical risks are escalated promptly to higher management for decision making and resource allocation. o Continuous Improvement: Lessons learned from risk occurrences are documented and integrated into future risk management practices. This Risk Register and Mitigation Plan framework enables proactive risk management, fostering project resilience and increasing the likelihood of successful delivery. 12. Lifecycle Management Plan AT&T employs a solution lifecycle implementation methodology to ensure that all project areas of change are properly defined, designed, integrated, and deployed. The solution lifecycle implementation methodology has been developed and refined based on experience and the lessons learned migrating hundreds of systems to Next Generation 9-1-1. The methodology provides a blueprint for managing system migration and includes a project plan, templates, examples, diagrams, forms, and project communications. These project tools are tailored during the Solution Definition phase to address the specific attributes of each Next Generation system implementation and then refined during the subsequent project phases. • The AT&T Solution Delivery Lifecycle (SDLC) approach to plan, configure, network engineer, implement, test, document, train, and support AT&T services follows the AT&T time-proven Solution Delivery methodology. The lifecycle begins with Solution Definition and Architecture activities. During these initial phases, the joint AT&T and customer team members verify system application and implementation requirements, refine the solution architecture, and finalize the plan for solution deployment. Following Definition and Architecture phases, the team orders, installs, configures, tests, and trains users on customer-facing solution components as part of solution integration and deployment effort. Following successful deployment, the maintenance phase begins. The figure below provides a high-level illustration of a typical implementation. The specific timeline will be defined with Broward County and is backed by the AT&T SLA for on time delivery. **Information was redacted by AT&T.** The project supports Broward County and the PSAPs in transition to AT&T services and in the migration to i3. The project team will also collaborate with the customer on the following designs and plans: o ESInet design and implementation including call overflow and management o Text and Enhanced Data traffic analysis and demand o GIS routing data implementation and deployment plans The primary goal of the lifecycle methodology is that the project aligns with overall customer expectations and is tailored to fit the needs of the County. Please see the Solution Lifecycle table image. The Project Plan phases are described below. Solution Definition The first phase in the solution lifecycle is the Solution Definition phase, which begins with the kickoff and alignment process and is critical to the overall success of the 9-1-1 initiative. During this process, key members of the joint project team unite to identify roles, responsibilities, critical success factors, project challenges, elaborate on specific strategies and project options, confirm project scope, and finalize plans to expedite solution delivery plans and resources. The proposed solution is reviewed to align each primary stakeholder with a common vision and strategy for unified team design and planning. The AT&T team conducts current systems, processes, and site studies to understand the current system and user environment more clearly, allowing the team to plan the most effective migration path to the new system. Solution Architecture During the Solution Architecture phase, the detailed solution design is finalized based on confirmed requirements. During this phase, the team analyzes the current systems, operations, and operational procedures, identifies the human factors needs, considers implementation options, and with the Customer, commits the detailed solution design and implementation schedule. Stakeholder participation in identifying processes and standard operating impact is critical in this process to support the successful integration of the new system. It is vital that current procedures, connectivity, and routing policies are examined so that the appropriate practices are carried forward to the new system environment. Examples of critical areas to consider include load balancing philosophies and default routing rules. Initial planning for connectivity from the telephone service providers to the Points of Interconnection (POI) also begins in the architecture phase. Key solution architecture planning activities include: Detailed solution design and schematics (onsite, site-to-site, site-to-AT&T, firewalls, routers, etc.) ESInet and IP specifications • Originating service provider connectivity specifications • Physical requirements (e.g., equipment room design, floor loading) • Call transfer requirements Training plan and schedule • Refined project plan and timeline Solution Integration During the Solution Integration phase, the components of the solution, including processes, applications, servers, network components, and data flow, are engineered and ready for deployment. All network, regional, and customer premise components are delivered, and the equipment rooms and other facilities are readied. Coordination with wireline, wireless, and VoIP telephone service providers is an essential part of this stage to plan for the 9-1-1 services management transition. Originating service providers receive all necessary information and detail to obtain connectivity to the AT&T systems and the service provider's connectivity to the POIs is engineered and ordered. Collaborating closely with stakeholder groups, the project team designs customized provisioning plans (including incoming trunk route plans, bridge lists, and dialing plans). Additionally, the documentation and training developers customize the user and process documents and various training courseware, if needed, to meet the needs of Broward County. Solution Deployment During the Solution Deployment phase, all network components and equipment connectivity are validated, and acceptance tests are performed, metrics tracking and reporting is initiated, and training is provided. After completed non-live call testing, the system begins supporting live 9-1-1 traffic. In preparation for deployment and in partnership with Broward, the AT&T Project Manager finalizes the cutover plan, including procedures for notification concerning schedule specifics. Prior to the commencement of cutover, the project team members will hold a cutover meeting with Broward County and the telephone service providers. The purpose of this meeting is to discuss the progress of activities and the cutover readiness. PSAP training is provided in accordance with the detailed training rollout plans. The system will then undergo a system acceptance test and quality walkthrough. Once complete, and in agreement with the Broward County, a live-traffic cutover will then commence. Once live traffic has moved to the system, the maintenance period begins. Solution Maintenance The Solution Maintenance phase begins once live traffic is transferred onto any part of the system. During this phase, AT&T provides ongoing tiered support services to monitor service level performance, manage help desk requests, escalate support procedures, and support Broward County to reach the highest level of operational excellence. The solution support team is in place to receive, analyze, and rectify problems and information requests throughout the term of the contract. AT&T takes great pride in our well-honed processes and procedures, and, as a result, we are a well suited, trusted partner. Our hardened process for delivering products to market leverages a proven project approach based on our extensive industry experience in successfully completing projects similar in scope to the project outlined in this RFP. Our skilled project team will work closely with you to ensure your project goals are not only met but exceeded. See AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide See AT&T Attachment F - Implementation Schedule

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	13. Product Roadmap • AT&T ESInet™ Roadmap Vision Next Generation 9-1-1. Smarter. Faster. More Connected. Empowering Public Safety with Innovation AT&T ESInet™ is leading the transformation of emergency communications with a roadmap focused on delivering smarter, faster, and more reliable 9-1-1 services. Upcoming enhancements will allow citizens to send real-time photos and videos directly to 9-1-1 call centers, giving first responders instant visual context to emergencies. Select 2026 Toyota vehicles will automatically transmit crash data—including airbag status and precise location—directly to AT&T-connected Public Safety Answering Points (PSAPs), helping emergency teams respond with greater speed and precision. Built for the Future of Emergency Response Behind the scenes, AT&T is integrating cloud-native call handling emergency backup, predictive AI, and advanced multimedia routing to streamline operations and reduce response times. These innovations ensure PSAPs are equipped to handle modern communication formats, mitigate threats like telephony denial-of-service (TDOS) attacks, and stay ahead of evolving public safety needs. With AT&T ESInet™, communities gain a future-ready emergency network that enhances safety, saves lives, and builds trust when it matters most. **Please refer to General Compliance Vendor Matrix.**
	PS006.b Progress Reports: Monthly or weekly progress reports should contain details relating to the following tasks: • Activities to include: o Accomplishments since the previous reporting period o PSAP data gathering o Staging and lab testing o Installation, set up, and configuration o Device and circuit installation progress at each site o Connectivity information for CHE provider o ALI/Location Database (LDB) transition o GIS data readiness o NGCS provisioning status • Updated schedule and comparison to baseline • Issue tracking with classification of issues (i.e., critical, major, and minor) • Pre-cutover testing • Cutover schedule plans The NG911 Service Provider should provide an example of a monthly status report. **AT&T Response:** Complies. Project management involves planning, organizing, and managing of resources to achieve specific goals and objectives. Progress status reports are a key part of project management and provide a way to track and communicate the progress of a project to stakeholders. Progress Reports and status information are provided at regular intervals coordinated with customers. We will facilitate weekly project calls followed by a written progress report, that will be distributed within 24 hours of the call, and that captures the minutes and action item updates from the prior biweekly project call. Our progress status reports are designed to: Monitor the project's progress: Progress reports allow project managers to monitor the progress of a project and identify any areas that need improvement • Keep stakeholders informed: Progress reports keep stakeholders informed about the project's status, including its goals, timeline, budget, and any issues that may arise. • Facilitate decision-making: Progress reports provide the information needed to make informed decisions about the project, such as changes to the project plan or budget. • Foster accountability: Progress reports hold team members accountable for their progress and ensure that everyone is working towards the project's goals. A typical progress status report includes the following information: • Project overview: A summary of the project's goals, timeline, budget, and overall progress. • Status updates: An update on the current status of the project, including completed tasks, upcoming tasks, and any delays or obstacles. • Progress against goals: A comparison of the project's actual progress against its planned progress, including any deviations from the plan. • Budget and resource updates: An update on the project's budget, including any changes or adjustments, and an overview of the project's resources and their usage. • Next steps: A description of the next steps in the project and any upcoming deadlines. Weekly progress reports will contain details relating to the tasks above (1-10), as well as other details as applicable. **See AT&T Attachment I – Example Monthly Status Report** **Please refer to General Compliance Vendor Matrix.**
	PS007.b Professional Services Requirements: The Technical Lead should have at a minimum, the following qualifications: • Knowledge of the latest technology and business models related to NG911 • Extensive experience and knowledge of industry standards and best practices regarding NG911 • A minimum of three (3) years of experience designing and consulting on large NG911 projects • A minimum of three (3) years employed by the NG911 Service Provider • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's The NG911 Service provider should provide the proposed Technical Lead's resume. **AT&T Response:** Complies. Shawn Harris is an accomplished sales engineering leader with over 25 years of experience in telecommunications, including 17 years specializing in 911 public safety solutions for AT&T. Proven ability to lead sales strategies, mentor cross-functional teams, and deliver innovative technical solutions that drive multi-million-dollar deals across ten states. Skilled in bridging complex technical solutions with business goals to influence key decision-makers and accelerate revenue growth. Recognized for designing resilient emergency communication systems, guiding stakeholders through large-scale implementations, and delivering measurable impact in highly regulated, mission-critical environments. Shawn has been the lead architect on a number of large, highly visible projects including, but not limited to State of Arkansas' NGCS/ESInet deployment for over 80 PSAPs, Gulf Coast Regional ECD, TX's NGCS/ESInet and hosted VIPER 7 implementation covering 25 PSAPs, the City of Dallas' NGCS/ESInet and Vesta system deployment and a number of other large scale, highly complex implementations. The technical lead's resume can be found in **AT&T Attachment C – Technical Lead Resume** **Please refer to General Compliance Vendor Matrix.**

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	PS008.b Client Services Representative (CSR): The CSR should be involved in the implementation and should have at a minimum, the following qualifications: • Knowledge of the NG911 Service Provider's technology and processes related to NG911 • A minimum of three (3) years employed by the NG911 Service Provider • Experience managing with a minimum of two (2) years and two (2) NG911 projects of a similar size to the County's The NG911 Service Provider should provide the proposed CSR's resume. **AT&T Response:** Complies. The AT&T 911 Service Manager (SM) will act as the ongoing AT&T liaison to Broward County and its represented PSAPs in support of the AT&T ESInet™ when it is fully operational. The AT&T 911 SM will collaborate with county and PSAP representatives to act as the customer advocate with AT&T organizations, both internal teams and external vendor partners, on behalf of Broward County. The AT&T SM has a minimum of 15 years of AT&T employment and over 5 years of experience working with AT&T 911 Services and Systems. The CSR's resume can be found in **AT&T Attachment D – AT&T Service Manager Resume** **Please refer to General Compliance Vendor Matrix.**
	PS009 Additional Staff and Organization Chart: The NG911 Service Provider should submit a proposed functional organizational chart for the NG911 project listing all key staff and the resumes for each assigned staff represented on the functional organizational chart at the time of proposal submittal. **AT&T Response:** Complies. See **AT&T Attachment E – Project Personnel Resumes** **Please refer to General Compliance Vendor Matrix.**
B. General Vendor Information: Describe Vendor's operation providing these types of solutions. Refer to General Compliance sections for requirements: i. Vendor General Requirements: **VN001 and VN003 – VN005** **Points Value: 5**	**VN001 NG911 Service Provider General Information:** The NG911 Service Provider should provide the length of time that the NG911 Service Provider has been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover (percent of employees who resigned in the last full calendar year compared to the number of employees at the beginning of the year). The NG911 Service should provide the provider's subcontractor length of time that have been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover **AT&T Response:** Complies. AT&T employs 140,990 employees. AT&T has been in business since 1885 and also has a dedicated NG911 team that has been in operation since 2008. During the last full calendar year, AT&T has had zero employees resign in the dedicated AT&T Public Safety Solutions/NG911 organization. AT&T's subcontractor, Intrado Life & Safety, Inc., has been in operation since 1979. Intrado employs 978 employees and employee turnover rate is 13.7%. **Please refer to General Compliance Vendor Matrix.**
	VN003 Provide a List of the Top 50 Metropolitan Statistical Areas (MSAs) that are NG911 Clients: The NG911 Service Provider should provide a list of all the top 50 MSAs for which it provides NG911 services. For each MSA, the NG911 Service Provider shall list the following: • Agencies/PSAPs • Types of Service • General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version • Is it part of a statewide or regional system? **AT&T Response:** Complies. AT&T currently provides NGCS/ESInet services to 17 of the top 50 Metropolitan Statistical Areas (MSAs). In addition, AT&T also provides legacy 911 call routing to 11 additional MSAs. Due to Federal Customer Proprietary Network Information (CPNI) regulations, AT&T is not able to provide the additional data being requested: 911 calls processed, number of PSAPs, CHE system and version, and VRS and version. **Please see table for this requirement in the Vendor proposal, page 35.** AT&T ESInet has been recognized for its market leadership in the Next Generation 911 (NG911) sector by Frost & Sullivan for six consecutive years. With a market share of approximately 30% and direct contracts covering over 80 million people, AT&T continues to lead the NG911 market in the United States. **Please refer to General Compliance Vendor Matrix.**

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	VN004 Be Active in NG911 Standards Development: The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as the Association of Public-Safety Communications Officials (APCO) International, NENA, the Alliance for Telecommunications Industry Solutions (ATIS), etc. List all committees, work groups, and projects that the NG911 Service Provider participates in and note if any are chaired or lead by NG911 Service Provider staff. **AT&T Response:** Complies. AT&T is committed to the advancement and adoption of open standards in the public safety communications ecosystem. All applications, equipment, services, and systems that perform NG9-1-1-related functions within the AT&T ESInet environment are built on open, non-proprietary standards to ensure interoperability, scalability, and long-term sustainability. AT&T actively participates in key standards development organizations (SDOs), including: • NENA (National Emergency Number Association) – Participation in the i3 architecture working group, cybersecurity task forces, and interoperability testing initiatives. • APCO International – Engagement in standards development for public safety communications protocols and operational best practices. • ATIS (Alliance for Telecommunications Industry Solutions) – Involvement in NG911 interface specifications and network reliability standards. AT&T contributes to these organizations through committee membership, working group participation, and leadership roles. Specific examples include chairing subcommittees focused on NG911 call routing and contributing to the development of the NENA i3 standard. This active engagement ensures that the AT&T NG911 solution remains aligned with evolving industry standards and regulatory expectations, while also contributing to the broader advancement of public safety communications nationwide. We continue to play a key role in developing emerging technologies and defining new standards in support of public safety as evidenced in our partnerships with NENA, NENA Industry Collaboration Events (ICE), Next Generation Partner Program (NGPP), APCO, ATIS and FCC CSCIC working groups. Currently, AT&T has members on the following NENA committees and work groups. **Please see table for this requirement in the Vendor proposal, page 37.** **Please refer to General Compliance Vendor Matrix.**
	VN005 NG911 Service Provider Description: The NG911 Service Provider should include a brief description of its company background, including history, experience, products, capabilities, and vision for the future, as well as any distinguishing characteristics that delineate its solution from other companies' solutions. The NG911 Service Provider's description should include at a minimum: • Background and experience • Company vision • Company financial stability statement • Distinguishing System characteristics • Pending litigation **AT&T Response**: Complies. Background and experience AT&T Enterprises, LLC is a Delaware limited liability company formed on May 2, 2024. It is a wholly owned subsidiary of AT&T Inc., a corporation that is traded on the New York Stock Exchange and has been in business for more than 143 years. At any given time, AT&T and its affiliates employ nearly 140,990 employees. You can find additional corporate information at the following link: https://about.att.com/pages/corporate-profile. AT&T is uniquely qualified to perform the work described in this Request for Proposal. AT&T, a $207B company and a recognized leader in National Public Safety solutions. A major part of the AT&T Corporation is our Commercial, Consumer, Enterprise and Government Leadership. AT&T has a robust Public Safety Solutions practice that nationally serves Public Safety Agencies with Legacy and Next Generation 911 call routing (ESInet), Call Handling, Logging Recorder, Location Services, Computer Aided Dispatch (CAD), GIS, Records Management, Jail Management, AVL, Security, Cloud solutions, IP Networks, Wireless solutions, Internet of Things (IoT), Unified Communications and many more applications and services. AT&T is driving the convergence and integration of communication technologies and applying them to the Public Safety sector to more quickly and effectively manage emergency response. AT&T was one of the first carriers to implement the original 911 service, Enhanced 911 and now Next Generation 911. In 2015, AT&T made a bold national product announcement that detailed our vision for a national i3 compliant Next Generation Core Services and ESInet solution. This solution is built by AT&T to support twice the busy hour 9-1-1 call volume for the entire United States. AT&T is the industry leader in terms of ESInet systems contracted and delivered. At the time of this writing, AT&T has more than 2,086 PSAPs connected and/or contracted to ESInet solutions. These systems and contracts cover more than 83 million U.S. residents in aggregate. No other provider has the same depth of experience in architecting and delivering mission critical Next Generation 9-1-1 solutions. AT&T provides both Legacy E9-1-1 and NG9-1-1 services nationwide, including ANI/ALI network services, Legacy CAMA 9-1-1 Call Handling, NG9-1-1 ESInet-based 9-1-1 Call Handling, Logging Recorder solutions and CAD/RMS/JMS solutions. As a premier channel partner for the leading NG9-1-1 Call Handling suppliers, we maintain 9-1-1 Call Handling services for over 1,900 PSAPs today. For Broward County, our solution leverages the vast experience of AT&T in the following areas: • A NG9-1-1 provider in 25+ states • An OSP provider of Wireline, VoIP and wireless service • AT&T owned/operated network and facilities • The provider of FirstNet for all 50 states with over 7 million subscribers across approximately 27,500 agencies • AT&T is the leading NGCS provider in the US with 30% market share. • AT&T supports some of the largest PSAPs in the US Company Vision

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	AT&T's mission statement is "Connecting people to greater possibility – with expertise, simplicity, and inspiration". It reflects our corporate values, which are • Live true • Think big • Pursue excellence • Be there • Stand for equality • Make a difference Company financial stability statement With more than 146+ years of experience, AT&T draws on its expertise to champion innovation and develop comprehensive, reliable solutions. As the U.S. market leader in Next Generation 911, AT&T has developed a next generation offering of advanced call routing features, functions, and highly secure public safety network. Our D&B rating, which is 5A2. Our rating has been 5A2 every year from 2004 to the present. From 2021 to 2024, AT&T's annual operating revenue was • 2024: $122.33 billion • 2023: $122.42 billion • 2022: $120.74 billion • 2021: $134.03 billion The most recent Annual Report for AT&T can be found in the Investor Relations section of our website at: https://investors.att.com/. Distinguishing Solution Characteristics AT&T is a recognized leader in National Public Safety with major investments in 911 Call Handling CPE, FirstNet and our nationwide build out of AT&T ESInet. AT&T has a robust Public Safety Solutions practice that nationally serves public safety agencies with Legacy and Next Generation 911 call routing (ESInet), Call Handling, Location Services, Computer Aided Dispatch (CAD), GIS, AVL, Security, Cloud solutions, IP Networks, Wireless solutions, Internet of Things (IoT), Unified Communications and many more applications and services. AT&T is driving the convergence and integration of communication technologies and applying this experience to the Public Safety sector to more quickly and effectively manage emergency response. FirstNet and our AT&T ESInet platform are examples of our commitment to Public Safety. AT&T is an active member of the Public Safety Community and the products and services we provide and maintain conform to NENA i3 standards. We participate at the highest level on industry boards and development forums ensuring our offers are in step with the industry we are associated with. Our experience delivering Call Handling applications highlights our ability to deploy the talent, investment and technology necessary to manage the complex infrastructures our public safety clients require. AT&T has a proven track record of innovation, leadership and commitment to public safety. We continue to play a key role in developing emerging technologies and defining new standards in support of public safety as evidenced in our partnerships with NENA, NENA Industry Collaboration Events (ICE), Next Generation Partner Program (NGPP), APCO, ATIS and FCC CSRIC working groups. Pending Litigation AT&T is a multibillion-dollar company worldwide and is recognized as an industry leader in telecommunications with service levels and customer service second to none. To our knowledge, no current litigation, arbitration, investigation, dispute or any other proceeding would prevent AT&T from providing the products and services in compliance with our response to this RFP. Our Securities and Exchange Commission (SEC) 10-K and 10-Q filings address pending material litigation and are available on our investor relations website at the following link: https://investors.att.com/financial-reports/sec-filings AT&T is prevented by litigation strategy, privilege and privacy concerns from discussing pending litigation, especially in the context of an RFP response open for public viewing. **Please refer to General Compliance Vendor Matrix.**
2.Project Approach: General System Requirements and Overall Approach (Max 15 Points)	*Vendor's Response*
Describe Prime Vendor's approach to the project, per the Scope of Work. Refer to the General Compliance sections listed below for requirements: i.System Requirements: **SR-GN001, SR-GN002b, SR-GN003 - SR-GN005, SR-GN007.b, SR-GN008b, SR-GN009, SR-GN010.b, SR-GN011, SR-GN012, SR-GN013.b, SR-GN017.b, SR-GN018, SR-GN021, SR-GN024, SR-GN025, 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, GL004** xi.Training: **TRN007, TRN008.b, TRN009 - TRN012** **Points Value: 15**	**SR-GN001: Overall Project Approach** The NG911 Service provider should describe your approach and include in your proposal, as per the Scope of Work, the project design, architecture, hardware, installation, data integration, system implementation plan, network equipment, training, maintenance and support. i. Include an introductory overview describing the proposed system. ii. Address integration with the system, product life cycle(s), capability for expansion and ability to adapt to industry changes. iii. How the primary vendor will use subcontractors, third party vendor(s), third party software integration (if applicable) throughout the project. iv. Identify potential issues or challenges related to the project and describe how your firm's project approach will resolve these issues. **AT&T Response:** Complies. i. AT&T is responding with our flagship 12 core Next Generation ESInet solution that will facilitate a transition from legacy AT&T 9-1-1 Networks to networks capable of supporting the growing demands of a mobile society. The AT&T solution is distributed nationally to ensure diversity and capability to meet Broward's requirements. The AT&T ESInet is a pre-built solution that allows AT&T to integrate Broward's VIPER deployment. AT&T has migrated the three major wireless carriers (T-Mobile, AT&T Wireless and Verizon) to direct connections to the ESInet and as part of this project will manage all other carrier migrations. AT&T will complete all testing and integration with Broward's VIPER deployment ensuring a seamless transition. ii. AT&T's ESInet solution provides the County with an i3 architecture built from the ground up. Our commitment to NENA i3 is based on years of contributions to NENA standards committees and understanding the evolving needs and requirements of the Public Safety community. Our solution is not just "i3 like," or "i3 aligned." As elements of the i3 standard continue to be ratified, updated and enhanced, AT&T will continue its commitment to i3. AT&T's ESInet services will provide the County with everything it needs to deliver to your citizens the critical foundational components of an industry standard i3 solution delivered over the world's most advanced IP network. AT&T has integrated the AT&T ESInet solution with hundreds of Intrado VIPER customers and has unmatched experience with call handling integrations. The AT&T solution has been built to support 200% of the Nationwide 9-1-1 call volume and is built with the ability to expand to meet any needs of Broward County. AT&T employs a solution lifecycle implementation methodology to ensure that all project areas of change are properly defined, designed, integrated, and deployed. The solution lifecycle implementation methodology has been developed and refined based on experience and the lessons learned migrating hundreds of systems to Next Generation 9-1-1. The methodology provides a blueprint for managing system migration and includes a project plan, templates, examples, diagrams, forms, and project communications. These project tools are tailored during the Solution Definition phase to address the specific attributes of each Next Generation system implementation and then refined during the subsequent project phases. The AT&T Solution Delivery Lifecycle (SDLC) approach to plan, configure, network engineer, implement, test, document, train, and support AT&T services follows the AT&T time-proven Solution Delivery methodology. The lifecycle begins with Solution Definition and Architecture activities. During these initial phases, the joint AT&T and customer team members verify system application and implementation requirements, refine the solution architecture, and finalize the plan for solution deployment. Following Definition and Architecture phases, the team orders, installs, configures, tests, and trains users on customer-facing solution components as part of solution integration and deployment effort. Following successful deployment, the maintenance phase begins. The figure below provides a high-level illustration of a typical implementation. The specific timeline will be defined with Broward County and is backed by the AT&T SLA for on time delivery. The "High Level View of a Typical Implementation" figure in the document has been redact by AT&T. The project supports Broward County and the PSAPs in transition to AT&T services and in the migration to i3. The project team will also collaborate with the customer on the following designs and plans: • ESInet design and implementation including call overflow and management • Text and Enhanced Data traffic analysis and demand • GIS routing data implementation and deployment plans The primary goal of the lifecycle methodology is that the project aligns with overall customer expectations and is tailored to fit the needs of the County.

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	Solution Definition: The first phase in the solution lifecycle is the Solution Definition phase, which begins with the kickoff and alignment process and is critical to the overall success of the 9-1-1 initiative. During this process, key members of the joint project team unite to identify roles, responsibilities, critical success factors, project challenges, elaborate on specific strategies and project options, confirm project scope, and finalize plans to expedite solution delivery plans and resources. The proposed solution is reviewed to align each primary stakeholder with a common vision and strategy for unified team design and planning. The AT&T team conducts current systems, processes, and site studies to understand the current system and user environment more clearly, allowing the team to plan the most effective migration path to the new system. Solution Architecture: During the Solution Architecture phase, the detailed solution design is finalized based on confirmed requirements. During this phase, the team analyzes the current systems, operations, and operational procedures, identifies the human factors needs, considers implementation options, and with the Customer, commits the detailed solution design and implementation schedule. Stakeholder participation in identifying processes and standard operating impact is critical in this process to support the successful integration of the new system. It is vital that current procedures, connectivity, and routing policies are examined so that the appropriate practices are carried forward to the new system environment. Examples of critical areas to consider include load balancing philosophies and default routing rules. Initial planning for connectivity from the telephone service providers to the Points of Interconnection (POI) also begins in the architecture phase. Key solution architecture planning activities include: • Detailed solution design and schematics (onsite, site-to-site, site-to-AT&T, firewalls, routers, etc.) ESInet and IP specifications • Originating service provider connectivity specifications • Physical requirements (e.g., equipment room design, floor loading) • Call transfer requirements Training plan and schedule • Refined project plan and timeline Solution Integration: During the Solution Integration phase, the components of the solution, including processes, applications, servers, network components, and data flow, are engineered and ready for deployment. All network, regional, and customer premise components are delivered, and the equipment rooms and other facilities are readied. Coordination with wireline, wireless, and VoIP telephone service providers is an essential part of this stage to plan for the 9-1-1 services management transition. Originating service providers receive all necessary information and detail to obtain connectivity to the AT&T systems and the service provider's connectivity to the POIs is engineered and ordered. Collaborating closely with stakeholder groups, the project team designs customized provisioning plans (including incoming trunk route plans, bridge lists, and dialing plans). Additionally, the documentation and training developers customize the user and process documents and various training courseware, if needed, to meet the needs of Broward County. Solution Deployment: During the Solution Deployment phase, all network components and equipment connectivity are validated, and acceptance tests are performed, metrics tracking and reporting is initiated, and training is provided. After completed non-live call testing, the system begins supporting live 9-1-1 traffic. In preparation for deployment and in partnership with Broward, the AT&T Project Manager finalizes the cutover plan, including procedures for notification concerning schedule specifics. Prior to the commencement of cutover, the project team members will hold a cutover meeting with Broward County and the telephone service providers. The purpose of this meeting is to discuss the progress of activities and the cutover readiness. PSAP training is provided in accordance with the detailed training rollout plans. The system will then undergo a system acceptance test and quality walkthrough. Once complete, and in agreement with the Broward County, a live-traffic cutover will then commence. Once live traffic has moved to the system, the maintenance period begins. Solution Maintenance: The Solution Maintenance phase begins once live traffic is transferred onto any part of the system. During this phase, AT&T provides ongoing tiered support services to monitor service level performance, manage help desk requests, escalate support procedures, and support Broward County to reach the highest level of operational excellence. The solution support team is in place to receive, analyze, and rectify problems and information requests throughout the term of the contract. AT&T takes great pride in our well-honed processes and procedures, and, as a result, we are a well-suited, trusted partner. Our hardened process for delivering products to market leverages a proven project approach based on our extensive industry experience in successfully completing projects similar in scope to the project outlined in this RFP. Our skilled project team will work closely with you to ensure your project goals are not only met but exceeded. Personnel Our Sr. Project Managers, implementation technicians, and trainers typically have 15-20 years of experience with in-depth industry knowledge of implementation best practices, products, services, network requirements and management skills, all incorporated to ensure the best possible customer experience. Our entire focus is on installing, managing, and supporting projects; many of our people have backgrounds in the emergency response field. When working with customer resources, we lay out clear, definable tasks with correlating due dates. Key tasks that will require an engagement of Broward County's resources include: • Assign resources and prepare procedures for installation, administration, testing, operation, and support • Provide a project manager to liaise with AT&T personnel for all aspects of this installation activity • Provide AT&T with configuration details on the current data and telephony network configuration, topology, and any other information requested by an AT&T professional services engineer • Ensure that all site preparation, compatibility requirements, circuits, and other specified service prerequisites are met • Configure all Customer premise equipment components and contact the appropriate vendor(s) to obtain technical assistance for third-party products not supplied or supported by AT&T □ At the Customer's approval, provide access to the Product via the appropriate remote access method, as required to improve installation time. The scheduling and control methodology will be waterfall, with parallel waterfall activities taking place concurrently. Activities will all be tracked and communicated via Microsoft Project, and updates will be sent on a defined schedule to all stakeholders, including OSPs, PSAPs, and possible other networks. We will provide updates in formats that stakeholders can use, whether it is an MPP or a PDF file. Microsoft Project is an industry standard used for project management. With each PSAP having a set of dependencies that leads to the ability to take part in test and cut activities, waterfall-based tracking for each PSAP is most appropriate. We use a structured approach to migrate the customer into the new system. This is reflected in a cutover plan that serves as a checklist or guide to our cutover team to ensure that the system is ready to go live. The focus of the system migration strategy is on the activities, tasks, and timing of the days prior to going live on the new system. All deployment steps are performed with well-defined and coordinated cutover plans and rollback contingency plans. ESInet capabilities are validated prior to moving live traffic to ESInet facilities. Equipment and network transport are validated prior and during ESInet capability deployment. Elements and transport are further validated on a continuous, ongoing basis. Proven methods that we have successfully used in previous ESInet deployments will be utilized. 3. AT&T has partnered with the Intrado Safety Services to build the AT&T ESInet and NGCS solution. Our purpose-built i3 solution has been at the forefront of aiding the public safety community's transition to i3 standards and will continue to adapt in response to evolving customer requirements and industry trends. 4. Over the course of the past 10 years, AT&T has managed deployments to over 1,900 PSAPs. Common issues and causes for delays include CPE interoperability, circuit delays due to special construction needs, GIS readiness delays, and delays related to interconnection with neighboring ESInets and ILEC SRs. Having experienced all these issues and more, we are well prepared to anticipate where and when these issues will arise and take mitigation steps to resolve them before they can become a delay to the project. We offer solutions to assist with GIS readiness; we have relationships with all carriers and will partner with the County to resolve any issues related to special construction needed to meet diversity requirements. We have interconnect agreements and working interconnect solutions with all neighboring ESInet providers and ILECs. We have successfully deployed AT&T ESInet with all versions of the Intrado VIPER system and conducted regular interoperability testing of all new VIPER releases in the AT&T CPE Labs prior to field deployments. If the County chooses to use different call handling vendors at any point during the lifecycle of our relationship, we have successfully deployed AT&T ESInet with all 10+ different vendors and offer an interop program for CHE vendors to pre-test against our lab prior to field deployments. **Please refer to General Compliance Vendor Matrix**

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	SR-GN002b Roadmap NENA i3 Version 3: The County is planning to implement a NENA i3 Version 2 system at a minimum. The NG911 Service Provider should list any i3 Version 2 components, functions, and/or applications of this standard that are not implemented in the proposed NG911 System; provide an explanation why; and include a roadmap timeframe to implement each component, function, and/or application. The NG911 Service Provider should provide a roadmap and timeframe to migrate to a NENA i3 Version 3 system in the future. **AT&T Response:** Complies. AT&T ESInet release plan is focused on delivery of NENA i3 v3 feature functionality; we have incorporated implementation of i3 v3 features over the past 12 months, with our final i3 v3 release planned for December 2025. AT&T has identified the following list of i3 v3 features that are not fully implemented due to external dependencies. **Please see table for this requirement in the Vendor proposal, page 47.** **Please refer to General Compliance Vendor Matrix.**
	SR-GN003 Standards-based Compliance: All aspects of the proposed system design, deployment, operation, and security provided by the NG911 Service Provider should be in full compliance with industry standards, requirements, and recommendations. SDOs and other entities include, at a minimum: • Alliance for Telecommunications Industry Solutions (ATIS) • Association of Public-Safety Communications Officials (APCO) International • Department of Justice (DOJ) • International Organization of Standards (ISO) • Internet Engineering Task Force (IETF) • National Emergency Number Association (NENA) • National Institute of Standards and Technology (NIST) • Open Systems Interconnection (OSI) • Telecommunications Industry Association (TIA) • The Monitoring Association (TMA) • Underwriters Laboratories (UL) **AT&T Response:** Complies. The proposed NG911 solution is fully compliant with all required standards and specifications outlined in SRGN003. The system design, deployment, operation, and security are aligned with the latest versions of standards from the following organizations: • **Alliance for Telecommunications Industry Solutions (ATIS)**: Compliance with ATIS-0500015 and ATIS-1000677 for NG911 architecture and call routing 1. • **Association of Public-Safety Communications Officials (APCO) International**: Adheres to APCO/NENA standards for PSAP operations and human-machine interface requirements 2. • **Department of Justice (DOJ):** Ensures accessibility and civil rights compliance in emergency communications, including TTY/TDD support 1. • **International Organization of Standards (ISO):** Implements ISO+B41/IEC 27001 for information security management and ISO 22301 for business continuity 3. • **Internet Engineering Task Force (IETF)**: Uses IETF RFCs for SIP signaling, TLS encryption, and IP routing protocols including BGP and DSCP 1. • **National Emergency Number Association (NENA):** Fully supports NENA i3 Version 3 architecture, including NG-SEC security specifications, ECRF/LIS integration, and Forest Guide credentialing 4 2. • **National Institute of Standards and Technology (NIST)**: Aligns with NIST 800-53 and 800-171 for cybersecurity controls, encryption, and audit logging 3. • **Open Systems Interconnection (OSI):** System architecture maps to the OSI model for layered network design and interoperability 1. • **Telecommunications Industry Association (TIA)**: Complies with TIA-942 for data center infrastructure and TIA-1179 for healthcare facility cabling standards 1. • **The Monitoring Association (TMA)**: Supports alarm monitoring and integration with third-party systems per TMA-AVS-01 1. • **Underwriters Laboratories (UL):** Data centers and equipment meet UL 60950 and UL 62368 safety standards 1. The system is designed to evolve with industry standards. AT&T commits to upgrading its solution within 18 months of ratification of any new applicable standards, without loss of existing functionality. **Please refer to General Compliance Vendor Matrix.**

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	SR-GN004 Multiple NGCS Data Centers: The NG911 Service Provider should deploy NGCS at multiple data centers but no less than three geo-diverse sites in such a way that a single major incident cannot impact more than one site. One data center should be in Florida. The NG911 Service Provider shall provide the list of NGCS data center locations. **AT&T Response:** Complies. The AT&T ESInet™ architecture takes advantage of geographically diverse, hardened and secure AT&T data centers strategically located across the United States. AT&T's twelve (12) NGCS cores are pre-built across the US and located in geographically diverse data centers in **(Information was redacted by AT&T).** The pre-built, AT&T ESInet national solution allows Broward Co. to accelerate ESInet implementation and does not require build out of any new NGCS equipment or facilities. This accelerated deployment model will help Broward County meet their upcoming scheduled move of the North Regional PSAP. The design of AT&T ESInet deliberately excludes geographic areas with a history of natural disasters to enhance network resilience and service continuity. This approach guarantees that no single major incident will impact more than one site and ensures the ability to deliver calls to Broward County in the event of a hurricane in Florida or other natural/manmade disaster. In addition, AT&T has data center options within the state of Florida that can be considered if necessary. **Please refer to General Compliance Vendor Matrix.**
	SR-GN005 Data Center Requirements: All data centers proposed by the NG911 Service Provider, including POIs and aggregation sites, should have a level of protection and capabilities to make the site resilient. Data centers should meet the following: • GN004.1 All power sources are redundant and diverse (i.e., at least two separate circuits) with an Uninterruptible Power Supply (UPS) system and generator backup for a minimum of 72 hours. • GN004.2 Voice and data circuits delivered via diverse entrances into the facilities. • GN004.3 Voice and data circuits delivered from diverse providers to each NGCS host location. • GN004.4 Voice and data circuits delivered from diverse providers to each call-handling host location • GN004.5 Secured rack space or data center • GN004.6 Minimum Tier 3 rated • GN004.7 Hardened facilities that can withstand Enhanced Fujita Scale (EF) 5-category winds up to 318 miles per hour • GN004.8 Must provision circuits in Telecommunications Service Priority (TPS) • GN004.9 Capacity to handle 50% growth without requiring the replacement of any hardware or software components **AT&T Response:** AT&T understands the requirements and complies. **Please refer to General Compliance Vendor Matrix.**
	SR-GN007.b Change Control Process: The change control process should be integrated into the County's change control process for all changes to: • New NG911 features or functions • Security changes (Software, applications and configurations) • Changes to OSP ingress hardware and software • Call delivery to the PSAPs • Any change that will impact the PSAP The NG911 Service Provider should at a minimum: • Submit all change requests using the County's Change Request Template • Submit all change requests to the County E911 Office for approval • Participate in the change review process, which includes meetings to present all change requests • Provide any additional information or changes to the plan to meet the County's requirements • Obtain approval from the County before making changes • Immediately upon completion of the change, notify the County of the results The NG911 Service Provide should describe the change control process used, and the interface between the change control process and the County to include timeframes and notifications. **AT&T Response:** Complies. AT&T broadly classifies Change Management into 2 categories **• Global Change Management Process for AT&T ESInet™ ("Change Management")** o How AT&T operates, administers and maintains our national call routing service e.g., Changes to network, hardware and software components affecting all users of the service **• Local Change Management via Move, Add, Change and Disconnect ("MACD")** o How customers operate, administer and maintain their own PSAP specific information e.g., Provisioning data (Speed dial lists, Route changes, contact information etc.) 1.1 Global Change Management Process for AT&T ESInet™ ("Change Management") Change Management is the process that governs the planning, coordinating, monitoring, reviewing, approving, auditing and communicating of change in the interest of maintaining service at target performance and availability levels for the AT&T ESInet™. AT&T utilizes industry standard processes, including adherence to Information Technology Infrastructure Library (ITIL) framework as well best-in-class tools for Change Management, including the use of BMC Remedy Change Management Module. Our tool suite and built-in ITIL best practices enables us to understand and minimize risk while making Global changes, as well as allowing the environment to be stable, reliable, and predictable. This aligns us with ITIL and FCAPs (Fault, Configuration, Accounting, Performance, and Security) processes by allowing changes to be evaluated for their benefits and risks and considering all impacts. The Change Management process ensures that all organizations impacting 9-1-1 will: • Implement changes as scheduled and approved • Perform deconfliction to reduce the number of concurrent changes that can be scheduled without impairing service • Communicate planned change activity in a timely manner to allow accurate impact assessment and approvals • Proactively eliminate or reduce incidents and outages caused by change • Protect the production AT&T ESInet™ service • Provide high availability for applications, network, services and infrastructure The Change Management process cares for platform wide changes in the AT&T ESInet™ Core Routing platform. AT&T tracks scheduled changes to all components of the AT&T ESInet, which include Aggregation Sites, Core Call Routing Complexes, AT&T ESInet™ PSAP network edge equipment as well as the interconnections to each. Most maintenance activities on the AT&T ESInet™ solution are completed with no scheduled downtime for the customer. AT&T follows the notification policies in the Change Event Definitions and Notifications Matrix below:

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	Please see "Change Event Definitions and Notifications Matrix" table for this requirement in the Vendor proposal, page 52. 1.1.1 Change Management Tools AT&T utilizes both the Incident / Problem Management module and the Change Management module of Remedy in conjunction with our best-practices to enable us to understand and minimize risk while making changes, as well as allowing the environment to be stable, reliable, and predictable. 1.1.2 Change Management Steps The AT&T Change Management process includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact: • **Planning:** AT&T Labs will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs. The standard AT&T ESInet™ maintenance window is 12am-6am per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12AM-6AM CT. MOPs (Methods of Procedures) are written, peer reviewed and Risk Assessed prior to scheduling any event. • **Review** AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted. All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling: • A Risk Assessed MOP that includes a step-by-step guide of the changes being made • Clear definition of scope • Clearly stated impacts, if any • Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration □ All event resources are clearly listed (includes escalation lists) • **Approval** o This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service. o Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and makes decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required. • **Notification** o AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. o For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center. • **Execution** o The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are in place to ensure the co-ordination of the event via internal conference bridges and chat rooms. • **Post Execution** o The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored. **AT&T ESInet™ Hardware/Software Maintenance Plan** The AT&T ESInet™ is designed and implemented as a fully managed service that eliminates the customer's need to constantly maintain, upgrade, and administer a complex hardware and software solution and it maximizes the customer's ability to focus on public safety. Key components within the AT&T ESInet™ are periodically renewed to enable PSAPs to operate on the most modern communications technology during the life of the contract. AT&T maintains and monitors all equipment and software within the solution, and it is AT&T's goal to replace End of Support (EOS) equipment prior to the EOS vendor published date. AT&T will replace any faulty equipment at no additional cost to the jurisdiction that is not a direct result of negligence of on-site PSAP personnel. **Local Change Management Process ("MACD")** MACD is an acronym used for PSAP Move, Add, Change, & Disconnect activities and is used to describe the processes and actions that take place on the existing live service. MACDs are typically customer-initiated changes that allow and enable customers to operate, administer and maintain PSAP specific provisioned data such as speed dial lists, route changes and contact information. Depending on complexity, MACD activities can be implemented either in a coordinated or non-coordinated manner. • Coordinated MACDs include changes to call routing which may impact 911 call delivery. For coordinated MACDs there will be ongoing communication between AT&T and the customer regarding implementation, including timelines. Depending on the change requested, customers may be asked to participate in a conference bridge for immediate testing, which allows for unsuccessful changes to be promptly rolled back. • Non-coordinated MACDs are limited to those that do not impact 911 call delivery. For non-coordinated MACDs, AT&T provides a completion notification to the customer once implemented. MACD activities are not conducted under the control of the AT&T ESInet™ Change Management process, which is more geared towards global platform maintenance. As MACD activities are directly coordinated between AT&T and the customer, there are no MACD tickets created. MACD changes are noted in the AT&T customer database of record once completed and confirmed successful. **Please refer to General Compliance Vendor Matrix.**

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	SR-GN008.b MOP Example: The step-by-step plan should include the time, duration, responsible party and resources for each step, and contingency plans for any potential failures. The NG911 Service Provider should provide an example of a MOP. **AT&T Response:** Complies. The AT&T Change Management process includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact. **Planning** Complies. AT&T will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs. The standard AT&T ESInet maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.-6 a.m. Central. MOPs (Methods of Procedures) are written, peer reviewed, and Risk Assessed prior to scheduling any event. **Review** AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted. All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling: • A Risk Assessed MOP that includes a step-by-step guide of the changes being made • Clear definition of scope • Clearly stated impacts, if any • Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration • All event resources are clearly listed (includes escalation lists) **Approval** This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service. Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and make decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required. **Notification** AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center. **Execution** The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms. **Post Execution** The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored. **See AT&T Attachment J – Example MOP** **Please refer to General Compliance Vendor Matrix.**
	SR-GN009 Lab Environment: The NG911 Service Provider should provide a lab environment to simulate the County' environments during the period of performance for testing before live production changes. The NG911 Service Provider shall describe the lab environment, including: • Physical or virtual • Locations • Available to County staff **AT&T Response:** Complies. AT&T performs thorough Operational Readiness and cutover testing prior to PSAP migration to AT&T ESInet. AT&T can provide test cases to NGCS for review. AT&T's ESInet has a dedicated lab located in San Ramon, CA that is used for testing upgrades, third party interfaces, and applications prior to releasing the enhancements to the live ESInet environment. Once tested without errors, these enhancements are implemented in production. This lab environment utilizes the same hardware/software as in the production environment to ensure testing done in the lab environment will validate the components used in production. This nonproduction environment is also used for training of personnel and administrators of the system. Additionally, AT&T would be happy to coordinate periodic visits to the AT&T Lab where the County' environment is simulated. AT&T Labs will be responsible for testing and exercising the AT&T ESInet and interfaces. This includes not only software upgrade and release testing on an on-going basis, but also forward-looking initiatives e.g., new standards development. Test engineers will collaborate with all relevant parties in the creation, review, and execution of test cases as part of the implementation process. • **Application Testing**. Each application is individually tested to ensure its stability and lack of critical defects. • **Integration Testing**. After each application is tested individually, integration testing is performed. This helps ensure that each version of our application works well together. • **Hardware/Software Validation.** Products are constantly validated against new hardware and software, including operating systems, service packs and updates. • **Load Testing.** Load testing is performed to ensure that the system stays stable and consistent even under peak demand. Specialized software allows us to create any number of simultaneous calls. Performance is benchmarked both with statistics as well as having users navigate the application interface and answer calls while under load. This assures that not only are the statistical values acceptable, but perhaps more importantly, the user experiences no negative behavior. **AT&T Labs**: • Develops test plan in conjunction with equipment and software vendors • Maintains identical lab ESInet architecture to production environment • Schedules and conducts all testing for the introduction of new hardware and/or software releases • Coordinates with vendor to address any problems related with new product or software releases • Oversees the First Office Application of all newly introduced hardware or software releases • Monitors in conjunction with ATS organization after FOA • Provides Approval for Use and certifies new hardware or software release upon successful completion of FOA soak period **Please refer to General Compliance Vendor Matrix.**

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	SR-GN010.b Testing Process: All testing results should be included with the information on the system changes for the County's approval before implementation in the production systems. The County reserves the right to observe testing and add additional tests. The NG911 Service Provider should describe the testing process. **AT&T Response:** Complies. All testing and results will be communicated to the County for approval before production implementation. For any changes made to Broward County PSAPs' specific configurations within the AT&T ESInet, a project will be initiated to manage the changes in a coordinated manner. A project team will be assembled to work with the County and PSAP as well as any associated vendors involved in the change. Just as in the initial implementation project, data will be collected via standard forms, provisioning changes will be reviewed and then implemented in a non-live version of the PSAP profile. The Operational Readiness Test (ORT) Plan that was used during initial PSAP turnup onto the platform will be reviewed by the project team assigned to manage the change to determine the test cases relevant to the change. ORT testing will be scheduled, and all new configurations will be validated via non-live profiles. A change event will then be scheduled with all parties and an event plan with a MOP approved by all parties will be used to direct the teams making the changes to the live environment. Post-live validation cases will also be included in the MOP to re-verify all functionality that was previously in place continues to work as expected. For AT&T ESInet platform changes, the steps below are followed. Change Management Steps The AT&T Change Management process includes the following steps to ensure successful planning, governance, and execution of implementing changes to help eliminate / minimize service impact. **Planning** AT&T Labs will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs. The standard AT&T ESInet™ maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.-6 a.m. Central. Methods of Procedures (MOPs) are written, peer reviewed, and risk assessed prior to scheduling any event. **Review** AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted. All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling: • A risk-assessed MOP that includes a step-by-step guide of the changes being made • Clear definition of scope • Clearly stated impacts, if any • Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration • All event resources are clearly listed (includes escalation lists) **Approval** This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service. Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and makes decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required. **Notification** AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center. **Execution** The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms. **Post Execution** The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored. **Please refer to General Compliance Vendor Matrix.**
	SR-GN011 Interconnection of the NG911 Service Provider Lab to the County Test Environment: The NG911 Service Provider should interconnect to the County test environment. The County is developing a test environment that will include test systems for CHE and other systems. Interconnection to the County's environment allows the County to also test changes across these other systems prior to applying a change to the production systems. **AT&T Response:** Complies. AT&T can work with the County to establish connectivity from your Lab/Test system to the AT&T ESInet. This is not an uncommon request from several of our other large customers using AT&T ESInet today. AT&T and its call handling vendors have set up test PSAPs connected to AT&T ESInet for some larger customers. These test PSAPs are used for AT&T and Customer Operational Readiness Testing, exercising, and training purposes. AT&T can work with Broward and their call handing vendor, Intrado, to build a test environment if so desired. As AT&T ESInet is already fully functional it should be noted that AT&T thoroughly tested the AT&T ESInet platform prior to production release. This included functional/system, failover, load, performance and stability testing of all components in the twelve core data centers (ECMCs) and Aggregation Sites. Integration testing was performed with Intrado VIPER, Motorola Vesta, Carbyne APEX and Solacom Guardian call handling systems and supported voice (CAMA, RFAI and i3) and text-to-911 interfaces. The AT&T ESInet platform and call handling testing is ongoing as new software and hardware are released, and circuits are added to the system. **Please refer to General Compliance Vendor Matrix.**
	SR-GN012 Change Notifications: The NG911 Service Provider should notify the County at least seven calendar days prior to all routine installations, changes, updates, upgrades, and maintenance. **AT&T Response**: AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**

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	SR-GN013.b Documentation: The documents should include call flow diagrams, contingency routing connectivity, proposed NNIs to neighboring counties for interoperability, failover, and backup components including call taking positions in the cloud. The NG911 Service Provider should provide copies of or access to all documentation. The NG911 Service Provider should describe the process and locations of the documentation. **AT&T Response:** Complies. AT&T will AT&T will provide relevant documentation for the ESInet and NGCS as listed below. AT&T will provide and maintain as-built diagrams of the system and services. In the as-built diagrams, diversity will be clearly identified from the ingress BCFs to the PSAPs. Documentation will be maintained for all ingress and egress connections to the ESInet. Every ingress and egress connection will have at least one paired diverse connection to or from the ESInet. AT&T will work with the County to adjust documentation and "as-built" diagrams to meet the County's requirements. All documentation and as-built diagrams are viewed as living documents and kept current, updated, and distributed as changes are made. Documentation will also include the following: • Detailed project plan • Escalation procedure • Circuit identification • Single points of failure • Network path diversity drawings into each PSAP • Network path diversity drawings into each non-PSAP site or structure housing any element or device that is part of the overall system • PSAP backroom as-built drawings • PSAP demarcation point drawings • All user interface training and reference materials **Network As-Built Documentation** AT&T will maintain the master as-built technical documentation for the program which includes the architecture of the provided system and will deliver it to the County within 30 days of system acceptance. **Please refer to General Compliance Vendor Matrix.**
	SR-GN017b. Spares: The NG911 Service Provider should describe the process to determine which parts are needed and how they are stored and replaced as needed. **AT&T Response:** Complies. AT&T ESInet is provided as a service and all AT&T supplied hardware will be replaced in the event of a component failure. AT&T manages spare equipment deployed at the customer site in a support depot located in Colorado and employs an advance vendor replacement strategy. Should a device at the County's location go out of service, an AT&T technician will be dispatched with a preconfigured spare to replace the faulty equipment. Careful coordination will be carried out with the County to ensure no call impact will be experienced in the replacement process. If the County requires on-site spares, AT&T will work to determine specifics to come to a mutually acceptable solution. **Please refer to General Compliance Vendor Matrix.**
	SR-GN018 Product Roadmap: The NG911 Service Provider should provide a product roadmap of any NG911 features that are currently not available. The roadmap should include plans and timeframes at the time of proposal submission to roll out of new features and functions such as: • Multimedia (e.g., video, images) applications delivered as part of the proposed NG911 System • Artificial Intelligence (AI) systems • Internet of Things (IoT) • User-editable PRF o Routing rules for each element of the Session Initiation Protocol (SIP) header and the ability to route voice and data based on any element. This should include routing a single session to multiple destinations. This includes a PRF that will permit bridging language translators and the PSAP with the call delivery, or possibilities of delivering voice and video to two endpoints. • Integration with the Nationwide Public Safety Broadband Network (NPSBN) being implemented by the First Responder Network Authority (FirstNet) • Emergency call taking positions in the cloud as another tier of contingency if a PSAP's positions become unavailable or a PSAP is uninhabitable **AT&T Response:** Complies. AT&T's NG911 solution is designed for continuous innovation and alignment with evolving public safety needs. The following roadmap outlines planned feature rollouts and timelines for capabilities currently in development or enhancement: **Integration with FirstNet (NPSBN)** • Status: Currently Generally Available with over 250 PSAP deployments across the country. • Roadmap: Future plans for integrating with **Cloud-Based Call Handling Emergency Backup** • **Status**: Currently Generally Available. APEX Continuity is a collaborative solution between Carbyne and AT&T designed to enhance emergency response communications. It integrates Carbyne's advanced real-time communication and incident management platform with AT&T's robust, reliable network infrastructure. This synergy ensures continuous, secure, and scalable connectivity for first responders and emergency centers, improving situational awareness, response times, and coordination during critical incidents. The partnership leverages Carbyne's innovative technology with AT&T's nationwide network to provide resilience and uninterrupted service even under high-demand or adverse conditions. • **Roadmap:**

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	This roadmap is aligned with the County's strategic goals and ensures that the NG911 system remains future ready. All features will be delivered in compliance with NENA i3 Version 3 standards and validated through pilot deployments and stakeholder feedback loops. **Please refer to General Compliance Vendor Matrix.**
	SR-GN021 Abandoned Call Backs: In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during a NG911 Service Provider outage, the NG911 Service Provider should provide real-time reporting or a portal that provides on-demand real-time access to retrieve a list of callers, each individual address or location, time and date of call, and the 10-digit number from which the caller contacted the PSAP for call back. **AT&T Response:** Complies. In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during an NG911 Service Provider outage, the NG911 Service Provider will provide a secure, on-demand portal with real-time access to a list of affected callers. This includes the 10-digit number from which the caller contacted the PSAP, the time and date of the call, and the originating address or location. This capability ensures PSAPs can initiate timely callbacks and maintain situational awareness during service disruptions. The portal is compliant with NENA i3 standards and supports all media types, including voice, text, and VoIP. **Please refer to General Compliance Vendor Matrix.**
	SR-GN024 Proprietary Components: The NG911 Service Provider should indicate which components of the proposed NG911 System are proprietary. Please list the proprietary components. **AT&T Response:** Complies. No equipment within the proposed solution is proprietary. The only proprietary elements are the application software running on industry standard, commercially available equipment. These applications use protocols supported by NENA and all applicable current NGCS industry standards listed previously in this response. **Please refer to General Compliance Vendor Matrix.**
	SR-GN025 Alarm Notification The NG911 Service Provider should provide an alarm notification template for all functional elements and components to be configured based on critical and major alarm conditions with notifications to the County. Alarm notification should be provided to the County for alternate routing, rerouting, failover, and overflow routing. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**
	SN006 System and Organization Controls (SOC) Compliance: The NG911 Service Provider should provide the latest SOC 2 compliance report upon contract being awarded and annually within thirty (30) calendar days of completion. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**

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	SN007 Cybersecurity Insurance: • The NG911 Service Provider should provide proof of cybersecurity insurance and name the County as additional insured. **AT&T Response:** Complies. AT&T has uploaded the Certificate of Insurance to the Broward County Purchasing portal for this RFP. **Please refer to General Compliance Vendor Matrix.**
	SN015 Cybersecurity Framework (CSF): The NG911 Service Provider should implement NGCS cybersecurity and system security based on the County's CSF, including at a minimum: • NG911 security compliance by requirement of NG-SEC • Incident response requirements and notification • Portal and system access – unique username, password (12 characters) with MFA, 90-day expiration of password • SIP encryption • Digital certificates • NIST CSF 2.0 compliance • TDoS detection and mitigation • Distributed Denial of Service (DDoS) detection and mitigation • Third-party audits allowed with initial audit during preliminary acceptance • Implement authentication/passwords policy that defines authentication and password requirements. o Minimum 12 characters o Mixed case o One unique character o Remember last three passwords o Quarterly review of Access Control Lists (ACLs) • Implement MFA for certain mission-critical accounts, at a minimum **AT&T Response:** Complies**.** **The entire AT&T response to this requirement was redacted by AT&T.** **Please refer to General Compliance Vendor Matrix.**
	SN016 Cybersecurity Plans and Implementation: The NG911 Service Provider should provide proof of the following plans, policies, processes, and implementations upon contract award: • CSF • Incident Response Plan • Incident Response Action Plan • Cybersecurity considerations document • Roadmap to NENA NG-SEC • Unique username and passwords for all system access • Zero trust architecture • Risk Management Plan/Strategy • Cybersecurity controls (e.g., TDoS, DDoS, ransomware attacks) • SIEM integration • NG-SEC compliance and controls • Backup procedures • Restoration procedure • After-Action Review (AAR) process • Cybersecurity maintenance and administration policy to ensure confidentiality, integrity, and availability for on-premise and hosted NG911 System components, which includes: o Patch Management o Antivirus o Time Synchronization o Security Event Logging o Backups o Remote Access Continuous security monitoring, detection, and response policy-defining cyber security monitoring and how often that information will be reviewed. **AT&T Response:** AT&T understands the requirement and will comply upon contract execution. **Please refer to General Compliance Vendor Matrix.**

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	VN007 Alternate Options and Systems: The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all requirements stated in the form of a "should" requirement only. **AT&T Response:** Complies. **APEX Continuity** APEX Continuity is a collaborative solution between Carbyne and AT&T designed to enhance emergency response communications. It integrates Carbyne's advanced real-time communication and incident management platform with AT&T's robust, reliable network infrastructure. This synergy ensures continuous, secure, and scalable connectivity for first responders and emergency centers, improving situational awareness, response times, and coordination during critical incidents. The partnership leverages Carbyne's innovative technology with AT&T's nationwide network to provide resilience and uninterrupted service even under high-demand or adverse conditions. **FirstNet Wireless Backup** FirstNet Wireless Backup is a specialized solution designed to ensure uninterrupted emergency communication services for Public Safety Answering Points (PSAPs) and other public safety entities. It is part of AT&T's commitment to providing resilient, reliable, and secure connectivity for mission-critical operations. Key features of FirstNet Wireless Backup include: 1. **Seamless Integration:** FirstNet integrates seamlessly with AT&T ESInet™, providing reliable backup for call routing and data transmission in case of primary network failure. 2. **Priority and Preemption:** FirstNet prioritizes public safety communications over commercial traffic, ensuring reliable connectivity even during network congestion or emergencies. 3. **Dedicated Core Network:** Built exclusively for public safety, FirstNet offers enhanced security, reliability, and performance tailored to the needs of first responders. 4. **Resiliency and Redundancy:** It provides an additional layer of redundancy for NG911 systems, ensuring continuous operation during primary network outages or disruptions. 5. **Geographically Diverse Infrastructure:** Supported by diverse sites and deployable assets, such as portable cell sites, FirstNet maintains connectivity in disaster-affected areas. 6. **24x7 Monitoring and Support**: The network is monitored around the clock to ensure optimal performance and rapid issue resolution. **Please refer to General Compliance Vendor Matrix.**
	SR-GI001.b NG911 Processing: 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. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**
	SR-CR002.b Call Routing: The NG911 Service Provider should develop and provide specifications that will enable other ESInets to interwork with the County's NG911 System at least sixty (60) days in advance of the first PSAP implementation. The NG911 Service Provider should describe how this will be accomplished in the future. **AT&T Response:** Complies. AT&T has developed and will provide interface and interconnection specifications that will allow other ESInets to operate with the County's NG911 system. AT&T will execute a commercial agreement, such as a memorandum of agreement, with IP Network provider(s). The agreement will identify the POI with the County's ESInet. The agreement includes lines of responsibility for network management and monitoring function between the authorized networks. AT&T establishes NNI commercial agreements with each ESInet provider with which it exchanges traffic. After receipt of the Letter of Authorization from the PSAP, AT&T sends an introductory package to the ESInet providers identified by Broward County. The package includes the LOA, notification, Interconnection agreement, NNI specifications and timelines. The Parties work cooperatively to establish the connections necessary to exchange IP traffic between the parties (6-9 months). The Interconnection agreements include but are not limited to the following: • Roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic. • Terms and Conditions. • Establishing facilities and Exchange traffic. • Basic SIP and i3 SIP interfaces • Network Architecture • Point of Interconnection (IP locations) • Bandwidth (Concurrent Call Sessions) traffic volume • IP network level • Application level • Call transfers • Split rate centers • Call transfers • Database • Troubleshooting • Fault Management and escalation procedures

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	The Interconnection agreements include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, terms and conditions, split rate centers, Point of Ingress and NNI specifications. All terms, conditions, and procedures follow applicable State guidelines and rules as well as applicable telephone industry practices, NENA standards and all applicable US telecommunication law. A typical ESInet to ESInet implementation follows the following process: • Contract execution with the County • Overall project implementation plan mutually agreed to with the PSAP (County) • Letter of Authorization from the Customer to act of their behalf to migrate to AT&T ESInet • AT&T sends notification (new NG 911 provider) and request to move traffic to AT&T ESInet • Interconnection Agreements mutually agreed to executed by the Parties • MPLS circuits orders for interconnection • Test/Turn up on MPLS circuits • Operational Readiness (ORT) testing with PSAP • PSAP goes live on AT&T ESInet™ This process will allow us to interconnect with additional ESInets in neighboring regions and states and FirstNet's NPSBN, as well as any other entities designated by the County. **Please refer to General Compliance Vendor Matrix.**
	SR-CP002.b NG911 Call Delivery (Call Processing): To support the VIPER 7 Functions, the NG911 Service Provider should provide examples where the NG911 Service Provider has provided the required documentation and agencies where the NG911 System has been interconnected to a VIPER 7 CHE. **AT&T Response:** Complies. Today, AT&T ESInet is deployed using i3 call delivery to over 400 Intrado VIPER call handling PSAPs. AT&T has provided three reference customers within this response that are currently deployed using VIPER 7 connected to AT&T ESInet: • Brevard County, FL • Capital Area Emergency Communications District • State of North Carolina **See AT&T Attachment K – VIPER 7 i3 Deployments** **Please refer to General Compliance Vendor Matrix.**
	SR-NR005 Wireless Connectivity: The NG911 Service Provider should provide an NG911 System to use satellite, public safety broadband networks, or other long-term evolution (LTE) or wireless connectivity as a tertiary backup for connectivity. The NG911 Service Provider should provide a list of all available methods that have been deployed in other agencies with similar proposed NG911 systems. **AT&T Response:** Complies. **FirstNet Built with AT&T** AT&T has included a tertiary (third) connection using FirstNet wireless mobile private connection to each stand-alone PSAP as part of our base offer. Wireless technology provides over the air diversity to the cellular tower. This solution will provide seamless continuity of service to these PSAPs in the event of an unexpected fiber cut in the last mile. FirstNet built by AT&T, unlike consumer LTE connections, includes preemption and priority as well as additional spectrum to ensure connectivity during times of congestion. FirstNet Wireless Backup has been successfully deployed at over 250 PSAPs across the country. **Please refer to General Compliance Vendor Matrix.**
	TIME001 Implementation Timeline: The NG911 Service Provider should provide a detailed timeline of all activities and the duration of each associated with the proposed implementation for the County with a breakdown of activities for Regional and Non-Regional PSAPs. The NG911 Service Provider should achieve Go-Live for the Regional environment within twelve (12) months of the Project Kickoff meeting and Non-Regional Go-Live within fifteen (15) months of the Project Kickoff meeting. **AT&T Response:** Complies. The timeline provided in the Project Plan included for PS002.b meets this request. **Please refer to General Compliance Vendor Matrix.**

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	SR-EH001 Onsite Equipment List: The NG911 Service Provider is expected to install some equipment in County facilities. The equipment may include network termination devices, network demarcation extensions, fiber or copper cabling, routers, network switches, or activation devices such as abandonment switches. The NG911 Service Provider should provide a list of all devices, quantities, makes, models, power requirements, heat loads, locations, and cabling types that will be installed in any County facility. **AT&T Response:** Complies. AT&T ESInet is delivered as a service and requires minimal network equipment onsite. The following network equipment will be installed at each VIPER Node where the AT&T ESInet AVPN circuits terminate. • PSAP Router A – Cisco 8300 Series • PSAP Router B – Cisco 8300 Series • Switched Power Distribution Unit (PDU) - CyberPower The County will be responsible for providing power, ground, and environmental controls for the Network Edge Equipment to be installed in the equipment room, as follows: • Two (2) dedicated 110 volt/20 AMP power feeds are required with A & B feed (separate power source) and receptacle plug type NEMA L5 20R twist lock **Please refer to General Compliance Vendor Matrix.**
	SR-EH002 Onsite Equipment Space Needed: For each device, the NG911 Service Provider should describe how it will be mounted in the facility and how much wall or rack space will be required for the device, including any required standoff distances. **AT&T Response:** Complies. In most cases, the AT&T ESInet Network Edge Equipment will be housed in one (1) standard 19-inch data cabinet. The County will be asked to provide 24 inches by 87 inches of floor space, where possible, for the Network Edge Equipment cabinet to be located, within 20 feet of the main telecommunications demarcation point. A Network Edge Equipment cabinet measures 24 inches by39 inches. However, 24 inches of space in front and behind the rack is required, and 36 inches between the end of the racks and the wall is recommended for proper airflow, installation, and maintenance. If the County wants to place the Network Edge Equipment into a pre-existing rack, AT&T will require 7 for contiguous Rack Units of rack space in a single rack. The PSAP will ensure that each Customer PSAP equipment room meets the following requirements: • The floor must be capable of supporting 104 pounds per square foot • Dry, clean, and well ventilated • Well lit, easily accessible, and free from excess vibrations • The rack should be located in an area that does not receive consistent building traffic The County will be responsible for providing power, ground, and environmental controls for the Network Edge Equipment to be installed in the equipment room, as follows: • Two (2) dedicated 110 volt/20 AMP power feeds are required with A & B feed (separate power source) and receptacle plug type NEMA L5 20R twist lock • Any metallic component that is part of the Customer infrastructure (such as equipment, racks, ladder racks, enclosures, cable trays, etc.) must be bonded to the grounding system • The facility will have adequate HVAC controls, monitoring, and redundancy in order to maintain: o Cooling for maximum heat output under full load is 4,000 BTU/hour o Data Center HVAC systems must maintain a constant dry bulb temperature between 68 and 77 degrees Fahrenheit o Relative humidity between 40% and 55% o Surge/Lightning Protection **Please refer to General Compliance Vendor Matrix.**
	SD004.b Initial Deployment: The NG911 Service Provider should provide a functional Call Flow and System Diagram to represent their proposed solution. The Diagram should depict the requirements outlined in this Scope of Work. **AT&T Response:** Complies. The AT&T ESInet solution designed for Broward County is depicted in the following network diagrams. **The Diagram was redacted by AT&T.** **Please refer to General Compliance Vendor Matrix.**
	TS005 Test Numbers: The NG911 Service Provider should provide test numbers that simulate different call types—at a minimum, wireline, wireless, and VoIP. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**

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	GL001.b Go-Live: The plan should be a step-by-step event plan with every activity along with the expected duration of each activity. • Go-Live will occur after the successful completion of Preliminary Acceptance Testing • The NG911 Service Provider will cutover each PSAP within the same environment as defined by County. • The County will determine the order in which each PSAP will cutover and the timeframe between cutover. • The NG911 Service Provider should provide the list of other 3rd party Technical Resources required for the cutover. • The NG911 Service provider should provide Go/No Go checkpoint throughout the cutover process. A copy of an example cutover plan should be provided in the proposal. At the completion of cutover, trouble ticketing, reporting, and notification procedures should be provided by the NG911 Service Provider to the County. **AT&T Response**: Complies. **See AT&T Attachment L – ESInet Cutover Plan** **Please refer to General Compliance Vendor Matrix.**
	GL004 Escalation Procedures: 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. **AT&T Response**: Complies. **Please refer to General Compliance Vendor Matrix.**
	TRN007 Recording of Training Sessions: The NG911 Service Provider should record all training sessions required above for playback later. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**
	TRN008.b Training Curriculum Example: The NG911 Service Provider should provide an example of all training curriculums in their proposal. **AT&T Response:** Complies. **See AT&T Attachment M - ESInet Training Plan** **Please refer to General Compliance Vendor Matrix.**
	TRN009 Training Materials: Each training session attendee should be provided with learning materials (e.g., student handbook, user guides, etc.). The NG911 Service Provider should provide an example student handbook. **AT&T Response:** Complies. AT&T will provide student handbooks upon executed contract due to the proprietary information contained within. **Please refer to General Compliance Vendor Matrix.**

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	TRN010 Training Materials Provided Electronically: All training materials should be provided electronically in native format (e.g., PowerPoint, Word, etc.) to the County and shall be updated throughout the terms of the contract. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**
	TRN011 Web-based Training: Web-based training should be provided during the contract period for use by the County for refresher and initial training as needed. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**
	TRN012 Training Mode: The NG911 Service Provider should provide a training mode to deliver calls to positions. This should include the following: • Ability to direct training calls to a specific PSAP • A minimum of two (2) test call numbers for each environment and call type (e.g., wireline, wireless, VoIP) • Ability to direct to specific position (optional) • Ability to configure test systems in the user portal (optional) The NG911 Service Provider should provide a list of all available test modes and functions available. **AT&T Response:** Complies. AT&T will provide A minimum of two (2) test call numbers for each environment and call type: • Wireline • Wireless • VoIP **Please refer to General Compliance Vendor Matrix.**
3. Project Approach: NG911 Solution (Maximum 25 Points)	*Vendor's Response*

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A. Functionality Checklist: Refer to the Functionality Checklist and submit as instructed. Points will be allocated based on Vendor's Functionality Checklist response. i.Security/Notification: **SN003.b, SN009, SN010.b, SN011 – SN013, SN017, SN020** ii.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** v.Network Redundancy and Resiliency: **SR-NR007, and SR-NR008.b** vi.NG911 Call Delivery (Call Egress/Call Delivery to All PSAPs): **SR-DL001, SR-DL004, SR-DL005.b, SR-DL006, SR-DL007, SR-DL014.b, and SR-DL015** vii.NG911 Call Delivery (Call Processing): **SR-CP003 – SR-CP005** viii.Interfaces: **SR-IT003** ix.Reports: **RPT001, RPT002.b, RPT003 (RPT003.a& RPT003.b) – RPT005** **Points Value: 15**	**SN003.b Notification of Testing:** The County should be notified in advance of all testing and reserves the right to observe testing at its discretion. **AT&T Response:** Complies. AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**
	SN009 STIR/SHAKEN: The NG911 Service Provider should implement STIR/SHAKEN and pass information including attestation to the CHE. The NG911 Service Provider shall describe how this has been accomplished in other locations with VIPER 7. **AT&T Response:** Complies. AT&T fully complies with the requirement to implement STIR/SHAKEN and pass attestation information to the CHE. This functionality is supported in environments using VIPER 7 and has been successfully deployed in multiple jurisdictions. The STIR/SHAKEN protocols are implemented within the NGCS core services and operate bidirectionally: • Inbound Calls: The NGCS validates the caller's identity using a trust chain and appends a signed SIP header that is passed to the VIPER CHE. This ensures that the CHE receives verified caller identity and attestation information. • Outbound Calls: The PSAP's identity is similarly validated and signed before the call leaves the system. **Please refer to Functionality Checklist Vendor Matrix.**
	SN010.b Transactional Logging: The NG911 Service Provider should provide transactional logging information for each functional element (i.e., Emergency Services Routing Proxy [ESRP], Legacy Network Gateway [LNG], BCF, PRF, Location Validation Function [LVF], Legacy Selective Router Gateway [LSRG], Spatial Interface [SI], and Emergency Call Routing Function [ECRF]). The transactional database logs for 911 calls should include calling number, SIP header information, routing destination, call or record process success/failures, transfers, ALI database transactions, and alternate routing, which includes call counts. The log retention period should be a minimum of thirty (30) calendar days. **AT&T Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	SN011 System Logging Repositories: The NG911 Service Provider should provide transactional logging repositories at two different data centers for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The log retention period should be a minimum of thirty (30) calendar days. **AT&T Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	SN012 System Log Retrieval: The NG911 Service Provider should provide a user-friendly portal to retrieve transactional logs in near realtime for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The NG911 Service Provider should provide a process to retrieve the logs. **AT&T Response:** Complies. AT&T's Customer Management Portal (CMP) provides authorized users access to functional element transactional logs through CDRs that are searchable by date/timestamp, ANI/pANI, Call Type, Route Choice, ECRF to ESN Fallback as well as media type (voice, text, RTT, TTY). AT&T's CMP includes both an online user guide as well as instructor-led training to assist the PSAPs in how to search for CDRs. Additionally, through the call trace tool, individual functional element logs can be viewed. **The Customer Management Portal – PSAP CDR View was redacted by AT&T.** **Please refer to Functionality Checklist Vendor Matrix.**

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	SN013 Security Information and Event Manager (SIEM): The NG911 Service Provider should integrate with the County's SIEM Splunk Tool (when deployed) for onsite logging events. The log retention period should be a minimum of 30 calendar days. The NG911 Service Provider should provide the County access to the logs of other systems and devices in the NG911 System for tracking the calls and issues. The log retention period should be a minimum of thirty (30) calendar days. **AT&T Response:** Complies. **AT&T also indicated the following in the "Vendor Proposal" document:** AT&T has multiple options for access to AT&T transactional logs. AT&T looks forward to understanding and partnering with Broward to best provide notification of all applicable logs. **Please refer to Functionality Checklist Vendor Matrix.**
	SN017 User Notifications and Communications: The NG911 Service Provider should have a system that performs outward notifications and updates of customer tickets through phone, email, and text. The NG911 Service Provider shall notify the County via the contact methods provided of all NG911 Service Provider infrastructure failures and/or outages within 15 minutes of discovery. For all outages, the NG911 Service Provider must also contact the 911 Coordinator via phone. **AT&T Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	SN020 TDOS and DDOS Prevention: The NG911 Service Provider should implement hardware, software, and training to identify, respond, and prevent TDOS and DDOS attacks as a part of the proposed NG911 System. The NG911 Service Provider shall describe the process to identify respond and prevent TDOS and DDOS attack. **AT&T Response:** Complies. AT&T leverages a comprehensive security posture to identify, respond to, and prevent TDOS (Telephony Denial of Service) and DDOS (Distributed Denial of Service) attacks. Our advanced defense-in-depth approach incorporates enterprise-grade hardware and software solutions, including intrusion detection/prevention, real-time traffic analysis, and automated mitigation technologies. AT&T's security personnel are extensively trained in both proactive and reactive measures, supported by documented processes for continuous monitoring, rapid incident response, and regular system audits. We will provide detailed documentation describing our detection, response, and prevention methodologies as part of the proposal package. **Some information was redacted by AT&T for this requirement.** **Please refer to Functionality Checklist Vendor Matrix.**
	SR-IN003.b Multiple POIs: 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. The NG911 Service Provider shall list the locations of all POIs that will be used. **AT&T Response:** **No Response.** **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-GI013 SI Provisioning: The NG911 Service Provider should pull GIS data from the County GIS data repository rather than require the County to push (upload) GIS data to the SI. The data pull can be automated by the NG911 Service Provider or scheduled by the County. The NG911 Service provider shall describe the process used and how the County's preference can be integrated into the proposed NG911 System. **AT&T Response:** Complies. The proposed NG911 solution supports pull-based GIS data provisioning from the County's GIS data repository. This approach eliminates the need for the County to manually push updates. The NG911 Service Provider offers two integration options: • Automated Pull: A scheduled, secure data retrieval process that syncs with the County's update cadence. • County-Scheduled Pull: The County can define specific intervals or triggers for data synchronization. This flexibility ensures the County's preferences are fully supported. The system is compatible with Esri geodatabases and includes validation tools to ensure data integrity before ingestion. AT&T will work with Broward to establish the desired data flow of GIS data to the AT&T managed SI. Although the industry standard is to push the data from the GIS authority, there are multiple options that can be offered for AT&T to pull data from an accessible database. AT&T looks forward to receiving detailed requirements and capabilities from the county to jointly develop a solution that best fits Broward's needs. **Please refer to Functionality Checklist Vendor Matrix.**
	DAT001.b GIS Upload Process: The NG911 Service Provider should describe the GIS upload process to include the access, steps, and ease of use. **AT&T Response:** Complies. AT&T provides the NENA Spatial Interface (SI) as a function of the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). The SI is a fully hosted, managed service that encompasses all necessary processes to receive GIS data from a single source. Data can be submitted in a GIS database managed by a vendor or by the authority itself. The SI provides data validation, error reporting, and provisioning to the Emergency Services Network (ESInet) functional elements including Emergency Call Routing Function (ECRF) and Location Validation Function (LVF). The SI provides: • NG9-1-1 GIS data compliancy checks • Ongoing GIS data accuracy validation (QA/QC) • GIS data error reporting • Provisioning to i3 systems (ECRF/LVF) The SI undergoes data quality and data integrity checks that ensures that the data complies with all applicable requirements of STA-010.3f and the NG9-1-1 GIS Data Model. Any updates to the GIS data within the ECRF, whether to correct errors within the current data set or enhance it for any other reason, will be uploaded through the Spatial Interface. GIS provisioning is performed through the Spatial Interface, which has the additional ability to perform GIS validations, including validations to ensure routing integrity. The QA/QC processes provided during validation steps in the SI will prevent any unwanted data being provisioned in the ECRF that may introduce ambiguity in the data that would prevent the ECRF from being able to make a definitive response to certain requests. A change control system is established to monitor and manage data discrepancies and to track data change requirements. Validated GIS updates are normalized and applied to the ECRF production instances in a manner that preserves availability and coordinates with other ESInet scheduled updates and activities. Since there is not yet an established standard for the Spatial Interface to provision ECRFs with GIS data, internal or external, the mechanism for provisioning must be negotiated between AT&T, as the Spatial Interface provider, and non-AT&T ECRF providers. Provisioning of the LVF is identical to the ECRF provisioning. It is simply another provisioning target of the Spatial Interface. As such, it will always contain the same GIS data as the ECRF. The GIS upload process is designed to be user-friendly, secure, and transparent. Key features include: • Web-based Portal: Authenticated users can upload GIS files via a secure browser interface. • Step-by-Step Workflow: The portal guides users through file selection, schema validation, and submission. Automated Validation: Uploaded data is checked against predefined schemas and standards (e.g., NENA i3), with error reports provided for any discrepancies. **Audit Trail** All uploads are logged with timestamps and user credentials for traceability. The 9-1-1 Enterprise Geospatial Database Management System (9-1-1 EGDMS) is a web application that serves as the front-end user interface for the NENA Spatial Interface (SI). We have included AT&T Appendix I - AT&T 9-1-1 EGDMS User Guide as a reference to section 3.6 GIS. In addition, we can provide NG9-1-1 GIS Onboarding services, which delivers services, training, and support needed to successfully deploy NG9-1-1 GIS data within the EGDMS prior to NG9-1-1 go-live. AT&T will provide the EGDMS system access, account creation, remote training, and assistance with the initial GIS data upload and field mapping configuration. Two levels of NG9-1-1 GIS Onboarding are available to end customers. AT&T's NG9-1-1 GIS onboarding delivers the essential services, training, and support needed to successfully deploy NG9-1-1 GIS data and EGDMS within a NG9-1-1 environment. AT&T will provide web-based training and setup of the EGDMS system and assist with the initial GIS data load, clarifying the role of EGDMS as the NENA Spatial Interface, and defining its features and functionality. NG9-1-1 GIS onboarding services establish communication between the GIS Authority, the i3 GIS coach, and the NG9-1- 1 service provider throughout the GIS onboarding phase and EGDMS implementation. NG9-1-1 GIS onboarding includes EGDMS setup and the following services: • Assignment of an i3 GIS Coach • NG9-1-1 GIS onboarding kickoff meeting • EGDMS overview, user training, and field mapping training (web-based) • EGDMS report interpretation and error correction consultation training (web-based) • ALI-to-GIS report review and error correction consultation training (web-based) • GIS data testing and remediation • General NG9-1-1 GIS Q&A support • EGDMS and NG9-1-1 GIS go-live support **The "EGDMS Overview" was redacted by AT&T.** **Please refer to Functionality Checklist Vendor Matrix.**

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	DAT003.b Management of PRF Routing: The NG911 Service Provider should describe the process to manage PRF routing plans. **AT&T Response:** Complies. The NG911 Service Provider offers a dedicated portal for managing PRF (Policy Routing Function) routing plans. This includes: • Role-Based Access: County-authorized users can view, edit, and approve routing plans. • Version Control: Changes are tracked with rollback capabilities. • Visualization Tools: Dashboards help visualize routing logic and coverage areas. The AT&T ESInet™ i3 policy routing will provide Broward with extensive flexibility to define and update standard and alternate routing polices. PSAPs can modify routing policies, set priorities, and modify their operational state. Routing policies can be defined as recurring or one-time. The rules-based routing proxy includes the following elements: • A repository of PSAP-defined routing policies. • Customer Management Portal – A feature-rich web tool that allows PSAPs to view their routing policies and operational status (normal, abandoned, back-up). All routing policy changes are automatically verified for syntactical and logical prior to activation in production. Secure user access is provided via the Customer portal. The following types of routing policies are supported: • Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as 'Abandoned'. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online. • Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. When PSAP CPE is unreachable or responds with an error/busy, the ESRP engages the primary PSAP's overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout. • Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online. • Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned. AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples. Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies. • Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP's jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically. • Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs. • Load-balanced – The system can be configured to distribute calls between PSAPs. All policies loaded by the customer are held in a test state (non-active) until the customer confirms that all test calls using the policies perform as expected. The diagram below illustrates the location of the ESRP/PRF functional components and the interfaces with other i3 solution elements. AT&T's largest experience of alternate routing to destinations across multiple PSAPs was during the 2024 Hurricane Helene disaster in North Carolina. During this catastrophic event, AT&T was able to successfully alternate route calls throughout the County for PSAPs impacted by the hurricane. This included routing calls from PSAPs in the western portion of the County to PSAPs on the eastern portion that were not impacted. The flexibility of the route lists allowed the County to update these specifically for this event and in a timely fashion in order to allow for PSAPs to failover to PSAPs they do not normally utilize. **The "ESRP/PRF Functional Components" diagram was redacted by AT&T.** **Please see Figure 12 & Figure 13 on page 88 for the North Carolina Abandonment Routing During Hurricane Helene in the "Vendor Proposal" document.** **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR003.b Call Routing: The NG911 Service Provider should work with the County to design all the rules, policies, and algorithms that will be available to route calls similar to the routing groups currently in place. Describe how this process will be accomplished. **AT&T Response:** Complies. The proposed system supports routing calls using: • Call labels/tags compatible with VIPER CHE for function-specific routing. • Distribution rules that replicate current routing group logic. • Additional circuits where needed to maintain redundancy and load balancing 2. Routing is managed via the PRF and ESRP (Emergency Services Routing Proxy), ensuring seamless delivery to the correct PSAP or ring group. • i3 routing allows for all existing legacy alternate/default routing logic to remain the same while adding additional capability (PRF) for unique or custom situations. AT&T follows i3 standards for routing URIs, historyinfo, and PSAP special queues which allows for enhanced capability when deciding when, what type and the priority of calls being answered by the PSAP. Prior to PSAP configuration, the AT&T project manager will walk through these capabilities and define the preferences of Broward. Prior to go live, during the ORT (operational readiness testing) each scenario will be fully tested and approved by the PSAP before enabled in the live PSAP environment. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-CR004 Distribution of Calls to PSAPs: The NG911 Service Provider should route calls similar to the routing groups currently in place, including call labels/tags required by the CHE for various call functions and distribution rules currently in place. The NG911 Service Provider should describe the method that is proposed to route calls similar to the routing groups currently in place, such as additional circuits, call labels/tags, or setting distribution rules. **AT&T Response:** Complies. The proposed system supports routing calls using: • Call labels/tags compatible with VIPER CHE for function-specific routing. • Distribution rules that replicate current routing group logic. • Additional circuits where needed to maintain redundancy and load balancing. Routing is managed via the PRF and ESRP (Emergency Services Routing Proxy), ensuring seamless delivery to the correct PSAP or ring group. i3 routing allows for all existing legacy alternate/default routing logic to remain the same while adding additional capability (PRF) for unique or custom situations. AT&T follows i3 standards for routing URIs, historyinfo, and PSAP special queues which allows enhanced capability when deciding when, what type and the priority of calls being answered by the PSAP. Prior to PSAP configuration, the AT&T project manager will walk through these capabilities and define the preferences of Broward. Prior to go-live, during the ORT (operational readiness testing) each scenario will be fully tested and approved by the PSAP before enabled in the live PSAP environment. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR006.b Call Distribution: All calls should be routed based on data received. The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in the Regional and Non-Regional environments. Please provide examples of how this was done for other implementation. **AT&T Response:** Complies. Routing decisions are dynamically made using: • Location data from LIS and ECRF queries. • Service URNs and policy rules from the PRF. • This process has been completed and deployed in over a thousand Multimode/Hosted/Cloud PSAP CPE environments deployed in the AT&T Infrastructure. Notable examples Include, Miami-Dade (FL), Palm Beach (FL), Fairfax County (VA), Washington DC, and Charlotte-Mecklenburg PD (NC). These five PSAPs alone cover over 6M in population. Although the majority of PSAPs choose to distribute calls using a load balanced methodology – a primary/secondary distribution can be applied if desired. The AT&T infrastructure will also adjust distribution of calls based on network stability and performance. The AT&T solution is built on the basic principle of "no single point of failure." AT&T utilizes a fully redundant, multi-path, multi-protocol network linking all AT&T NG9-11/AT&T 9-1-1 Network elements and PSAPs. Within each redundant node, there are redundant network elements. Failover within the system occurs automatically with no manual intervention. AT&T network connectivity handoffs enter each facility (minimum of two) via diverse facility transport paths and diverse points of interconnection. The proposed ESInet is a Quality of Service (QoS)-managed private IP network which can prioritize any type of IP traffic, voice, data, and multi-media. The solution uses QoS and VLANs between data centers and PSAPs to prioritize and protect the data/traffic. Quality of Service in the AT&T ESInet network is performed through packet marking with Differentiated Services Code Point (DSCP) on ingress to the ESInet switch ports. In some cases, the voice equipment manages its own marking, and the router/switch honors these QoS settings. In others, the router/switch will override the DSCP marking with a more appropriate setting. The audio stream Real Time Protocol (RTP) is marked with “Expedited Forwarding,” the highest class of service available, so that it is treated like real-time media (e.g., voice). This is typically mapped to a priority queue. Signaling packets (SIP or Media Gateway Control Protocol (MGCP) are placed in another queue, which will typically have a small but firmly reserved portion of bandwidth. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR008 Regional PSAP Routing: The CHE has been implemented to provide advanced routing capabilities. These capabilities are expected to remain. Regional PSAP routing should include: • Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today • Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP • Ability for the VIPER CHE to distribute calls to all PSAPs regardless of the proper PSAP • Ability of the VIPER CHE to identify the proper PSAP and distribute to the proper PSAP when needed (CAD failure operations) The NG911 Service Provider should describe the system that is proposed and how these capabilities will be accomplished. **AT&T Response:** Complies. The AT&T ESInet solution prefers to treat a load balanced CPE system just as what is required and described by Broward. There are a few reasons for this. • To properly distribute the call load over equal equipment endpoints • To properly distribute the load over various network paths • To continually verify all paths for viability. AT&T will work with Broward to implement a solution that best accomplishes Broward’s requirements, while incorporating critical configurations and lessons learned while successfully deploying the solution over the last eight years. The AT&T ESInet NGCS core elements have been developed with Broward’s exact requirements in mind. The AT&T core elements allow for equal distribution, not only between VIPER endpoints, but also within the core system itself. **Some information was redacted by AT&T.** **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-CR009 Non-Regional PSAP Routing: Non-Regional PSAP routing should include: • Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today • Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP • Ability for the VIPER CHE to distribute calls to the proper PSAP The NG911 Service Provider should describe the system that is proposed and how these requirements will be accomplished. **AT&T Response:** Complies. The AT&T ESInet solution prefers to treat a load balanced CPE system just as what is required and described by Broward. There are a few reasons for this • To properly distribute the call load over equal equipment endpoints • To properly distribute the load over various network paths • To continually verify all paths for viability. AT&T will work with Broward to implement a solution that best accomplishes Broward's requirements, while incorporating critical configurations and lessons learned while successfully deploying the solution over the last eight years. The AT&T ESInet NGCS core elements have been developed with Broward's exact requirements in mind. The AT&T core elements allow for equal distribution, not only between VIPER endpoints, but also within the core system itself. **Some information was redacted by AT&T.** **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR010.b Host Routing: The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in each environment for the following predetermined emergency scenarios at a minimum: • Loss of primary route to a host load balancer • Loss of primary and secondary route to a host load balancer • Loss of all routes to a single host in a single environment • Loss of all routes to two hosts in a single environment • Abandonment of a PSAP • Abandonment of a single PSAP with transfer to another environment • Abandonment of two PSAPs with transfer to another environment • Loss of single environment • Use of out-of-county PSAPs as backup PSAPs The NG911 Service Provider should describe how each scenario above can be processed by the proposed system with limited or no human intervention. **AT&T Response:** Complies. The system includes automated failover and rerouting for scenarios such as: • Loss of primary/secondary routes. • Host or environment failure. • PSAP abandonment and transfer to alternate environments. • Use of out-of-county PSAPs as backups. These are handled via preconfigured PRF policies and ESRP logic with minimal human intervention. During the ORT testing, each of these scenarios are fully tested, validated, and signed off from the PSAP. AT&T will provide an extensive test plan showing the hundreds of scenarios tested/validated during the prelive PSAP testing. Below are additional descriptions of alternate/default routing that is available to Broward County • Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as 'Abandoned'. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online. • Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the primary PSAP's overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout. • Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online. • Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned. AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples. Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies. • Geographically – The system can be configured to send alternate and abandonment calls to different PSAPs based on the geographic location of the calling party within the primary PSAP's jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically. • Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs. • Load-balanced – The system can be configured to distribute calls between PSAPs. Abandonment routing is the one configuration that is not an "automated" routing policy. Since all calls will route alternately if the PSAP is unavailable, abandonment routing is a configuration designed to allow for unique routing in the specific scenario that the PSAP "wants" to enable it. It can take the same path as typical alternate routing, or it can have separate routing rules defining what needs to be done in that specific "abandonment" scenario. Activation of the abandonment route can occur in one of 3 ways. 1. **A Call to the AT&T Res Center** o In this scenario, a verified Broward representative would contact the AT&T Res Center at which point the configuration would be activated. 2. **Customer Management Portal configuration access** o AT&T can allow for verified PSAP personnel to activate the abandonment via the Customer Management Portal. 3. A PSAP Abandonment Device (PAD) located at the VIPER Host CPE o The PAD acts more like a traditional make-busy switch. It is a physical device with a physical switch. When utilized, abandonment routing will immediately take effect. AT&T ESInet policy routing function performance was proven during Hurricane Helene in the State of North Carolina last September. At the height of the storm, 19 PSAPs in the western part of the state had 911 calls rerouting to 23 partner PSAPs, ensuring callers could reach a trained telecommunicator. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-CR011 Geofencing: Geofencing and routing calls to specific call takers/positions/queues/ring groups are needed as part of the County's requirements. The NG911 Service Provider should ensure selected positions, PSAPs, or resources can be dynamically removed from receiving non-incident/event 911 calls. The NG911 Service Provider should describe the process, signaling, or tagging that would be used in the proposed NG911 System to accomplish this requirement. **AT&T Response**: Complies. The i3 solution for geofencing describes a unique PSAP URI which will be utilized when indicating a specific group or groups for the CPE call takers. The AT&T ESInet allows for various GIS scenarios that can be configured to use a PSAP URI to indicate this type of specific group on the PSAP call taking side. The most common groups that utilize GIS/Geofencing are • Call Type • Call Times • Special Event Routing (Parade, Rock Concert, Seasonal Festival, Car Racing) Each of these scenarios have been deployed within the AT&T ESInet. AT&T looks forward to utilizing its superior GIS routing capabilities to better serve Broward's citizens. Below is more detail on what capabilities the AT&T ESInet system has for GIS/Geofencing alternate routing scenarios. • Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as 'Abandoned'. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online. • Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the primary PSAP's overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout. • Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online. • Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned. AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples. Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies. • Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP's jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically. • Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs. • Load-balanced – The system can be configured to distribute calls between PSAPs. The AT&T ECRF can be loaded with any number of polygon layers for multiple purposes. Polygon sets can be created, validated and provisioned for anticipated overload, backup routing, abandonment, special event and other routing scenarios as desired. Each would be provisioned with a unique URN. Using optional advanced PRF functions, when the ECRF returns a PSAP URI for routing, the PRF will evaluate it for special policy routing rules. The PSAP policy can direct the ESRP to query the ECRF again with the URN prescribed within the policy (e.g. geospatially distributed abandonment polygons which spread the abandonment load to multiple PSAPs depending on call location). Using the caller's location and the prescribed URN, the ESRP will query the ECRF, which will return the URI associated with the new URN and the location provided in the query. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-NR007 All Circuits Used: To ensure all connectivity is always available, all primary circuits should be used in normal operation to process traffic. Secondary and tertiary circuits should be active daily. The active secondary and tertiary circuits will demonstrate that the circuits are available and can support live traffic. The NG911 Service Provider should describe the method that will be used to accomplish this requirement and describe any types or specific circuits that may not be used in normal operation and why. **AT&T Response:** Complies. The proposed NG911 solution ensures that all primary, secondary, and tertiary circuits are active and exercised daily to support live traffic. This approach validates circuit availability and performance in real-time. • Primary Circuits: Used continuously for standard traffic flow. • Secondary/Tertiary Circuits: Although de-prioritized, these circuits carry traffic daily to demonstrate operational readiness and load balancing. Any exceptions—such as circuits reserved for disaster recovery or legacy interconnects—are documented and justified based on operational design and PSAP-specific needs. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-NR008.b Monitoring Methods and Procedures: The NG911 Service Provider should describe the monitoring methods and the process to provide notifications to the County when circuits are unavailable. **AT&T Response:** Complies. The AT&T ESInet fully managed service includes a 9-1-1 Resolution Center and network monitoring facility dedicated solely to monitoring and managing 9-1-1 processes and system elements. The AT&T 9-1-1 Resolution Center is staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESInet associated services and connectivity. Multiple network management components monitor network elements, IP paths, packet rates, packet loss, retransmission, and other IP network metrics 24x7x365. These components generate alarms to system operators if the reliable delivery of calls or data is threatened. Active application monitoring and alerting complement traditional network management. The AT&T ESInet application elements also report network failures as detected by their application messaging activity, some of which is specific to managing the availability and integrity of the solution. All network elements are monitored at the AT&T ESInet NOC, including LNGs, ESRPs, ECRFs, BCFs, and PSAP site equipment. The NOC monitors and tracks net flow statistics and performs packet level capture and forensics at the AT&T ESInet core sites. There are currently two varieties of monitoring systems in use at the NOC. One provides a "single pane of glass" for network and system status. This provides SNMP trap and syslog receiver capabilities. These systems also provide ICMP and SNMP trending and threshold alarming. The second type of system provides packet capture, display, and troubleshooting capabilities. When a potential or actual customer-affecting issue is defined and determined to be an incident, the Incident Administration team is engaged by the AT&T ESInet NOC. The team uses established processes that are ISO 9001:2015-compliant for immediate escalation, notification, resolution, and reporting. • AT&T will provide 24x7x365 logging and monitoring of the network supporting the County. For security purposes, AT&T does not allow outside vendor/customer access to monitoring equipment. AT&T will provide real-time reporting capabilities as well as access to the AT&T ESInet NOC for real-time updates on network and equipment health. AT&T provides 24x7x3657 monitoring and Denial of Service mitigation tools. • AT&T monitors the core network for traffic anomalies and shared resource consumption thresholds to protect the core network and preserve the performance of other customers. • AT&T monitors and audits all aspects of the network for threats from a variety of sources. NetFlow statistics and packet level capture and forensics are continuously performed. In addition, network hosts and security infrastructure provide logging through a centralized Security Information and Event Management (SIEM) solution, providing real-time analysis, event correlation, and alerts across the AT&T ESInet environment. This capability assists in troubleshooting and anomaly resolution as well as providing assurance of reliable performance. Information Security personnel have devised profiles of common events from given systems so that they can tune detection to focus on unusual activity, avoid false positives, more rapidly identify anomalies, and prevent overwhelming analysts with insignificant alerts. • Remote monitoring of network and computer performance is conducted to provide statistical data on the number of alarms received and reported based on severity. The AT&T ESInet NOC uses monitoring tools to capture the elements of a complex end-to-end service environment, such as network elements, computer systems, databases, and the applications themselves. NOC staff can monitor the complex dependencies among these managed elements and alert the appropriate group for interpretation. This provides a method to immediately notify designated personnel of any system failures.

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	• The following are key highlights for the notification system: o The five state levels are as indicated: Critical, Major, Minor, Warning, and Normal o We provide notification by email and SMS o Notification levels are defined by the supporting entity • In the event of an outage, AT&T applies immediate and sustained effort, 7x24, until a final resolution is in place. We use all reasonable efforts to provide a temporary workaround within an agreed upon time frame of the issue being detected. If a temporary workaround solution is provided, we provide an action plan to be mutually agreed upon for the final resolution. We continue resolution activity until full service is restored. The primary objective of an incident is to mitigate impact. The Incident Commander and Incident Administrator are able to call upon whatever resources are required to identify and restore functionality. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL001 Call Egress/Call-Delivery Circuits: The NG911 Service Provider should provide the call egress/call-delivery circuits and associated infrastructure to meet the following requirements: • Diverse entrance facilities for core sites • Diverse entrance facilities to all call-handling host locations that the County deploys, whether local, remote data center, or cloud-based • No single point of failure • Use open standards • IPv4 and IPv6 dual protocol stacks • Border Gateway Protocol (BGP) utilizing bidirectional forwarding detection • Multicast routing and switching • Quality of service (QoS) marking using Differentiated Service Code Point (DSCP) to ensure the highest voice quality for all 911 calls • Have a network traffic convergence of less than 54 milliseconds (ms) • Maintain an MOS of 4.0 or better at the handoff to the CHE **AT&T Response**: Complies. **AT&T also indicated the following in the "Vendor Proposal" document:** Core sites include redundant network transport and redundant network interfacing elements to ensure optimal operation and availability. Network interfacing elements include switches, routers, SBCs, firewalls, and other security devices. AT&T has designed the host connections with diverse access paths utilizing existing dual entrances at all Broward County locations. As the industry's adoption has evolved and new threats emerged, it is recommended to deploy two diverse circuits to each Host site. Diversity can only be achieved by fully engineering the entire physical and logical paths to the customer sites. Multi-vendor network solutions may not guarantee actual diversity. Particularly if the vendors are leasing common conduit at any point in the delivery path. While there may be two separate carriers providing circuits to the end point, if there is a cable cut at any point where the two carriers are sharing a common leased conduit, all ESInet service to the host would be severed. AT&T's proposal includes two AVPN connections per Host that have been engineered with Access Path Diversity and will take advantage of the County's existing dual entrances to the facilities. The dual AVPN circuits per Host will terminate on two separate managed and monitored routers. In addition, AT&T has looked further into the network and designed these network services to utilize diverse Serving Wire Centers, Layer 2 and Layer 3 POPs, thus providing the greatest level of resiliency offered. **The information for the Diversity Scenario for North Regional Host in the "Vendor Proposal" was redacted by AT&T.** **Please refer to Functionality Checklist Vendor Matrix and Vendor Proposal document.**
	SR-DL004 Abandonment Switches: The NG911 Service Provider should provision one or more abandonment switches at each PSAP, which, when activated, will automatically reroute calls to the pre-defined alternate endpoint for that PSAP based on the required routing configurations used today. Strict administrative policies and procedures will be put in place by the County. The NG911 Service Provider should describe how abandonment switches will be used in the proposed NG911 System. **AT&T Response:** Complies. Abandonment is a routing policy that is pre-determined with the PSAP. Since all calls will route alternately if the PSAP is unavailable, abandonment routing is a configuration designed to allow for unique routing in the specific scenario that the PSAP "wants" to enable it. It can take the same path as typical alternate routing, or it can have separate routing rules defining what needs to be done in that specific "abandonment" scenario. Activation of the abandonment route can occur in one of three ways. 1. **Customer Management Portal Configuration Access**: AT&T can allow for verified PSAP personnel to activate the abandonment via the Customer Management Portal. 2. **A PSAP Abandonment Device (PAD)**: located at the VIPER CPE and/or remote PSAP location. The PAD acts more like a traditional make-busy switch. It is a physical device with a physical switch. When utilized, abandonment routing will immediately take effect. 3. **A Call to the AT&T Res Center:** In this scenario, a verified Broward representative would contact the AT&T Res Center at which point the configuration would be activated. **AT&T ESInet policy/abandonment routing function performance was proven during Hurricane Helene in the State of North Carolina last September. At the height of the storm, 19 PSAPs in the western part of the state had 911 calls rerouting to 23 partner PSAPs, ensuring callers could reach a trained telecommunicator.** **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-DL005.b Policy Based Rules Tool: The NG911 Service Provider should describe the functions of the policy based rules tool and types of rules that can be provisioned by the PSAP, County, and NG911 Service Provider. **AT&T Response:** Complies. The AT&T NG911 system includes a policy-based rules engine that allows the County, PSAPs, and AT&T to define routing and handling logic. Rules can be provisioned for: • Time-of-day routing • Call type prioritization • Jurisdictional boundaries • Alternate routing during outages These rules are managed via a secure web interface with role-based access controls. AT&T ESInet i3 policy routing will provide Broward County with extensive flexibility to define and update standard and alternate routing policies. PSAPs can modify routing policies, set priorities, and modify their operational state. Routing policies can be defined as recurring or one-time. The rules-based routing proxy includes the following elements. • A repository of PSAP-defined routing policies. • Customer Management Portal – A feature-rich web tool that allows PSAPs to view their routing policies and operational status (normal, abandoned, back-up). All routing policy changes are automatically verified for syntactical and logical prior to activation in production. Secure user access is provided via the Customer portal. The following types of routing policies are supported: • Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as 'Abandoned'. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online. • Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the primary PSAP's overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout. • Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online. • Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned. AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples. • Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies. • Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP's jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically. • Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs. • Load-balanced – The system can be configured to distribute calls between PSAPs. All policies loaded by the customer are held in a test state (non-active) until the customer confirms that all test calls using the policies perform as expected. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL006 Emergency Incident Data Object (EIDO): The NGCS and ESInet should support the exchange of EIDO over the ESInet between PSAPs and across NNIs to neighboring jurisdictions. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement. **AT&T Response:** Complies. AT&T's NGCS and ESInet support EIDO exchange across NNIs, enabling seamless data sharing between PSAPs and neighboring jurisdictions. The County and CHE vendors must ensure: • EIDO schema compliance • Secure API integration • Coordination of endpoint configurations AT&T provides onboarding support and validation tools to assist with implementation. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL007 EIDO Access: The NGCS and ESInet should support access from other jurisdictions to the EIDO message servers deployed in the County's Regional and Non-Regional environments to exchange data. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement. **AT&T Response:** Complies. EIDO message servers deployed in both Regional and Non-Regional environments are accessible to authorized external jurisdictions. Access is controlled via OAuth2/SAML-based SSO, and data exchange is encrypted using TLS 1.3. The County and CHE vendors must configure firewall rules and endpoint permissions to enable secure access. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-DL014.b Trouble Ticket Notification: As part of the call delivery monitoring, the following situations should result in a trouble ticket being generated automatically for dispatch and resolution, and a notification to the County: • Call delivery between Functional Elements causes an error processing should generate an alarm. • When all calls are not able to be delivered to the PSAP, the NG911 Service Provider generates an alarm and notifies the appropriate parties at the County as well as the field personnel to confirm that alternate routing is activated. • When there is a failure to deliver the 911 call, the alternate call routing plans are automatically used to route the calls. In the event the NG911 alternate routes are not available, the calls are routed to an alternate public switched telephone network (PSTN) path using a 10-digit number associated with the destination PSAP. If the primary path is unavailable, the calls should be routed to the backup 10-digit number. The logging of such routing should be available to the County. The NG911 Service Provider should provide examples of how these will be managed and performed in the proposed solution. **AT&T Response:** Complies. AT&T provides 24X7 monitoring of the functional elements within the NGCS, the network within the NGCS, and the equipment located on site at the PSAP CPE host. There are multiple levels of alarming resulting from normal call processing. Some are “acceptable” errors, such as a busy system or an SRDB fallback routing decision. In any case that a call could not be delivered to a primary PSAP due to an equipment or network failure, trouble tickets are created, and an incident team is established to immediately investigate and resolve the issue. If primary PSAP endpoints are unavailable, the AT&T system has multiple alternate routes established to seamlessly re-route a call. These routes are established with the PSAP prior to go live, and can be modified, real time, by the AT&T Res Center, and (with proper permission) the PSAP through the AT&T Customer Management Portal (CMP). Standard alternate routes can include alternate 911 PSAP delivery (a neighboring PSAP or Operations center) via the AT&T ESInet, or a PSTN route designated by the PSAP. An example of a typical configuration would include a primary PSAP route associated to an alternate PSAP. If that alternate PSAP is down/busy, configurations allow for the call to be further routed to a dialable PSTN. PSAPs typically use a phone bank/PBX non-associated directly to the PSAP CPE in case of a total CPE failure. Other examples include additional routes to a specified GIS area for alternate or abandonment re-routing, rerouting due to time of day or special events, and re-routing to the same physical PSAP with an alternate URI for prioritization. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL015 Call Queuing: The NG911 Service Provider should provide call queuing at the network level. If the network is unable to deliver the calls to the PSAP due to increased volume, the calls should be queued and tracked at the network level. The NG911 System should be able to process two hundred (200) calls simultaneously for each environment (Regional and Non-Regional). **AT&T Response:** Complies. AT&T will provision all Broward environments to accept (at a minimum) 200 simultaneous calls. There are multiple options and a combination of configurations between the AT&T core elements and the VIPER 7 for an individual PSAP to accept, queue or reject calls coming into the VIPER 7 T-ESRP/CPE. Thes configurations include (but are not limited to) • Ring No Answer timer • Call capacity Management on VIPER per SIP trunk • Use of Alternate Primary PSAP SIP URIs for prioritization • Alternate and/or Default routing PSAP route lists. • PSAP Use of VIPER IVR/Call Queues AT&T looks forward to working with Broward County to determine the configurations on both systems that will work best to enhance the caller/call taker experience and desired call flow outcome. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CP003 Call Processing by Type: The NG911 Service Provider should be able to process and deliver wireline, wireless, VoIP, text (RTT, Short Message Service [SMS], Rich Communication Services [RCS], Message Session Relay Protocol [MSRP], Instant Messaging [IM]), and Multimedia Service (MMS) calls/requests for emergency response seamlessly. The system should support the use of Telecommunications Device for Deaf (TDD) and TTY. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CP004 Caller Location Information: The NG911 Service Provider should provide the location information for each 911 call at the handheld device level for call routing and call processing. **AT&T Response**: AT&T understands the requirement and complies. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CP005 NGCS Media Recording: The NG911 Service Provider should provide call and media recording in the NGCS. The PSAP and other County staff should have access to the recordings. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-IT003 Multimedia Sessions: The NG911 Service Provider should interface the wireless providers to be capable of delivering multimedia such as video and pictures as a part of the proposed NG911 System. Deployment of this function to the PSAP will be determined on an individual PSAP basis. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT001 Single Reporting Platform: The NG911 Service Provider should provide a single reporting platform that can be configured based on each user's role, unique USERID, and access permissions. The portal should support at least sixty (60) users. **AT&T Response**: AT&T understands the requirement and complies. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT002.b Report Examples: The reporting platform for the PSAPs should include, at a minimum the following reports: • Date and time stamp • Call delivery time (hh:mm:ss) • Call answer time (hh:mm:ss) • Call disconnect time (hh:mm:ss) • Call duration (hh:mm:ss) • Average call duration (hh:mm:ss) • Average call answer time (hh:mm:ss) • Seizure time (hh:mm:ss) • Call volumes by call type • Alternate-routed calls • Text-to-911 instances • Abandoned calls • Call volume by hour • Call volume by day of the week • Individual call information • Summary of call volumes • Call transfers/bridges • Call conferences • Agent availability • Call volumes by OSP • Repeat callers • Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.) The NG911 Service Provider should provide a list of all available reports and provide at least three report examples. **AT&T Response:** Complies. AT&T's standard reporting suite provides the following reports through a web-based interface, the Customer Management Portal (CMP). • Event Count Reports per Hour. Provides metrics for total calls by hour for a day, week or month. • Event Count by Routing Reason and Destination. Provides metrics for total calls in which the Customer PSAP participated as the Primary versus Alternate route per route type (ESN and GIS), broken out by hour for day, week, or month. • Event Count by Type. Provides metrics for total calls by call type (wireless, wireline, VoIP) broken out by hour for day, week, or month. • Event Count by Incoming Trunk Group. Provides metrics for total calls by trunk group with an hourly breakout. • Bridge Call Summary. Provides metrics for calls bridged in or out by bridge type (fixed, selective, manual). Call details are available for each bridged call. • Routing Database Processing. Provides a breakout of initial calls where the Customer PSAP was Primary by selectively routed versus default routed with a No Record Found (NRF) breakout. • Event Setup Time. Provides statistics on the time to route and deliver calls where the Customer PSAP is Primary, including the minimum, maximum, median and average times • Event Count Reports per Hour. Provides metrics for total calls in which Customer's PSAP participated by hour for a day, week or month The AT&T tool gives users the ability to drill down and capture additional contextual information that can be used to more efficiently manage ongoing 911 operations. Users can also download raw data from the standard reports web portal to create customized reports and data and trend analysis. AT&T gives 911 officials the ability to convert static data into actionable information anywhere and at any time. In addition to the standard reporting suite, AT&T provides access to CDR data for every PSAP. This is available through the CMP and allows the PSAP to pull specific, detailed information for every call. The PSAP can export this information into a data file and manipulate/create their own reports as they see fit. The CMP also allows for detailed call trace information on a per call basis. This includes, but is not limited to, callback number, individual NGCS element time stamps. GPS fix type, address, and X/Y information with Radius Value processing. Below are three examples of standard call reports and screenshots of the CDR Export tool as well as the Call Trace tool. **The information for the "Event Counts by Hour Report" was redacted by AT&T.** **Please refer to Functionality Checklist Vendor Matrix.**

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	RPT003.a Dashboard: The NG911 Service Provider should provide a dashboard and portal for access by County staff and others as approved by the County to run the below SLA reports. All reports should be able to run for specific dates and times. **AT&T Response**: AT&T understands the requirement and complies. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT003.b Reporting Platform County Staff Functions: The reporting platform for County staff should include at a minimum: • Call processing time between elements (hh:mm:ss) • Payload processing time (hh:mm:ss) • Calls per circuit • Call distribution to PSAP circuits • Circuit utilization from OSP • Circuit utilization to PSAP • All NGCS element usage volumes (all elements used in the NG911 Service Provider's NG911 System) • End-to-end call-flow analysis • Event by incoming IP address • NOC-to-NOC reporting, trouble reporting, and tracking • Root cause analyses • Service availability for each component including ESInet segments • Monitoring, alarming, and logging • MOS The NG911 Service Provider should provide a list of all available reports and provide at least three report examples. **AT&T Response:** Complies. AT&T's standard reporting suite provides the following reports through a web-based interface. • Event Count Reports per Hour. Provides metrics for total calls by hour for a day, week or month. • Event Count by Routing Reason and Destination. Provides metrics for total calls in which the Customer PSAP participated as the Primary versus Alternate route per route type, broken out by hour for day, week, or month. • Event Count by Type. Provides metrics for total calls by call type (wireless, wireline, VoIP) broken out by hour for day, week, or month. • Event Count by Incoming Trunk Group. Provides metrics for total calls by trunk group with an hourly breakout. • Bridge Call Summary. Provides metrics for calls bridged in or out by bridge type (fixed, selective, manual). Call details are available for each bridged call. • Routing Database Processing. Provides a breakout of initial calls where the Customer PSAP was Primary by selectively routed versus default routed with a No Record Found (NRF) breakout. • Event Setup Time. Provides statistics on the time to route and deliver calls where the Customer PSAP is Primary, including the minimum, maximum, median and average times. • Event Count Reports per Hour. Provides metrics for total calls in which Customer's PSAP participated by hour for a day, week or month. The AT&T tool gives users the ability to drill down and capture additional contextual information that can be used to more efficiently manage ongoing 9-1-1 operations. Users can create customized reports and perform real-time data and trend analysis, including graphing, based on daily data updates. AT&T gives 911 officials the ability to convert static data into actionable information anywhere and at any time. In addition to the standard reporting suite, AT&T provides access to CDR data for every PSAP. This is available through the Customer Management Portal (CMP) and allows the PSAP to pull specific, detailed information for every call. The PSAP can export this information into a data file and manipulate/create their own reports as they see fit. The CMP also allows for detailed call trace information on a per call basis. This includes, but is not limited to, Callback number, s007A, individual NGCS element time stamps, GPS fix type, address and X/Y information with Radius Value, processing. In **RTP – Reports, #2 RPT002.b**, above, are three examples of standard call reports, and screenshots of the CDR Export Tool as well as the Call Trace tool. The AT&T ESInet Executive Dashboard displays Circuit-specific PSAP-related network statistics including, but not limited to MOS, Circuit Utilization, Round Trip Time, and Packet Loss. Below are examples of that Dashboard and available statistics. **The information for the "Service Availability", "MOS Score", "List Call Detail Records", and "Call Trace" was redacted by AT&T.** **Please refer to Functionality Checklist Vendor Matrix.**

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	RPT004 Access to logs via Reporting Platform: The NG911 Service Provider should provide access to the system logs using the existing platform or another similar platform. This should include: • Transactional database log associated with each SIP header and URI, and additional information provided to access by the County • Retrieval of log information should include calling number, SIP header information, call destination, successful, failures, transfers, ALI database transactions, and alternate routed calls (e.g., default, PSTN gateway, special processing, or overflow), which includes call counts • Log retrieval should be available by groups of calls (e.g., 911 versus non-emergency) and date range of calls. **AT&T Response:** Complies. AT&T will ensure access to system logs through the existing platform or a similar platform, meeting the following requirements: • Transactional Database Logs: Logs will include detailed information associated with each SIP header and URI, along with additional data accessible by the County. • Comprehensive Call Data Retrieval: Logs will capture critical call information, including calling number, SIP header details, call destination, call outcomes (successful, failures, transfers), ALI database transactions, and alternate routed calls (e.g., default, PSTN gateway, special processing, or overflow). Call counts will also be included. • Filtering and Grouping: Log retrieval will allow filtering by groups of calls (e.g., 911 versus nonemergency) and by specific date ranges. This logging capability ensures that Broward County has the tools necessary to monitor, analyze, and manage its NG911 system effectively. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT005 Real Time System Monitoring: The NG911 Service Provider should provide access to real time system monitoring to the County using the existing platform or another similar platform. The platform should provide real time web-based monitoring of County traffic into the System at the functional element level and facilities (network connections). The status should be updated every 15 seconds, which includes, active, slow response, and failures. **AT&T Response:** Complies. Real-time monitoring is available via a web-based dashboard. Please see the screenshot of System Monitoring from the Executive Network Dashboard. **The information for the "System Monitoring - Executive Network Dashboard" wa redacted by AT&T.** **Please refer to Functionality Checklist Vendor Matrix.**
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. **Points Value: 10**	**B. Demonstration Script:** Points will be allocated based on the results of the Technical Review Team Vendor's Demonstration Report for Vendor Demonstrations. Refer to the Instructions to Vendors for additional information. **AT&T Response:** Complies. AT&T has read the Demonstration Script and will be fully prepared to provide the County with a demo that covers all aspects of the script when requested.
4.Project Approach: Maintenance and Support Services, Service Level Experiences (Maximum 15 Points) ***(Max 15 points)***	*Vendor's Response*
Describe Vendor's approach to providing Maintenance and Support Services as per the 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 General Compliance sections below: **b)**Service Level Expectations i. **SR-SLA003.b, SR-SLA004, SR-SLA005.b, SR-SLA007, and SR-SLA008** **Points Value: 15**	**SR-MR002 Implementation and Change MOP:** The NG911 Service Provider should provide a MOP with a backout plan for review by the County a minimum of seven (7) calendar days prior to all system changes, patches, or planned maintenance activities. The NG911 Service Provider shall provide an example MOP. **AT&T Response:** Complies. **See AT&T Attachment J - Example MOP** **Please refer to General Compliance Vendor Matrix.**

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	SR-MR004 County Maintenance Period: All installations, changes, updates, and maintenance should occur during the County's maintenance periods (local time): • Monday 2300 through Tuesday 0600 • Tuesday 2300 through Wednesday 0600 • Wednesday 2300 through Thursday 0600 • Thursday 2300 through Friday 0000 **AT&T Response:** AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**
	SR-MR005 Period of Performance: This procurement should be for a period of performance of ten (10) years. The period of performance will begin at the final acceptance of the final environment cutover. **AT&T Response:** Complies. AT&T acknowledges Broward County's requirement for a ten (10) year period of performance beginning at the final acceptance of the final environment cutover. AT&T is committed to supporting the County throughout this period with a robust and future-ready NG911 solution. Our ESInet™ platform is designed to evolve with industry standards and technological advancements, ensuring long-term reliability, scalability, and compliance. During the ten-year period, AT&T will provide comprehensive support, including 24x7x365 monitoring through our Network Operations Center (NOC) and Security Operations Center (SOC), proactive maintenance, and system upgrades to address emerging needs. Additionally, Broward County will benefit from a dedicated Service Manager and account team to ensure consistent communication, rapid issue resolution, and alignment with the County's operational goals. AT&T's commitment to excellence ensures that Broward County will receive unparalleled service and support throughout the contract term. **Please refer to General Compliance Vendor Matrix.**
	SR-MR009 Monthly Reports from the Trouble Ticketing System: At the completion of final acceptance, trouble ticketing, reporting, and notification procedures shall be provided to the County and the PSAPs. The NG911 Service Provider should provide direct access to the ticketing system to monitor activities. A monthly report shall be provided within the first five days of the following month that includes dates, times, descriptions of issues, ticket severity, remote response times, onsite dispatch times, onsite arrival times, and resolution times. **AT&T Response:** Complies. The AT&T Express Ticketing Portal for creating and checking status on open trouble tickets also provides historical trouble ticket information for 60 days after the ticket is closed. Historical trouble ticket information is retained for six months duration after the ticket is closed, at which point the data is transferred to the archive. Trouble Ticket report management will be provided monthly by the assigned AT&T Service Manager. **Please refer to General Compliance Vendor Matrix.**

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	SN001.b Security/Notifications: The NOC/SOC should perform the following: • The NOC should monitor tickets, open tickets for alarm conditions and dispatch if needed, and initiate failover of any component of the system. • Support includes monitoring by onsite live staff, remote response, and onsite response for Critical and Major issues based on the service level defined herein for all NG911 System components. Monitoring will include real-time alarm monitoring at the NG911 Providers Network Operations Center and logging of every alarm with notifications provided to designated staff within the County. • Response includes remote actions by NOC/SOC staff and dispatching onsite personnel to the data centers, field, or County sites. The NG911 Service Provider should describe the NOC/SOC role in the proposed System. **AT&T Response**: Complies. The AT&T ESInet solution is backed by our Network Operations Center (NOC), Security Operations Center (SOC) and 9-1-1 Resolution Center teams that provide unified, comprehensive and continuous 24 x 7 x 365 customer support. The AT&T ESInet Network Operations Center (NOC) is staffed 24 x 7 x 365 days a year to actively monitor and manage the AT&T ESInet™ associated services and connectivity. When a potential or actual Customer-affecting issue is detected and determined to be an incident, the 9-1-1 Resolution Center team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. AT&T's MPLS core network (AVPN) is supported by eight Security Operations Centers (SOCs) in North America, Latin America, Europe and Asia Pacific. The SOC team also performs vulnerability assessment on our network to continually assess our systems security posture. AT&T also brings deep security expertise and methodologies across several disciplines to customer engagements, with a support team of more than 9,000 AT&T badged sales personnel who are trained in security as well as 1,500+ dedicated security experts. AT&T's security portfolio capabilities are used to protect our data centers and networks that carry more than 670 Petabytes of data traffic on an average business day. The AT&T 9-1-1 Resolution Center is responsible for accepting incoming trouble reports. The Resolution Center team consists of Tier 1, Tier 2 and Tier 3 technical staff responsible for identification, isolation, and mitigation in the event of an incident. Tier 1 support engages Tier 2 and Tier 3 personnel as needed to assist in resolution of high-priority tickets and complex alarms. Resolution Center operation is staffed from two geographically diverse facilities located in Atlanta and Chicago. The Resolution Center provides the first line of support for PSAPs and Originating Service Providers (OSPs). • In situations where the Originating Service Provider (OSP) needs to be engaged for troubleshooting, AT&T contacts the appropriate wireline, wireless, and/or VoIP carriers to initiate the troubleshooting process for full turn-key 24x7x365 support. Should an onsite dispatch be required, the 9-1-1 Resolution Center shall dispatch resources as soon as possible to take the necessary corrective measures, either on-site or via remote access. **Please refer to General Compliance Vendor Matrix.**
	SN019 Third Party Audits: The NG911 Service Provider should permit the County to engage third-party security auditors to examine the provided NG911 System. These audits will be no more frequently than annually, and the first audit can be as early as the Preliminary Acceptance Testing period. **AT&T Response:** Complies. To ensure ongoing compliance, AT&T's Governance Risk Compliance (GRC) program includes annual reviews of applicable control requirements through internal controls, assessments, and audits. In addition, the environment undergoes periodic review by an independent third-party, at least every three years. **Please refer to General Compliance Vendor Matrix.**
	SR-SLA003.b Severity Levels: The NG911 Service Provider should resolve all issues as listed in Scope of Work document in Tables 1 and 2 for the appropriate severity level. **AT&T Response:** Complies. AT&T's is committed to resolving all issues outlined in the Scope of Work document according to the specified severity levels. Leveraging a structured incident management process aligned with industry best practices, including ITIL standards, AT&T ensures timely and effective resolution of issues. For each severity level, AT&T has established clear response and resolution timeframes, monitored and enforced through its 24x7x365 Network Operations Center (NOC) and Security Operations Center (SOC). Critical issues are prioritized to minimize disruption to Broward County's NG911 operations, with dedicated technical resources and escalation protocols in place to address them promptly. Additionally, AT&T's incident management process includes root cause analysis and corrective actions to prevent recurrence, ensuring long-term system reliability and performance. Regular updates will be provided to Broward County during the resolution process to maintain transparency and confidence in service delivery. **Please refer to General Compliance Vendor Matrix.**
	SR-SLA004 Supply Chain: Due to events with the pandemic, the County seeks confirmation that any committed plan and/or schedule communicated within the NG911 Service Provider's response should be maintained regardless of supply chain impacts. The NG911 Service Provider shall describe processes put in place to limit the impact of supply chain issues. **AT&T Response:** Complies. AT&T recognizes the importance of maintaining committed plans and schedules, even in the face of potential supply chain challenges. To address Broward County's concerns, AT&T has implemented robust supply chain management processes to mitigate risks and ensure timely delivery of services and equipment for the NG911 project. AT&T leverages its extensive global supply chain network, which includes multiple vendor relationships and geographically diverse suppliers, to reduce dependency on any single source. This redundancy ensures that critical components and materials remain available, even during disruptions. Additionally, AT&T maintains strategic inventory reserves for essential equipment and proactively forecasts demand to address potential shortages before they arise. To further limit the impact of supply chain issues, AT&T employs advanced logistics and monitoring systems to track the availability and movement of resources in real time. These systems enable AT&T to identify and address potential bottlenecks early, ensuring that project timelines remain on track. Throughout the project, AT&T will maintain open communication with Broward County, providing regular updates on progress and any potential risks, along with mitigation strategies. This proactive approach ensures that Broward County's NG911 implementation proceeds as planned, regardless of external supply chain challenges. **Please refer to General Compliance Vendor Matrix document.**

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	SR-SLA005.b RFO/RCA: The NG911 Service Provider should provide final RCA within three business days of service restoration. The NG911 Service Provider should provide an example RFO/RCA report. **AT&T Response:** Complies. AT&T's RFO/RCA reports are confidential and highly restricted in terms of dissemination of information contained within them. AT&T can provide a sample upon vendor selection and under non-disclosure. **Please refer to General Compliance Vendor Matrix.**
	SR-SLA007 SLAs: The NG911 Service Provider should adhere to the County SLAs as defined in Table 1: Severity Levels; Table 2: Severity Levels Response and Repair Timeframes; and Table 3: Service Performance of the Scope of work document in pages: 8, 9, and 10. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**
	SR-SLA008 Service Credits: The NG911 Service Provider should provide service credit to the County when the actual response time exceeds the SLA-defined response or repair times in accordance with Table 2 defined in Scope of Work document on page 10. **AT&T Response:** AT&T understands the requirement and complies. **Please refer to General Compliance Vendor Matrix.**
5.Project Approach: Evidence, Knowledge, and Experience ***(Max 10 points)***	*Vendor's Response*
A. Describe Prime Vendor's experience on projects of similar nature, scope and duration, along with a detailed description of satisfactory completion, both on time and within budget, for the past three years. Provide a minimum of five (5) projects with references. Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to **Vendor Reference Verification Form** and submit as instructed or within three business days after County's request. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor's past performance. Including, but not limited to, the information outlined in the General Compliance section **VN006** **Points Value: 6**	**VN006 Vendor's Experience and Reference Projects:** Describe Prime Vendor's experience on projects of similar nature, scope and duration, along with a detailed description of satisfactory completion, both on time and within budget, for the past three years. Provide a minimum of five (5) projects with references. Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to Vendor Reference Verification Form and submit as instructed or within three business days after County's request. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor's past performance. Including, but not limited to, the information outlined in the General Compliance section VN006 **AT&T Response:** Complies. **Please see AT&T Attachment A** - Vendor Reference Verification Forms. Additional references can be provided at the request of the County. **Please refer to General Compliance Vendor Matrix.**

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A. Provide actual performance results for the metric below on solutions in production. Refer to the General Compliance for requirements: i.Solution Performance: **VN008** and **VN009** **Points Value: 4**	**VN008: Mean Time Between Failures (MTBF):** The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama. **AT&T Response:** Complies. With AT&T ESInet's redundant and geo diverse, high-availability architecture, there is a very low equipment failure rate. For our customers in Florida and Georgia (AL is not serviced by AT&T), our MTBF was for the past 24 months. • Total Operational Time: • Failure Duration: • Number of Failures: • Mean Time Between Failures (MTBF): **The information for the " Mean Time Between Failures" was redacted by AT&T.** AT&T has not had any service impacts with our OSP IP interfaces that have affected live traffic. This connectivity is routinely monitored and maintained and employs automatic reroute capabilities tested with the OSP at time of implementation. AT&T requires redundant diverse IP links with all its IP deployments. **Please refer to General Compliance Vendor Matrix.**
	VN009 Latency and Mean Opinion Score (MOS): The NG911 Service Provider should provide Call delivery (NGCS to PSAP) network metrics for latency and Mean Opinion Score (MOS) for the last 24 months for its customer base in Florida, Georgia, and Alabama. **AT&T Response:** Complies. The AT&T ESInet average MOS score is monitored every minute for each Core to each router through AT&T's APVN connections. AT&T's average MOS score of 4.34 or better for the past 24 months. The average roundtrip latency for AT&T's AVPN connections has been less than 40ms for the past 24 months. **Please refer to General Compliance Vendor Matrix.**
6. Workload of the Firm ***(Max 2 points)***	*Vendor's Response*
For the Prime Vendor only, list all completed and active projects that the Prime Vendor has managed within the past five (5) years. In addition, list all projected projects that Prime Vendor will be working on in the near future. Projected projects will be defined as a project(s) that Prime Vendor is awarded a contract but the Notice to Proceed has not been issued. Identify any projects that Prime Vendor worked on concurrently. Describe Prime Vendor's approach to managing these projects. Were there or will there be any challenges for any of these listed projects? If so, describe how Prime Vendor dealt or will deal with projects' challenges. **Points Value: 2**	**Workload of Firm:** For the Prime Vendor only, list all completed and active projects that the Prime Vendor has managed within the past five (5) years. In addition, list all projected projects that Prime Vendor will be working on in the near future. Projected projects will be defined as a project(s) that Prime Vendor is awarded a contract but the Notice to Proceed has not been issued. Identify any projects that Prime Vendor worked on concurrently. Describe Prime Vendor's approach to managing these projects. Were there or will there be any challenges for any of these listed projects? If so, describe how Prime Vendor dealt or will deal with projects' challenges. **AT&T Response:** Complies. AT&T has demonstrated its ability to manage a high workload effectively while delivering complex NG9-1-1 projects across the United States. With over 2,086 PSAPs contracted nationwide for AT&T ESInet, including 1,813 in live production and 1,434 of those PSAPs fully compliant with NENA i3 standards, AT&T has successfully completed numerous statewide and regional NG9-1-1 implementations. These successful projects include statewide deployments in states like North Carolina, Arkansas, Kansas, Connecticut, Virgina. AT&T has also successfully deployed regional systems across the nation such as the City of Dallas, Bexar Metro (San Antonio), Capital Area Emergency Communications District (Austin) and the Washington, D.C. metropolitan area. On average, AT&T has approximately 150 projects in flight at any given time. Our scale and experience allow us to allocate the right resources and expertise to each project, ensuring timely and successful deployment. We have built robust resource management practices that allow us to support this volume without compromising quality, responsiveness, or project outcomes. Looking ahead, we foresee no issues with resource constraints that could impact the successful delivery of NG9-1-1 services for Broward County. AT&T's approach to managing projects is rooted in a structured methodology based on industry best practices, including PMI standards. Dedicated project managers and technical teams ensure focused oversight, while standardized processes, proactive risk management, and stakeholder collaboration enable seamless execution. Challenges such as supply chain disruptions and technical complexities are mitigated through strategic inventory reserves, advanced logistics systems, rigorous testing, and regular communication with stakeholders. While we are unable to divulge the actual names of our customers for current or projected projects due to confidentiality agreements and customer privacy, our track record of managing a consistently high volume of active projects across diverse regions is a testament to our capabilities. By leveraging our extensive resources, experienced teams, and proven processes, AT&T ensures the successful delivery of NG9-1-1 projects—even when managing multiple concurrent implementations. This capability positions AT&T as a trusted partner for Broward County's NG9-1-1 deployment.
7. Location: ***(Max 5 points)***	*Vendor's Response*
Points shall be allocated as follows, based on the vendor's selection of one of five options in the Location Certification Form: Option 1 (0 point); 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 (o point) **Points Value: 5**	**Location:** Refer to Location Certification and submit as instructed. The maximum points shall be assigned to each Locally Based Business and to each joint venture that is composed solely of Locally Based Businesses. Points shall be allocated as follows based on the Prime Vendor's selection of one of the five options in the Location Certification Form: Option 1 (0 points); Option 2 (5 points); Option 3 (3 points); Option 4 (points range from 0-5 depending on the composition of the joint venture); and Option 5 (0 points). **AT&T Response:** AT&T has uploaded the required Location Certification Form per the instructions.
8. Pricing ***(Max 20 points)***	*Vendor's Response*

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	AT&T
Evaluation Criteria	
Refer to the electronic bidding system and submit as instructed. Vendor's total proposed price submitted in the **Bid Table titled Next Generation (NG911) Proposed Solution** will be used for scoring purposes as per the formula set forth below. Pricing must reflect all recurring and non-recurring fees as defined in the Scope of Work. Refer to **Instructions to Vendors** for additional information. Total points awarded for price will be determined by applying the following formula: **(Lowest proposed price/Proposer's price) x 20 = Price Score** Note: **Bid Table titled Optional Renewal Terms** will not be used in the calculation of points for price. **Points Value: 20**	**Pricing:** Refer to the electronic bidding system and submit as instructed. Vendor's total proposed price submitted in the Bid Table titled Next Generation (NG911) Proposed Solution will be used for scoring purposes as per the formula set forth below. Pricing must reflect all recurring and non-recurring fees as defined in the Scope of Work. Refer to Instructions to Vendors for additional information. Total points awarded for price will be determined by applying the following formula: (Lowest proposed price/Proposer's price) x 20 = Price Score Note: Bid Table titled Optional Renewal Terms will not be used in the calculation of points for price. AT&T Response: AT&T has uploaded the following Pricing Forms per the instructions: • Next Generation (NG911) Proposed Solution (BT-04TX) • Optional Renewal Terms (BT-26BS) **AT&T Response:** AT&T has uploaded the following Pricing Forms per the instructions: **• Next Generation (NG911) Proposed Solution (BT-04TX)** **• Optional Renewal Terms (BT-26BS)**

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1. Ability of Professional Personnel ***(Max 8 points)***	*Vendor's Response*
A. Ability of Professional Personnel: Describe the qualifications and relevant experience of the Project Manager and all key staff, including subconsultants, intended to be assigned to this Project. Include resumes for the Project Manager and all key staff described. Refer to General Compliance sections for requirements: i. Professional Services Requirements: **PS001.a, PS001.b, PS001.c, PS002.b, PS006.b, PS007.b, and PS008.b** ii. Organizational Chart: **PS009** **Points Value: 3**	**PS001.a Project Management:** The Project Manager (PM) and Senior Technical Lead should remain with the project until all PSAPs are transitioned to the NG911 ESInet and Geospatial Routing. The expectation is that there is continuity and a transition period with any change that is made. The expectation is that there will be a single point of contact with the vendor post implementation. **Motorola Response:** Complies **Please refer to General Compliance Vendor Matrix.**
	PS001.b Project Management: The PM should have project-related decision-making authority and be the primary point of contact between the County and the NG911 Service Provider. The County will review and approve the PM and, if the PM needs to be replaced, the County will review and approve the replacement. The PM should have at minimum, the following qualifications: • Demonstrate the knowledge, skills, and experience as a Program and/or PM. • A minimum of five (5) years of experience managing large NG911 programs and/or projects. • A minimum of three (3) years employed by the NG911 Service Provider. • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's. • A certification or credential on Project Management. **Motorola Response:** Complies **Please refer to General Compliance Vendor Matrix.**
	PS001.c Project Management: The NG911 Service Provider should provide the proposed PM's resume. **Motorola Response:** Complies ***See Exhibit 3 Organizational Chart and Resumes of Key Staff*** **Please refer to General Compliance Vendor Matrix.**
	PS002.b Project Plan: The plan should describe the schedule, processes, communications, risk and mitigation factors, and detailed integration of functional elements including features that may be staged for implementation such as geospatial routing. The plan should include the following: 1. Implementation Schedule 2. Continuation of Operations (COOP) Plan, including, at a minimum: a) Lists of critical systems b) Restoration procedures c) Exercise or testing procedures 3. Post-deployment Operational and System Security Plans 4. Detailed description of the activities, personnel, schedule, standards, and methodology 5. Acceptance Test Plan, including, at a minimum: a) Test scripts and method b) Strategy and procedure c) Expected results for each element 6. Project Plan Change Management process 7. Communication Plan, including, at a minimum: a) Adequate measures to communicate with vendors to resolve issues b) Communicate resolution end-to-end 8. Incident Response Plan 9. Incident Communication Plan 10. Escalation Procedures 11. Risk Register and Mitigation Plans 12. Lifecycle Management Plan a) System Security Plan b) Plan of Action and Milestones 13. Product Roadmap The NG911 Service Provider should provide an example of project plan and the expected project schedule.

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	Motorola Response: Complies. 1. Implementation Schedule See Exhibit 4 Preliminary Project Plan. 2. Continuation of Operations (COOP) Plan, See Exhibit 4 Section 7 3. Post-deployment Operational and System Security Plans See separate Exhibit 5 “NGCS COOP. ” 4. Detailed description of the activities, personnel, schedule, standards, and methodology See separate Exhibit 6 “NGCS Customer Support Plan. ” 5. Acceptance Test Plan, See Exhibit 4 Section 1.1. 6. Project Plan Change Management process See Exhibit 4 Section 5. 7. Communication Plan See Exhibit 4 Section 1.3. 8. Incident Response Plan See Exhibit 4 Section 1.2. 9. Incident Communication Plan See Exhibit 4, as well as separate Exhibit 6 Customer Support Plan. 10. Escalation Procedures See Exhibit 4, as well as separate Exhibit 6 Customer Support Plan. 11. Risk Register and Mitigation Plans Exhibit 6 Customer Support Plan. 12. Lifecycle Management Plan See Exhibit 4 Section 1.5. See Exhibit 4 Section 1.4. 13. Product Roadmap Please see response to SR-GN018 “Product Roadmap”. All exhibits are attached to the Vendor Proposal. **Please refer to General Compliance Vendor Matrix.**

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	PS006.b Progress Reports: Monthly or weekly progress reports should contain details relating to the following tasks: • Activities to include: o Accomplishments since the previous reporting period o PSAP data gathering o Staging and lab testing o Installation, set up, and configuration o Device and circuit installation progress at each site o Connectivity information for CHE provider o ALI/Location Database (LDB) transition o GIS data readiness o NGCS provisioning status • Updated schedule and comparison to baseline • Issue tracking with classification of issues (i.e., critical, major, and minor) • Pre-cutover testing • Cutover schedule plans The NG911 Service Provider should provide an example of a monthly status report. **Motorola Response** Complies . **See Exhibit 7 Example - Broward Co FL NGCS Project Dashboard.** Instead of generating reports , our NGCS project managers use a "Project Dashboard" built in Google Sheets to provide details about various aspects of the project implementation. The Dashboard consists of more than 25 tabs , with 12 summarized to display the overall project progress . It includes links to customer-facing source documents and the actual project schedule WBS in Smartsheet. The example provided will serve as the Dashboard for Broward County; the tabs have been updated with current information and will be expanded as the project progresses . **Please refer to General Compliance Vendor Matrix.**
	PS007.b Professional Services Requirements: The Technical Lead should have at a minimum, the following qualifications: • Knowledge of the latest technology and business models related to NG911 • Extensive experience and knowledge of industry standards and best practices regarding NG911 • A minimum of three (3) years of experience designing and consulting on large NG911 projects • A minimum of three (3) years employed by the NG911 Service Provider • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's The NG911 Service provider should provide the proposed Technical Lead's resume. **Motorola Response:** Complies . **See Exhibit 3 Organizational Chart and Resumes of Key Staff.** **Please refer to General Compliance Vendor Matrix.**

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	PS008.b Client Services Representative (CSR): The CSR should be involved in the implementation and should have at a minimum, the following qualifications: • Knowledge of the NG911 Service Provider's technology and processes related to NG911 • A minimum of three (3) years employed by the NG911 Service Provider • Experience managing with a minimum of two (2) years and two (2) NG911 projects of a similar size to the County's The NG911 Service Provider should provide the proposed CSR's resume. **Motorola Response:** Complies. **See Exhibit 3 Organizational Chart and Resumes of Key Staff.** **Please refer to General Compliance Vendor Matrix.**
	PS009 Additional Staff and Organization Chart: The NG911 Service Provider should submit a proposed functional organizational chart for the NG911 project listing all key staff and the resumes for each assigned staff represented on the functional organizational chart at the time of proposal submittal. **Motorola Response:** Complies. See **Exhibit 3 Organizational Chart and Resumes of Key Staff.** **Please refer to General Compliance Vendor Matrix.**
B. General Vendor Information: Describe Vendor's operation providing these types of solutions. Refer to General Compliance sections for requirements: i. Vendor General Requirements: **VN001 and VN003 – VN005** **Points Value: 5**	**VN001 NG911 Service Provider General Information:** The NG911 Service Provider should provide the length of time that the NG911 Service Provider has been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover (percent of employees who resigned in the last full calendar year compared to the number of employees at the beginning of the year). The NG911 Service should provide the provider's subcontractor length of time that have been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover **Motorola Response:** Complies. Motorola has been serving public safety since 1928, nearing 100 years in operation. Motorola has over 21,000 employees globally; 1,350 are based in Florida. Our employee turnover for 2024 is 5.52%; for Q1 of 2025 this rate is 1.43%. **Please refer to General Compliance Vendor Matrix.**
	VN003 Provide a List of the Top 50 Metropolitan Statistical Areas (MSAs) that are NG911 Clients: The NG911 Service Provider should provide a list of all the top 50 MSAs for which it provides NG911 services. For each MSA, the NG911 Service Provider shall list the following: • Agencies/PSAPs • Types of Service • General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version • Is it part of a statewide or regional system? **Motorola Response:** Complies . **Please see Exhibit 2 General Compliance Detailed Responses for the request ted information.** **Please refer to General Compliance Vendor Matrix.**

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	VN004 Be Active in NG911 Standards Development: The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as the Association of Public-Safety Communications Officials (APCO) International, NENA, the Alliance for Telecommunications Industry Solutions (ATIS), etc. List all committees, work groups, and projects that the NG911 Service Provider participates in and note if any are chaired or lead by NG911 Service Provider staff. **Motorola Response:** Complies. Motorola is a leader or participant in all the organizations identified. **Please see Exhibit 2 General Compliance Detailed Responses for the request ted information.** **Please refer to General Compliance Vendor Matrix.**
	VN005 NG911 Service Provider Description: The NG911 Service Provider should include a brief description of its company background, including history, experience, products, capabilities, and vision for the future, as well as any distinguishing characteristics that delineate its solution from other companies' solutions. The NG911 Service Provider's description should include at a minimum: • Background and experience • Company vision • Company financial stability statement • Distinguishing System characteristics • Pending litigation **Motorola Response:** Complies. **Please see Exhibit 2 General Compliance Detailed Responses for the requested information.** **Please refer to General Compliance Vendor Matrix.**

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2.Project Approach: General System Requirements and Overall Approach (Max 15 Points)	*Vendor's Response*
Describe Prime Vendor's approach to the project, per the Scope of Work. Refer to the General Compliance sections listed below for requirements: i.System Requirements: **SR-GN001, SR-GN002b, SR-GN003 - SR-GN005, SR-GN007.b, SR-GN008b, SR-GN009, SR-GN010.b, SR-GN011, SR-GN012, SR-GN013.b, SR-GN017.b, SR-GN018, SR-GN021, SR-GN024, SR-GN025, 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, GL004** xi.Training: **TRN007, TRN008.b, TRN009 - TRN012** **Points Value: 15**	**SR-GN001: Overall Project Approach:** The NG911 Service provider should describe your approach and include in your proposal, as per the Scope of Work, the project design, architecture, hardware, installation, data integration, system implementation plan, network equipment, training, maintenance and support. i. Include an introductory overview describing the proposed system. ii.Address integration with the system, product life cycle(s), capability for expansion and ability to adapt to industry changes. iii. How the primary vendor will use subcontractors, third party vendor(s), third party software integration (if applicable) throughout the project. iv. Identify potential issues or challenges related to the project and describe how your firm's project approach will resolve these issues. **Motorola Response** Complies. **See Exhibit 8 Proposed Design.** **Please refer to General Compliance Vendor Matrix.**

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	SR-GN002b Roadmap NENA i3 Version 3: The County is planning to implement a NENA i3 Version 2 system at a minimum. The NG911 Service Provider should list any i3 Version 2 components, functions, and/or applications of this standard that are not implemented in the proposed NG911 System; provide an explanation why; and include a roadmap timeframe to implement each component, function, and/or application. The NG911 Service Provider should provide a roadmap and timeframe to migrate to a NENA i3 Version 3 system in the future. **Motorola Response:** Complies. System is compliant with NENA i3 version 3. **Please refer to General Compliance Vendor Matrix.**
	SR-GN003 Standards-based Compliance: All aspects of the proposed system design, deployment, operation, and security provided by the NG911 Service Provider should be in full compliance with industry standards, requirements, and recommendations. SDOs and other entities include, at a minimum: • Alliance for Telecommunications Industry Solutions (ATIS) • Association of Public-Safety Communications Officials (APCO) International • Department of Justice (DOJ) • International Organization of Standards (ISO) • Internet Engineering Task Force (IETF) • National Emergency Number Association (NENA) • National Institute of Standards and Technology (NIST) • Open Systems Interconnection (OSI) • Telecommunications Industry Association (TIA) • The Monitoring Association (TMA) • Underwriters Laboratories (UL) **Motorola Response:** Complies . **Please refer to General Compliance Vendor Matrix.**

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	SR-GN004 Multiple NGCS Data Centers: Multiple NGCS Data Centers:The NG911 Service Provider should deploy NGCS at multiple data centers but no less than three geodiverse 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. **Motorola Response:** Comply with Exception. Our call routing service is designed to exceed 99.999% of system availability by being deployed in three geographically diverse regions across the US, utilizing two different cloud service providers. Each region supports multiple Availability Zones for redundancy within each region, to fulfill the need that a single major incident cannot impact more than one region. Our regional Availability Zones are interconnected through a Software Defined Network (SDN) IP network fabric, which optimizes network traffic flows and ensures intelligent, fault -tolerant communication among the various redundant application functional elements. **Please refer to General Compliance Vendor Matrix.**
	SR-GN005 Data Center Requirements: All data centers proposed by the NG911 Service Provider, including POIs and aggregation sites, should have a level of protection and capabilities to make the site resilient. Data centers should meet the following: • GN004.1 All power sources are redundant and diverse (i.e., at least two separate circuits) with an Uninterruptible Power Supply (UPS) system and generator backup for a minimum of 72 hours. • GN004.2 Voice and data circuits delivered via diverse entrances into the facilities. • GN004.3 Voice and data circuits delivered from diverse providers to each NGCS host location. • GN004.4 Voice and data circuits delivered from diverse providers to each call-handling host location • GN004.5 Secured rack space or data center • GN004.6 Minimum Tier 3 rated • GN004.7 Hardened facilities that can withstand Enhanced Fujita Scale (EF) 5-category winds up to 318 miles per hour • GN004.8 Must provision circuits in Telecommunications Service Priority (TPS) • GN004.9 Capacity to handle 50% growth without requiring the replacement of any hardware or software components **Motorola Response:** Complies . **Please refer to General Compliance Vendor Matrix.**
	SR-GN007.b Change Control Process: The change control process should be integrated into the County's change control process for all changes to: • New NG911 features or functions • Security changes (Software, applications and configurations) • Changes to OSP ingress hardware and software • Call delivery to the PSAPs • Any change that will impact the PSAP The NG911 Service Provider should at a minimum: • Submit all change requests using the County's Change Request Template • Submit all change requests to the County E911 Office for approval • Participate in the change review process, which includes meetings to present all change requests • Provide any additional information or changes to the plan to meet the County's requirements • Obtain approval from the County before making changes • Immediately upon completion of the change, notify the County of the results The NG911 Service Provider should describe the change control process used, and the interface between the change control process and the County to include timeframes and notifications. **Motorola Response:** Complies. Motorola employs a detailed, IT Information Library (ITIL)-based Change Management process for its Next Generation Core Services (NGCS) and ESInet solutions to ensure standardized methods and procedures are followed for completing project changes efficiently and promptly. This process is crucial for maintaining service quality and minimizing disruption, especially in mission -critical public safety environments. Here's a breakdown of our change review process: • Purpose and Principles: o The core purpose of the Change Management process is to ensure that all service change requests to the NGCS services are properly documented, reviewed, and approved by stakeholders prior to implementation. o It aims to avoid or minimize the impact of change-related incidents and prevent disruption to day-to-day operations. o We also integrate risk assessment activities into every change request, with the Cybersecurity department actively participating in the Change Advisory Board and change control process. • Initiation and Documentation (Request t for Change - RFC): o A service Request for Change (RFC) initiates the process. County, NM911, MTDOJ, KY911). o The RFC documents the requested service change. o Information about changes (e.g., requirements, network services, application patches, software updates, new service requests) is tracked in Motorola's change management system, often ServiceNow. • Assessment and Planning: o Our service and engineering staff assess and identify the potential impact, risk, timeline, and any associated costs of the proposed change. o The process involves a review and assessment of the RFC, followed by the development of an implementation plan for the change.

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	o A crucial step is to determine a rollback (back-out) plan in case unforeseen issues arise. This ensures business continuity and minimizes disruption during migration. • Approval Process : o The Operations Manager often fulfills the role of "Change Manager". o The Change Manager ensures the change management process is followed, including proper distribution of notifications and capturing details of the review, approval, and execution process in the system. o The RFC may be approved or denied at various steps of the review process. o Once final approval is obtained from all engaged parties, the RFC is officially scheduled. Client-specific project managers collaborate with Motorola to determine the impact on scope, cost, and schedule, and document agreed-upon changes on the RFC form. • Implementation and Monitoring: o Upon approval, the change is implemented. o For scheduled maintenance, a change request is entered into the IT Service Management (ITSM) tool (ServiceNow). o The Operations Manager is responsible for notifying the PSAP of all planned work that may affect 9-1-1 functionality within a mutually agreed-upon period, unless an emergency change must be implemented. Non-emergency changes generally require a minimum of 10 days' notice. o We ensure that system updates and security patches are coordinated with clients and impacted PSAP agencies. Critical security updates are expedited through testing and deployed as safely and quickly as possible. • Pos t-Implementation Review: o After execution of the change, the results are documented for a Post Implementation Review (PIR), usually during the next Change Review Meeting. o The process also includes reviewing change performance and formally closing the change process. o This problem management process includes long-term retention of information about problems and their solutions, enabling a continuous cycle of improvement to reduce incident frequency and impact. • Tools and Access : o The Customer Web Portal (CWP) provides clients with access to the Service Management System (Motorola Customer Hub or ITSM ServiceNow). **Please refer to General Compliance Vendor Matrix.**

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	SR-GN008.b MOP Example: The step-by-step plan should include the time, duration, responsible party and resources for each step, and contingency plans for any potential failures. The NG911 Service Provider should provide an example of a MOP . **Motorola Response:** Complies. **Please see Exhibit 9 NGCS Example MOP Master Template** **Please refer to General Compliance Vendor Matrix.**
	SR-GN009 Lab Environment: The NG911 Service Provider should provide a lab environment to simulate the County' environments during the period of performance for testing before live production changes. The NG911 Service Provider shall describe the lab environment, including: • Physical or virtual • Locations • Available to County staff **Motorola Response:** Complies . We can provide a virtual lab environment from a cloud native instantiation of the call routing service to which Broward County's VIPER lab may connect. The cost of this dedicated lab instance will be determined during the negotiation phase. **Please refer to General Compliance Vendor Matrix.**

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	SR-GN010.b Testing Process: All testing results should be included with the information on the system changes for the County's approval before implementation in the production systems. The County reserves the right to observe testing and add additional tests. The NG911 Service Provider should describe the testing process. **Motorola Response:** Complies with Exception. Motorola will work in good faith with Broward County regarding configuration changes and feature enablement as it relates to Broward County. The call routing service that Motorola offers is structured as a shared nationalized multi-tenant service, and not isolated to Broward County. Hence Motorola cannot permit the observance of our internal testing or ongoing lifecycle updates as they are applicable to multiple customers . **Please refer to General Compliance Vendor Matrix.**
	SR-GN011 Interconnection of the NG911 Service Provider Lab to the County Test Environment: The NG911 Service Provider should interconnect to the County test environment. The County is developing a test environment that will include test systems for CHE and other systems. Interconnection to the County's environment allows the County to also test changes across these other systems prior to applying a change to the production systems. **Motorola Response:** Complies. We can provide a call routing service virtual lab environment from a cloud native instantiation for Broward County staff to connect to. The cost of this dedicated lab instance will be determined during the negotiation phase. **Please refer to General Compliance Vendor Matrix.**
	SR-GN012 Change Notifications: The NG911 Service Provider should notify the County at least seven calendar days prior to all routine installations, changes, updates, upgrades, and maintenance. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**

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	SR-GN013.b Documentation: The documents should include call flow diagrams, contingency routing connectivity, proposed NNIs to neighboring counties for interoperability, failover, and backup components including call taking positions in the cloud. The NG911 Service Provider should provide copies of or access to all documentation. The NG911 Service Provider should describe the process and locations of the documentation. **Motorola Response:** Complies. High-level design and NNI documentation is provided in Exhibits 10 VESTA NXT Router NN-Ii 3 OSP and Neighbor Interface Specification and 11 Functional Call Flow and System Diagram. Additional confidential documentation can be provided upon award. **Please refer to General Compliance Vendor Matrix.**
	SR-GN017b. Spares: The NG911 Service Provider should describe the process to determine which parts are needed and how they are stored and replaced as needed. **Motorola Response:** Complies. The NSOC will dispatch an onsite tech based on the alarm and trouble ticket of an Edge Device not functioning. Onsite techs will request admission to the PSAP control room to verify hardware status. The tech will bring a spare HA SDWAN Edge Device (the only on -site equipment required) from our local office for replacement, as necessary. The existing device will be repaired or the new device will be configured and tested to ensure service availability. After satisfactory testing the NSOC will resolve the trouble ticket. A new spare will be ordered and placed at the local office. **Please refer to General Compliance Vendor Matrix.**
	SR-GN018 Product Roadmap: The NG911 Service Provider should provide a product roadmap of any NG911 features that are currently not available. The roadmap should include plans and timeframes at the time of proposal submission to roll out of new features and functions such as: • Multimedia (e.g., video, images) applications delivered as part of the proposed NG911 System • Artificial Intelligence (AI) systems • Internet of Things (IoT) • User-editable PRF o Routing rules for each element of the Session Initiation Protocol (SIP) header and the ability to route voice and data based on any element. This should include routing a single session to multiple destinations. This includes a PRF that will permit bridging language translators and the PSAP with the call delivery, or possibilities of delivering voice and video to two endpoints. • Integration with the Nationwide Public Safety Broadband Network (NPSBN) being implemented by the First Responder Network Authority (FirstNet) • Emergency call taking positions in the cloud as another tier of contingency if a PSAP's positions become unavailable or a PSAP is uninhabitable **Motorola Response:** Complies. Our call routing service is based on the NENA i3v3 standard and we will continue to evolve our service as the standards change. We are committed to the continuous evolution of our NG9-1-1 offerings, ensuring that the Motorola call routing service remains at the forefront of public safety technology. The following outlines our directional plans and forecasted timeframes for the rollout of new feature themes and capabilities over the next few years: **1. Multimedia (Video, Images) Applications** Our call routing service is engineered to support the exchange of multimedia data beyond traditional voice. Though industry standards in this area have not yet reached maturity, we are actively collaborating with early adopter service and content providers to enable multimedia payloads for both traditional and automated emergency requests. (2026). **2. Artificial Intelligence (AI) Systems** AI is a central pillar of our call routing service's future capabilities, reflecting its role across the entire Motorola portfolio. This vision includes AI -powered call routing, Interactive Multimedia Response (IMR), and Policy Routing Function (PRF). We are committed to integrating AI as a core component of the platform to enhance situational awareness and operational efficiency. (Mid 2027) . • Key AI Use Cases - Enhanced Call Triage: We will implement advanced AI to analyze call data, such as voice and tone, to intelligently prioritize and flag urgent situations, leading to faster and more directed call routing decisions . - Dynamic Routing and Resource Allocation: AI will be used to intelligently match incoming requests with the most suitable resources and optimize system performance, ensuring efficient call delivery across agencies, geographic, and political boundaries . - Intelligent Routing Policy: Our roadmap includes plans to use AI to improve routing policies based on historical data. This will allow the system to learn and adapt for more effective outcomes by providing actionable insights to 911 authorities and response

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	agencies . - Next-Generation Call Automation: We are developing an AI-powered system that will use real-time process ing to understand and triage incoming calls . This provides an initial response and gathers critical information for both emergency and non-emergency situations , making the most of limited resources and amplifying their reach during high volume periods . **3. Internet of Things (IoT)** Our approach to non-voice-centric (NVC) devices and AI-powered IMR directly addresses the increas ing proliferation of IoT devices and sensors. The goal is to move beyond the traditional phone call and integrate data streams from various sources . The AI-powered IMR and ESRP will serve as the intelligence layer that processes data from wearables, connected cars, and other IoT sensors, allowing the system to appropriately route information that can be shared without the need for a human operator. (2027). **4. User-Editable PRF (Policy Routing Function)** Motorola's call routing service product development team has plans for enhancing the PRF. This includes the leverage of multiple element state conditions coupled with 911 authority policies to empower agency stakeholders . The system will provide intelligent user feedback and safeguards to prevent policy changes or practices that might create negative or undesired results . This is a critical step towards user empowerment. (Q3-Q4 2026). • Conditions support : The PRF will support conditions based on a wide array of SIP header elements , security posture, request URI, additional data, and call source, allowing for finegrained routing control. (2026) Actions support : The platform will support actions such as "notify" and "log," giving users more control over how their routing rules are executed. (2027) • Single Session to Multiple Destinations: The roadmap includes an Intelligent Messaging & Routing feature with the ultimate goal of "ad-hoc routing and message crafted ad-hoc." This points to the ability to route different components of a single session (e.g., voice, video, data) to multiple destinations, such as bridging a language translator with the PSAP or routing voice and video to separate endpoints. (2028). **Please refer to General Compliance Vendor Matrix.**
	SR-GN021 Abandoned Call Backs: In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during a NG911 Service Provider outage, the NG911 Service Provider should provide real-time reporting or a portal that provides on-demand real-time access to retrieve a list of callers, each individual address or location, time and date of call, and the 10-digit number from which the caller contacted the PSAP for call back. **Motorola Response:** Complies . **Please refer to General Compliance Vendor Matrix.**
	SR-GN024 Proprietary Components: The NG911 Service Provider should indicate which components of the proposed NG911 System are proprietary. Please list the proprietary components. **Motorola Response:** Complies . No Proprietary components are used to deliver our call routing service. **Please refer to General Compliance Vendor Matrix.**
	SR-GN025 Alarm Notification: The NG911 Service Provider should provide an alarm notification template for all functional elements and components to be configured based on critical and major alarm conditions with notifications to the County. Alarm notification should be provided to the County for alternate routing, rerouting, failover, and overflow routing. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**
	SN006 System and Organization Controls (SOC) Compliance: The NG911 Service Provider should provide the latest SOC 2 compliance report upon contract being awarded and annually within thirty (30) calendar days of completion. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**

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	SN007 Cybersecurity Insurance: The NG911 Service Provider should provide proof of cybersecurity insurance and name the County as additional insured. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**
	SN015 Cybersecurity Framework (CSF): The NG911 Service Provider should implement NGCS cybersecurity and system security based on the County's CSF, including at a minimum: ● NG911 security compliance by requirement of NG-SEC ● Incident response requirements and notification ● Portal and system access – unique username, password (12 characters) with MFA, 90-day expiration of password ● SIP encryption ● Digital certificates ● NIST CSF 2.0 compliance ● TDoS detection and mitigation ● Distributed Denial of Service (DDoS) detection and mitigation ● Third-party audits allowed with initial audit during preliminary acceptance ● Implement authentication/passwords policy that defines authentication and password requirements. o Minimum 12 characters o Mixed case o One unique character o Remember last three passwords o Quarterly review of Access Control Lists (ACLs) Implement MFA for certain mission-critical accounts, at a minimum **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**
	SN016 Cybersecurity Plans and Implementation: The NG911 Service Provider should provide proof of the following plans, policies, processes, and implementations upon contract award: • CSF • Incident Response Plan • Incident Response Action Plan • Cybersecurity considerations document • Roadmap to NENA NG-SEC • Unique username and passwords for all system access • Zero trust architecture • Risk Management Plan/Strategy • Cybersecurity controls (e.g., TDoS, DDoS, ransomware attacks) • SIEM integration • NG-SEC compliance and controls • Backup procedures • Restoration procedure • After-Action Review (AAR) process • Cybersecurity maintenance and administration policy to ensure confidentiality, integrity, and availability for on-premise and hosted NG911 System components, which includes: o Patch Management o Antivirus o Time Synchronization o Security Event Logging o Backups o Remote Access Continuous security monitoring, detection, and response policy-defining cyber security monitoring and how often that information will be reviewed. **Motorola Response:** Complies . **Please refer to General Compliance Vendor Matrix.**

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	VN007 Alternate Options and Systems: The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all requirements stated in the form of a "should" requirement only. **Motorola Response:** Complies. **Added per addendum 3** **Please refer to General Compliance Vendor Matrix.**
	SR-GI001.b NG911 Processing: 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. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**
	SR-CR002.b Call Routing: The NG911 Service Provider should develop and provide specifications that will enable other ESInets to interwork with the County's NG911 System at least sixty (60) days in advance of the first PSAP implementation. The NG911 Service Provider should describe how this will be accomplished in the future. **Motorola Response:** Complies. Please see Exhibit 10VESTA NXT Router NN-I i3 SIP OSP and Neighbor Interface Specification. As the standards change, testing with other NGCS providers is essential to ensuring interoperability. Motorola tests with other vendors through NENA's ICE program as well as direct lab to lab testing with each vendor. Once testing is complete a new NNI will be documented and agreed upon between the vendors. NG9-1-1 is an evolution and a good change management process ensures interoperability during every update of the standards. **Please refer to General Compliance Vendor Matrix.**

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	SR-CP002.b NG911 Call Delivery (Call Processing): 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. **Motorola Response:** Complies. Our call routing solution currently services the following customers/PSAPs which utilize VIPER 7 call handling equipment: • McLennan County EAD, TX • Greene County, MO • Monroe County, FL • Lincoln County Sheriff's Office, NM • Mescalero Apache Tribal Police Department, NM • Pecos Valley Regional Communications Center, NM • Ruidos o Police Department, NM **Please refer to General Compliance Vendor Matrix.**
	SR-NR005 Wireless Connectivity: The NG911 Service Provider should provide an NG911 System to use satellite, public safety broadband networks, or other long-term evolution (LTE) or wireless connectivity as a tertiary backup for connectivity. The NG911 Service Provider should provide a list of all available methods that have been deployed in other agencies with similar proposed NG911 systems. **Motorola Response:** Complies . Our system implementations use High Availability SD WAN edge devices for the PSAP's ESInet connectivity. The circuits connected to the devices are always active. We have implemented systems that utilize MPLS, Dedicated Public Safety Broadband, Commercial Managed Broadband, LTE, and LEO Satellite. **Please refer to General Compliance Vendor Matrix.**
	TIME001 Implementation Timeline: The NG911 Service Provider should provide a detailed timeline of all activities and the duration of each associated with the proposed implementation for the County with a breakdown of activities for Regional and Non-Regional PSAPs. The NG911 Service Provider should achieve Go-Live for the Regional environment within twelve (12) months of the Project Kickoff meeting and Non-Regional Go-Live within fifteen (15) months of the Project Kickoff meeting. **Motorola Response:** Complies . **Please refer to General Compliance Vendor Matrix.**

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	SR-EH001 Onsite Equipment List: The NG911 Service Provider is expected to install some equipment in County facilities. The equipment may include network termination devices, network demarcation extensions, fiber or copper cabling, routers, network switches, or activation devices such as abandonment switches. The NG911 Service Provider should provide a list of all devices, quantities, makes, models, power requirements, heat loads, locations, and cabling types that will be installed in any County facility. **Motorola Response:** Complies. All PSAP locations that are connected to the call routing service will have a pair of Arista SDWAN Edge 720 (or similar) devices installed in a high availability HA) configuration for ESInet connectivity. The Network connections to the device will be fiber or copper based on the network cabling available to the Network provider. The typical power consumption for the device is 30 watts and heat load is 102.36 BTU/hour. All PSAP locations will have two Fortigate 70g firewalls deployed in high-availability mode to which all appliances can connect and gain the resiliency of the SDWAN ESInet connectivity. These firewalls consume an average of 12.3W and a maximum of 12.8W. Each PSAP will have a Motorola Emergency Data Gateway device for MIS data collection and the power consumption is 36W. Note: Dependent upon when the system is installed the make/ model of this device maybe replaced with an equivalent model. **Please refer to General Compliance Vendor Matrix.**
	SR-EH002 Onsite Equipment Space Needed: For each device, the NG911 Service Provider should describe how it will be mounted in the facility and how much wall or rack space will be required for the device, including any required standoff distances. **Motorola Response:** Complies. All CHE host locations that are connected to the call routing service will have a pair of HA AristaSDWAN Edge 720 (or similar) devices, a pair of Fortigate 70g firewalls and 1 Motorola Emergency Data Gateway installed: These devices require a total of 5U's of rack space. The rack is installed in the customer's cabinet, usually immediately adjacent to the CHE firewalls. **Note**: Dependent upon when the system is installed, the make/ model of this device may be replaced with an equivalent model. **Please refer to General Compliance Vendor Matrix.**
	SD004.b Initial Deployment: 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. **Motorola Response:** Complies. **See Exhibit 11 Functional Call Flow and System Diagram.** **Please refer to General Compliance Vendor Matrix.**
	TS005 Test Numbers: The NG911 Service Provider should provide test numbers that simulate different call types—at a minimum, wireline, wireless, and VoIP. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**

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	GL001.b Go-Live: The plan should be a step-by-step event plan with every activity along with the expected duration of each activity. • Go-Live will occur after the successful completion of Preliminary Acceptance Testing • The NG911 Service Provider will cutover each PSAP within the same environment as defined by County. • The County will determine the order in which each PSAP will cutover and the timeframe between cutover. • The NG911 Service Provider should provide the list of other 3rd party Technical Resources required for the cutover. • The NG911 Service provider should provide Go/No Go checkpoint throughout the cutover process. A copy of an example cutover plan should be provided in the proposal. At the completion of cutover, trouble ticketing, reporting, and notification procedures should be provided by the NG911 Service Provider to the County. **Motorola Response:** Complies . **See Exhibit 4 Preliminary Project Plan Section 2 for Cutover Plan example.** **See Exhibit 6 NGCS Sample Customer Support Plan.** **Please refer to General Compliance Vendor Matrix.**
	GL004 Escalation Procedures: 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. **Motorola Response:** Complies. Once the contract is awarded, you'll receive a detailed list of our escalation team members, including their names, email addresses, and phone numbers, for each level of management assigned to your account. This information will be updated at the completion of cutover to ensure it's always current. You'll also have a dedicated Customer Service Manager (CSM) who will serve as your primary point of escalation throughout the contract, ensuring that all service levels are met. For a comprehensive overview of our support structure and communication plan, please refer to the **Sample Customer Support Plan in Exhibit 6**. **Please refer to General Compliance Vendor Matrix.**
	TRN007 Recording of Training Sessions: The NG911 Service Provider should record all training sessions required above for playback later. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**
	TRN008.b Training Curriculum Example: The NG911 Service Provider should provide an example of all training curriculums in their proposal. **Motorola Response:** Complies. **See Exhibit 4 Preliminary Project Plan, Section 3.** **Please refer to General Compliance Vendor Matrix.**
	TRN009 Training Materials: Each training session attendee should be provided with learning materials (e.g., student handbook, user guides, etc.). The NG911 Service Provider should provide an example student handbook. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**

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	TRN010 Training Materials Provided Electronically: All training materials should be provided electronically in native format (e.g., PowerPoint, Word, etc.) to the County and shall be updated throughout the terms of the contract. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**
	TRN011 Web-based Training: Web-based training should be provided during the contract period for use by the County for refresher and initial training as needed. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**
	TRN012 Training Mode: The NG911 Service Provider should provide a training mode to deliver calls to positions. This should include the following: • Ability to direct training calls to a specific PSAP • A minimum of two (2) test call numbers for each environment and call type (e.g., wireline, wireless, VoIP) • Ability to direct to specific position (optional) • Ability to configure test systems in the user portal (optional) The NG911 Service Provider should provide a list of all available test modes and functions available. **Motorola Response:** Complies . We comply with the ability to Direct training calls to a specific PSAP. Simulated test calls us ing preconfigured test numbers can be used for training. Test calls can be used for the various manual and automatic reroute functions . The test calls may also be used for some network conference (transfers) functions dependent upon the destination. The call handling configuration could be leveraged to direct training calls to specific positions and/or queues. The ability to configure test systems will be determined during the negotiation phase. **Please refer to General Compliance Vendor Matrix.**
3. Project Approach: NG911 Solution (Maximum 25 Points)	*Vendor's Response*

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A. Functionality Checklist: Refer to the Functionality Checklist and submit as instructed. Points will be allocated based on Vendor's Functionality Checklist response. i.Security/Notification: **SN003.b, SN009, SN010.b, SN011 – SN013, SN017, SN020** ii.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** v.Network Redundancy and Resiliency: **SR-NR007, and SR-NR008.b** vi.NG911 Call Delivery (Call Egress/Call Delivery to All PSAPs): **SR-DL001, SR-DL004, SR-DL005.b, SR-DL006, SR-DL007, SR-DL014.b, and SR-DL015** vii.NG911 Call Delivery (Call Processing): **SR-CP003 – SR-CP005** viii.Interfaces: **SR-IT003** ix.Reports: **RPT001, RPT002.b, RPT003 (RPT003.a& RPT003.b) – RPT005** **Points Value: 15**	**SN003.b Notification of Testing:** The County should be notified in advance of all testing and reserves the right to observe testing at its discretion. **Motorola Response:** Complies with Exception. Motorola will work in good faith to provide notifications regarding testing as it relates to Broward County. The call routing service that Motorola offers is structured as a shared nationalized multi-tenant service, and not isolated to Broward County. Hence Motorola cannot permit the observance of our internal testing or ongoing lifecycle updates. **Please refer to General Compliance Vendor Matrix.**
	SN009 STIR/SHAKEN: The NG911 Service Provider should implement STIR/SHAKEN and pass information including attestation to the CHE. The NG911 Service Provider shall describe how this has been accomplished in other locations with VIPER 7. **Motorola Response:** Complies . The call routing service from Motorola will support STIR/ SHAKEN facing OSPs that remit 911 calls to our network in the 1s t quarter of 2026. Our call routing service will pass through STIR/ SHAKEN information provided by the OSPs in locations with VIPER 7 and other call handling solutions . **Please refer to Functionality Checklist Vendor Matrix.**
	SN010.b Transactional Logging: The NG911 Service Provider should provide transactional logging information for each functional element (i.e., Emergency Services Routing Proxy [ESRP], Legacy Network Gateway [LNG], BCF, PRF, Location Validation Function [LVF], Legacy Selective Router Gateway [LSRG], Spatial Interface [SI], and Emergency Call Routing Function [ECRF]). The transactional database logs for 911 calls should include calling number, SIP header information, routing destination, call or record process success/failures, transfers, ALI database transactions, and alternate routing, which includes call counts. The log retention period should be a minimum of thirty (30) calendar days. **Motorola Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	SN011 System Logging Repositories: The NG911 Service Provider should provide transactional logging repositories at two different data centers for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The log retention period should be a minimum of thirty (30) calendar days. **Motorola Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	SN012 System Log Retrieval: The NG911 Service Provider should provide a user-friendly portal to retrieve transactional logs in near real-time for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The NG911 Service Provider should provide a process to retrieve the logs. **Motorola Response:** Complies. Authorized personnel with the applicable credentials can access the web-based reporting system to run reports associated with transactional logging in near real -time as i3 events are sent from functional elements as they occur without having to wait until call disconnect. **Please refer to Functionality Checklist Vendor Matrix.**

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	SN013 Security Information and Event Manager (SIEM): The NG911 Service Provider should integrate with the County's SIEM Splunk Tool (when deployed) for onsite logging events. The log retention period should be a minimum of 30 calendar days. The NG911 Service Provider should provide the County access to the logs of other systems and devices in the NG911 System for tracking the calls and issues. The log retention period should be a minimum of thirty (30) calendar days. **Motorola Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	SN017 User Notifications and Communications: The NG911 Service Provider should have a system that performs outward notifications and updates of customer tickets through phone, email, and text. The NG911 Service Provider shall notify the County via the contact methods provided of all NG911 Service Provider infrastructure failures and/or outages within 15 minutes of discovery. For all outages, the NG911 Service Provider must also contact the 911 Coordinator via phone **Motorola Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	SN020 TDOS and DDOS Prevention: The NG911 Service Provider should implement hardware, software, and training to identify, respond, and prevent TDOS and DDOS attacks as a part of the proposed NG911 System. The NG911 Service Provider shall describe the process to identify respond and prevent TDOS and DDOS attack. **Motorola Response:** Complies . Motorola addresses TDoS and DDoS attacks with a multi-layered approach that includes technical measures, operational strategies, and robust monitoring. Our NG9-1-1 system integrates protection through: • Core Principles : Call authentication and validation, call routing intelligence, traffic management, real-time monitoring and res pons e, capacity planning and scaling, SIEM, regular security assessments , network-level mitigation, firewall protection, intrusion detection/ prevention, traffic scrubbing, and rate limiting. • Response Mechanisms : Our call routing service can react to confidence levels in incoming calls to identify and differentially route potential malicious traffic. Our Network & Security Operations Center (NSOC) provides 24/ 7 surveillance and rapid response to issues , including TDoS and DDoS attacks . • Security Posture: Our system hardening is based on NENA NG-SEC standards and DoD J ITC Information Assurance (IA) certifications . We employ a principle of least privilege, adhere to a "deny-all" firewall posture, and incorporate CSRIC Best Practices, ISO 27001, 31000, NIST SP 800-30, 800-53, and the NIST Cybersecurity Framework. • System Resilience: The NG9-1-1 system is engineered with no single point of failure, utilizing multiple layers of redundancy across three cloud availability regions (diversified across at least two cloud providers and multiple availability zones). Redundant network paths from different carriers and dynamic routing protocols provide rapid failure detection and automatic failover. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-IN003.b Multiple POIs: 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. The NG911 Service Provider shall list the locations of all POIs that will be used. **Motorola Response:** **No Response.** **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-GI013 SI Provisioning: The NG911 Service Provider should pull GIS data from the County GIS data repository rather than require the County to push (upload) GIS data to the SI. The data pull can be automated by the NG911 Service Provider or scheduled by the County. The NG911 Service provider shall describe the process used and how the County's preference can be integrated into the proposed NG911 System. **Motorola Response:** Complies. The County's GIS data already resides within our Spatial Interface, as the County has already invested in a GIS project with Motorola. Therefore, that GIS data can be directly provisioned to the ECRF and LVF without any changes to the County's processes. We are intimately knowledgeable of the County and Cities' maintenance and upload processes as well as the reporting of errors within the GIS and property appraiser's datasets. **Please refer to Functionality Checklist Vendor Matrix.**
	DAT001.b GIS Upload Process: The NG911 Service Provider should describe the GIS upload process to include the access, steps, and ease of use. **Motorola Response:** Complies. The current process is zipping a File Geodatabase and uploading it using sFTP which requires credentials for access. In the near future a Web Portal will provide the same capability with a much more user-friendly interface. The Spatial Interface will also have the capability to accept other ancillary layers and reformat outputs supporting other mapping systems such as CAD and PSAP mapping applications. **Please refer to Functionality Checklist Vendor Matrix.**

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	DAT003.b Management of PRF Routing: The NG911 Service Provider should describe the process to manage PRF routing plans. **Motorola Response:** Complies. Our Customer Web Portal (CWP) serves as a central interface for managing and monitoring the call routing service, including PRF. Authorized users, such as PSAP personnel, can view, modify, and customize PRF functions and rules. The activation and deactivation of PSAP abandonment strategies, which are part of policy routing, are also accomplished via the CWP by properly credentialed users. The CWP provides real-time visibility into the health and performance of the call routing service and ESInet network, showing PSAP status and policy route deviations. These rules can be configured based on various factors, including call type (wireline, wireless, VoIP), caller location, originating service provider (OSP) of the trunk, or trunk group (While the LNG is still in use). For example, the City of Baltimore has utilized special event routing for large art festivals and the recent APCO conference, with geo-fencing established to route 9-1-1 calls to a local command post on scene. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR003.b Call Routing: The NG911 Service Provider should work with the County to design all the rules, policies, and algorithms that will be available to route calls similar to the routing groups currently in place. Describe how this process will be accomplished. **Motorola Response:** Complies . During deployment, our project managers and system engineers collaboratively work with PSAP personnel to develop custom policy routing rules tailored to the PSAP's operational requirements . This includes supporting call transfers , selective trans fer agencies , and alternate, overflow, and abandonment routing. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-CR004 Distribution of Calls to PSAPs: The NG911 Service Provider should route calls similar to the routing groups currently in place, including call labels/tags required by the CHE for various call functions and distribution rules currently in place. The NG911 Service Provider should describe the method that is proposed to route calls similar to the routing groups currently in place, such as additional circuits, call labels/tags, or setting distribution rules. **Motorola Response:** Complies . Motorola provisions the PSAP configurations in the Router Service based on information gathered during policy routing meetings . This ensures that existing routing logic is captured and applied in the new system. The PRF is capable of providing relevant flags , such as a "call-diverted flag," to alternate routing destinations , as defined in the NENA i3 standard. This effectively acts as a call label or tag, indicating that a call has been rerouted by policy. Motorola ensures that call handling Automatic Call Distribution (ACD) rules and NGCS Policy Routing Function (PRF) rules work in conjunction with each other. This means that if the Call Routing Service cannot deliver a call to the primary designated PSAP, it can be presented to another PSAP, a specific queue, or other destinations, depending on the ACD rules already established by the PSAP . **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR006.b Call Distribution: All calls should be routed based on data received. The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in the Regional and Non-Regional environments. Please provide examples of how this was done for other implementation. **Motorola Response:** Complies . For all implementations , Motorola provisions the PSAP configurations in the Router Service based on information gathered during policy routing meetings . This ensures that existing routing logic is captured along with new capabilities and applied in the new system. A key aspect of supporting existing call functions and distribution rules is the ability to map Emergency Services URIs (ESURIs). Customers have configured their CHE to map these ESURIs to specific VDNs (Voice Dialing Numbers), queues , or other internal distribution mechanisms as required to support their normal operating procedures . Policy Routing Rules (PRR) can be set to deliver calls to the PSAP Host servers based on the ESURI if the Load Balancers cannot be reached for any reason. All of our customers have PRRs set for rerouting under conditions of abandonment, inability to connect, and overflow. They are routed to a new SIPURI (ESInet) or TelURI (10-digit dialing). Most route to adjacent agencies , not to another part of the same system. Some route to various agencies based on the geographic location of the call. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR008 Regional PSAP Routing: The CHE has been implemented to provide advanced routing capabilities. These capabilities are expected to remain. Regional PSAP routing should include: • Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today • Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP • Ability for the VIPER CHE to distribute calls to all PSAPs regardless of the proper PSAP • Ability of the VIPER CHE to identify the proper PSAP and distribute to the proper PSAP when needed (CAD failure operations) The NG911 Service Provider should describe the system that is proposed and how these capabilities will be accomplished. **Motorola Response:** Complies. The existing VIPER routing capabilities can be retained, but may have to be adjusted as we move from TDM call delivery from the OSPs into i3 call delivery which no longer has designated trunks. The ESURI will be used by VIPER as well as other information carried within the SIP header to determine the best route for that call to take within the CHE. The following information is included within an i3 call: • ProviderInfo • CallInfo • Subs criberInfo • DeviceInfo The information contained in these header blocks can be used to determine VIPER's proper distribution of the call. Other labels /Tags will be available such as a reroute notice if the original PSAP was not available. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-CR009 Non-Regional PSAP Routing: Non-Regional PSAP routing should include: • Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today • Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP • Ability for the VIPER CHE to distribute calls to the proper PSAP The NG911 Service Provider should describe the system that is proposed and how these requirements will be accomplished. **Motorola Response:** Complies. The existing VIPER routing capabilities can be retained, but may have to be adjusted as we move from TDM call delivery from the OSPs into i3 call delivery which no longer has designated trunks . The ESURI will be used by VIPER as well as other information carried within the SIP header to determine the best route for that call to take within the CHE. The following information is included within an i3 call: • ProviderInfo • ServiceInfo • Subs criberInfo • DeviceInfo The information contained in these header blocks can be used to determine VIPER's proper distribution of the call. Other labels/Tags will be available such as a reroute notice if the original PSAP was not available. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR010.b Host Routing: The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in each environment for the following predetermined emergency scenarios at a minimum: • Loss of primary route to a host load balancer • Loss of primary and secondary route to a host load balancer • Loss of all routes to a single host in a single environment • Loss of all routes to two hosts in a single environment • Abandonment of a PSAP • Abandonment of a single PSAP with transfer to another environment • Abandonment of two PSAPs with transfer to another environment • Loss of single environment • Use of out-of-county PSAPs as backup PSAPs The NG911 Service Provider should describe how each scenario above can be processed by the proposed system with limited or no human intervention. **Motorola Response:** Complies . We will set up call flow meetings with the PSAPs to ensure continuity of business under each of these listed conditions regarding loss of route(s) to host(s) or PSAP(s). Motorola will establish baseline Policy Routing Rules bas ed on Broward County's desire to maintain and enhance the resiliency of the current routing capabilities . The PRF acts in a hierarchical fashion and allows for many alternate route solutions based on multiple criteria. NGCS provides much more flexibility in defining those routing rules when, as with the service for Broward, Geospatial routing is incorporated in the route determination. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-CR011 Geofencing: Geofencing and routing calls to specific call takers/positions/queues/ring groups are needed as part of the County's requirements. The NG911 Service Provider should ensure selected positions, PSAPs, or resources can be dynamically removed from receiving non-incident/event 911 calls. The NG911 Service Provider should describe the process, signaling, or tagging that would be used in the proposed NG911 System to accomplish this requirement. **Motorola Response:** Complies. Unique URIs can be used to send to a specific PSAP queue, and upon PRF enablement by the PSAP, can be redirected to another PSAP (e.g., Mobile Command Center) or PSAP queue for separate handling. For dynamic geofencing, a set of unique URIs associated with unique queues should be defined and implemented together so that call takers are already in the new queue when the PRF is enabled. The City of Baltimore has utilized special event routing for large art festivals and the recent APCO conference, with geo-fencing established to route 9-1-1 calls to a local command post on scene. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-NR007 All Circuits Used: To ensure all connectivity is always available, all primary circuits should be used in normal operation to process traffic. Secondary and tertiary circuits should be active daily. The active secondary and tertiary circuits will demonstrate that the circuits are available and can support live traffic. The NG911 Service Provider should describe the method that will be used to accomplish this requirement and describe any types or specific circuits that may not be used in normal operation and why. **Motorola Response:** Complies. All circuits will be active all the time as we are using High Availability SD WAN edge devices for the PSAP's ESInet connectivity. There will be no need for a failover plan from one circuit to another. Whether it is MPLS, Commercial Managed Broadband, LTE, and/or LEO Satellite, all paths will be maintained in an active state. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-NR008.b Monitoring Methods and Procedures: The NG911 Service Provider should describe the monitoring methods and the process to provide notifications to the County when circuits are unavailable. **Motorola Response:** Complies, Motorola provides a comprehensive approach to circuit outage notifications and network management for NG9-1-1 services, designed to ensure rapid response, transparent reporting, and high system availability. Here's how Motorola addresses circuit downtime notifications: • Proactive Monitoring and Automated Alarming ○ Motorola's dedicated Network Security Operations Center (NSOC) actively and continuously monitors all network, computing, and software elements of the call routing service and ESInet infrastructure 24x7x365. This monitoring system includes probes actively polling the ESInet infrastructure. ○ Event and performance metrics are forwarded to the NSOC for real-time analysis and historical trend identification. ○ If a probe becomes unreachable or an issue is detected, a trouble ticket is automatically generated in the Service Management System, logging detailed event information. These alarms are correlated and presented as incidents within NSOC dashboards for immediate response. • Multi-Level Notification System ○ Notifications are supported through multiple channels , including phone calls , email, and SMS text messages . ○ Motorola's Service Management System provides auto-generated notifications based on defined thresholds , such as the severity of an issue, activity type (e.g., change authorization request, pre-scheduled maintenance), or a threshold breach on a network or component. • Rapid Response and Communication Timelines ○ For Critical (Severity Level 1) incidents , defined as significant degradation or total loss of critical functionality with no workaround, Motorola aims to provide notification within 15 minutes . For these critical issues , hourly updates are provided. ○ For High (Severity Level 2) incidents, involving significant degradation where a workaround may be available, notification is provided within 30 minutes , with updates every two hours . ○ Updates for Critical and High incidents will include the nature of the outage, its best known cause, geographic scope, estimated time for repairs , and other useful management information. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-DL001 Call Egress/Call-Delivery Circuits: The NG911 Service Provider should provide the call egress/call-delivery circuits and associated infrastructure to meet the following requirements: • Diverse entrance facilities for core sites • Diverse entrance facilities to all call-handling host locations that the County deploys, whether local, remote data center, or cloud-based • No single point of failure • Use open standards • IPv4 and IPv6 dual protocol stacks • Border Gateway Protocol (BGP) utilizing bidirectional forwarding detection • Multicast routing and switching • Quality of service (QoS) marking using Differentiated Service Code Point (DSCP) to ensure the highest voice quality for all 911 calls • Have a network traffic convergence of less than 54 milliseconds (ms) • Maintain an MOS of 4.0 or better at the handoff to the CHE **Motorola Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL004 Abandonment Switches: The NG911 Service Provider should provision one or more abandonment switches at each PSAP, which, when activated, will automatically reroute calls to the pre-defined alternate endpoint for that PSAP based on the required routing configurations used today. Strict administrative policies and procedures will be put in place by the County. The NG911 Service Provider should describe how abandonment switches will be used in the proposed NG911 System. **Motorola Response:** Complies. Motorola's Customer Web Portal provides credentialed users the ability to abandon a PSAP from any location. The predefined PRF is active and will reroute those calls to their appropriate destination based on the URI and other pertinent information contained within the SIP Header Blocks. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-DL005.b Policy Based Rules Tool: The NG911 Service Provider should describe the functions of the policy-based rules tool and types of rules that can be provisioned by the PSAP, County, and NG911 Service Provider. **Motorola Response:** Complies. • Provisioned by authorized personnel from either the PSAP or County: o PSAP Abandonment Strategy: Authorized PSAP personnel can activate and deactivate a multi-level PSAP abandonment strategy via the CWP. This includes manual "make-busy" functionality to reroute calls . o Alternate Routing Strategies: PSAP personnel can define alternate routing strategies to redirect calls when the primary PSAP cannot receive them (e.g., during outages or evacuations). This can automatically shift calls to other PSAPs . o Abusive Caller Mitigation: Authorized PSAP and NG9-1-1 staff can enact policy routing configurations to send calls from abusive callers to a predetermined destination, such as an automated attendant, low-priority queue, or a designated PSAP URI. o Policy Routing Customization: PRF rules can be viewed, modified, or customized by PSAP and agency administrators to optimize routing based on their specific operational requirements . o Call Type-Based Routing: Rules can be configured based on call type (e.g., wireline, wireless , VoIP). Policy Rule Definition: PSAPs can participate in the development and approval of the Policy Routing Plan and define routing rules, including primary, alternate, busy, and overflow routing. • Provisioned by the NG9-1-1 Service Provider (Motorola): o Core Policy Management: Motorola manages the overarching routing of calls through the call routing service, including the ability to re-route calls during outages or based on the call handling status of a PSAP. o Location-Based Routing: The system prioritizes location-based routing using GIS data, but PRRs can include fallbacks like ESN, community, FIPS codes , or trunk groups if geospatial routing is not possible. o OSP and Trunk Group Routing: PRRs can be based on the Originating Service Provider (OSP) or specific trunk groups . o ESRP/PRF Interaction: The Emergency Services Routing Proxy (ESRP) queries the PRF to determine the next hop destination, leveraging queue and service state subscriptions to assess PSAP availability. o Regional Coordination: For customers in a region served by Motorola's call routing service, Motorola ensures a coordinated policy routing configuration to optimize continuity of operations . Integration and Coordination: • Motorola's Call Routing Service ensures that its Policy Routing Function (PRF) rules work in conjunction with Call Handling Automatic Call Distribution (ACD) rules . • New routing rules or modifications typically go through a Change Management Process involving the Network & Security Operations Center (NSOC) to ensure all stakeholders are aware and potential impacts are assessed in advance. The Operations Manager is responsible for notifying the PSAP of all planned work that may affect 9-1-1 functionality. • Motorola conducts periodic reviews of policy routing rules to assess their impact on PSAP operations . • Training is provided on PRF policy management, covering how routing rules are used, modified, and how reporting/ logging can optimize them. This comprehensive approach allows Motorola to deliver a highly resilient and adaptable NG9-1-1 solution, minimizing disruptions and maximizing the effectiveness of emergency call management. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL006 Emergency Incident Data Object (EIDO): The NGCS and ESInet should support the exchange of EIDO over the ESInet between PSAPs and across NNIs to neighboring jurisdictions. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement. **Motorola Response:** Complies . Motorola's call routing service provides the transport of EIDO to and from the PSAP. With proper credentialing. No action is necessary by the County or CHE vendor to allow transport of EIDO as this is handled by our NNIs with neighboring NGCS providers. PSAP personnel can initiate a transfer of a call with EIDO and allow a subscribe/notify event from a neighboring jurisdiction. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL007 EIDO Access: The NGCS and ESInet should support access from other jurisdictions to the EIDO message servers deployed in the County's Regional and Non-Regional environments to exchange data. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement. **Motorola Response:** Complies . Motorola will work with your CHE vendor to preconfigure credentialed access to be able to exchange EIDO packets . The County would be responsible only for the CHE providers' coordination and testing of access and exchange of information. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-DL014.b Trouble Ticket Notification: As part of the call delivery monitoring, the following situations should result in a trouble ticket being generated automatically for dispatch and resolution, and a notification to the County: • Call delivery between Functional Elements causes an error processing should generate an alarm. • When all calls are not able to be delivered to the PSAP, the NG911 Service Provider generates an alarm and notifies the appropriate parties at the County as well as the field personnel to confirm that alternate routing is activated. • When there is a failure to deliver the 911 call, the alternate call routing plans are automatically used to route the calls. In the event the NG911 alternate routes are not available, the calls are routed to an alternate public switched telephone network (PSTN) path using a 10-digit number associated with the destination PSAP. If the primary path is unavailable, the calls should be routed to the backup 10-digit number. The logging of such routing should be available to the County. The NG911 Service Provider should provide examples of how these will be managed and performed in the proposed solution. **Motorola Response:** Complies . As soon as a call cannot reach its intended destination an alarm is generated along with a trouble ticket in ServiceNow. Notifications will be sent according to the agreed upon support plan put in place early in the deployment process. Policy Routing Rules will immediately determine the next predefined hop for that call. The PRRs will be defined early in the deployment phase as well. Calls that are rerouted will be tagged so the receiving PSAP knows that it was not deliverable to its intended PSAP. The predefined routing plans will dictate the call flow for undeliverable calls as mentioned in this requirement; whether it is to an alternate route or 10-digit numbers. These are all automatic. The trouble ticket resolution will be handled by our NSOC according to our SLA agreements. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL015 Call Queuing: The NG911 Service Provider should provide call queuing at the network level. If the network is unable to deliver the calls to the PSAP due to increased volume, the calls should be queued and tracked at the network level. The NG911 System should be able to process two hundred (200) calls simultaneously for each environment (Regional and Non-Regional). **Motorola Response:** Complies . The call routing service does not queue calls in the same way that call handling does. It will always deliver the call to the intended destination, in this case the VIPER load balancers , VIPER Hosts , or next hop according to the Policy Routing Rules predefined by Broward County. The call routing service is sized to meet customer requirements , so we will support the position count plus as many calls that can be queued in VIPER. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CP003 Call Processing by Type: The NG911 Service Provider should be able to process and deliver wireline, wireless, VoIP, text (RTT, Short Message Service [SMS], Rich Communication Services [RCS], Message Session Relay Protocol [MSRP], Instant Messaging [IM]), and Multimedia Service (MMS) calls/requests for emergency response seamlessly. The system should support the use of Telecommunications Device for Deaf (TDD) and TTY. **Motorola Response:** Complies . **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CP004 Caller Location Information: The NG911 Service Provider should provide the location information for each 911 call at the handheld device-level for call routing and call processing. **Motorola Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CP005 NGCS Media Recording: The NG911 Service Provider should provide call and media recording in the NGCS. The PSAP and other County staff should have access to the recordings. **Motorola Response:** Complies. Call and media recording is typically handled by the call handling system. We provide outputs to a logging recorder, but we do not supply one as part of the standard call routing service. At the County's request, Motorola can provide optional pricing for call and media recording for the County's consideration. It may be more cost-effective for the County to work directly with your current telephony logging recorder vendor to augment that existing solution. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-IT003 Multimedia Sessions: The NG911 Service Provider should interface the wireless providers to be capable of delivering multimedia such as video and pictures as a part of the proposed NG911 System. Deployment of this function to the PSAP will be determined on an individual PSAP basis. **Motorola Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT001 Single Reporting Platform: The NG911 Service Provider should provide a single reporting platform that can be configured based on each user's role, unique USERID, and access permissions. The portal should support at least sixty (60) users. **Motorola Response:** Complies with Exception. Motorola has purpose-built platforms for domain -specific applications (e.g., end-to-end call log reporting vs. case management). Each one by itself can support the County's requirements. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT002.b Report Examples: The reporting platform for the PSAPs should include, at a minimum the following reports: • Date and time stamp • Call delivery time (hh:mm:ss) • Call answer time (hh:mm:ss) • Call disconnect time (hh:mm:ss) • Call duration (hh:mm:ss) • Average call duration (hh:mm:ss) • Average call answer time (hh:mm:ss) • Seizure time (hh:mm:ss) • Call volumes by call type • Alternate-routed calls • Text-to-911 instances • Abandoned calls • Call volume by hour • Call volume by day of the week • Individual call information • Summary of call volumes • Call transfers/bridges • Call conferences • Agent availability • Call volumes by OSP • Repeat callers • Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.) The NG911 Service Provider should provide a list of all available reports and provide at least three report examples. **Motorola Response:** Complies . See Exhibit 1 Sample Reports. • Automated Abandoned Callback (AAC) Report • Answer Time Standards • Call Center Statistics • Call Summary • Call Taker Answer Time Statistics • Call Taker Events • Call Time Statistics by Month • Call Volume and Statistics by Call Taker • Call Volume and Statistics by ESN • Call Volume and Statistics by Range of Time • Call Volume and Statistics by Trunk • Call Volume and Statistics by Class of Service • Call Volume by Hour Analysis • Call Volume by Peak Hour • Call Volume by Position • Call Volume by PSAP • Call Volume by Shift • Concurrent 911 Trunk Utilization • Insights On-Demand**

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	• Monthly Position Utilization • Multidimensional Transfer Report • NSI Device Call Volume • Process Time Standards • PSAP Answer Time Standards • PSAP Process Time Standards • Rapid Call Breakdown • Ring Time Statistics • Staffing Module • Summary Reference Sheet • Text Volume • Text Volume by Period ** 'Insights On Demand' is the ad-hoc reporting feature of Motorola's Eclipse Analytics reporting solution. This interface allows common language search activities for on-the-fly reporting, drilldowns, QA/QC, investigations , and more. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT003.a Reporting Platform County Staff Functions: 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. **Motorola Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT003.b Reporting Platform County Staff Functions: The reporting platform for County staff should include at a minimum: • Call processing time between elements (hh:mm:ss) • Payload processing time (hh:mm:ss) • Calls per circuit • Call distribution to PSAP circuits • Circuit utilization from OSP • Circuit utilization to PSAP • All NGCS element usage volumes (all elements used in the NG911 Service Provider's NG911 System) • End-to-end call-flow analysis • Event by incoming IP address • NOC-to-NOC reporting, trouble reporting, and tracking • Root cause analyses • Service availability for each component including ESInet segments • Monitoring, alarming, and logging • MOS The NG911 Service Provider should provide a list of all available reports and provide at least three report examples. **Motorola Response:** Complies with Exception. **See Exhibit 1 Sample Reports .** Not all metrics listed in requirement RPT003.b are captured in an IP environment; however, Motorola's reporting platform has generated trunk-like utilization reports even when operating on IP circuits. Motorola provides separate platforms for reporting and real-time monitoring of the solution. The Customer Web Portal provides situational awareness as to system health and alternative routing causality. Each call can be viewed for its associated details. Exis ting reports : • Calls per circuit • Call distribution to PSAP circuits • Circuit utilization from OSP • Circuit utilization to PSAP Many reports could be generated us ing Motorola's ad-hoc reporting capability. Motorola will work with Broward County to develop the required reports . **Please refer to Functionality Checklist Vendor Matrix.**

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	RPT004 Access to logs via Reporting Platform: The NG911 Service Provider should provide access to the system logs using the existing platform or another similar platform. This should include: • Transactional database log associated with each SIP header and URI, and additional information provided to access by the County • Retrieval of log information should include calling number, SIP header information, call destination, successful, failures, transfers, ALI database transactions, and alternate routed calls (e.g., default, PSTN gateway, special processing, or overflow), which includes call counts • Log retrieval should be available by groups of calls (e.g., 911 versus non-emergency) and date range of calls. **Motorola Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT005 Real Time System Monitoring: The NG911 Service Provider should provide access to real time system monitoring to the County using the existing platform or another similar platform. The platform should provide real time web-based monitoring of County traffic into the System at the functional element level and facilities (network connections). The status should be updated every 15 seconds, which includes, active, slow response, and failures. **Motorola Response:** Complies. **Please refer to Functionality Checklist Vendor Matrix.**
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. **Points Value: 10**	**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. **Motorola Response:** Understood.
4.Project Approach: Maintenance and Support Services, Service Level Experiences (Maximum 15 Points) ***(Max 15 points)***	*Vendor's Response*
Describe Vendor's approach to providing Maintenance and Support Services as per the 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 General Compliance sections below: **b)**Service Level Expectations i. **SR-SLA003.b, SR-SLA004, SR-SLA005.b, SR-SLA007, and SR-SLA008** **Points Value: 15**	**SR-MR002 Implementation and Change MOP:** The NG911 Service Provider should provide a MOP with a backout plan for review by the County a minimum of seven (7) calendar days prior to all system changes, patches, or planned maintenance activities. The NG911 Service Provider shall provide an example MOP. **Motorola Response:** Complies. **See Exhibit 9 NGCS MOP Master Template** . Please note that we provide a Service. As a part of that service delivery, we notify customers of all service-impacting changes, maintenance activities, etc. **Please find a sample MOP form in Exhibit 9.** **Please refer to General Compliance Vendor Matrix.**

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	SR-MR004 County Maintenance Period: All installations, changes, updates, and maintenance should occur during the County's maintenance periods (local time): • Monday 2300 through Tuesday 0600 • Tuesday 2300 through Wednesday 0600 • Wednesday 2300 through Thursday 0600 • Thursday 2300 through Friday 0000 **Motorola Response:** Complies with Exception. Maintenance periods are conducted during normal business hours , Mon - Thu. Please note that the service is NOT disrupted during these maintenance periods. "Planned outages" that would impact the routing of 9 -1-1 calls are avoided through the use of redundant services and controlled changes. Only emergency fixes or changes are allowed to be made outside of these planned hours. All changes require adherence to the Change Management Process. **Please refer to General Compliance Vendor Matrix.**
	SR-MR005 Period of Performance: This procurement should be for a period of performance of ten (10) years. The period of performance will begin at the final acceptance of the final environment cutover. **Motorola Response:** Complies with Exception. Acceptance is achieved when the initial PSAP goes live. A full cutover isn't the sole determinant, as the involvement of OSPs introduces external factors beyond our direct control. **Please refer to General Compliance Vendor Matrix.**
	SR-MR009 Monthly Reports from the Trouble Ticketing System: At the completion of final acceptance, trouble ticketing, reporting, and notification procedures shall be provided to the County and the PSAPs. The NG911 Service Provider should provide direct access to the ticketing system to monitor activities. A monthly report shall be provided within the first five days of the following month that includes dates, times, descriptions of issues, ticket severity, remote response times, onsite dispatch times, onsite arrival times, and resolution times. **Motorola Response:** Complies . **Please refer to General Compliance Vendor Matrix.**

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	SN001.b Security/Notifications: The NOC/SOC should perform the following: • The NOC should monitor tickets, open tickets for alarm conditions and dispatch if needed, and initiate failover of any component of the system. • Support includes monitoring by onsite live staff, remote response, and onsite response for Critical and Major issues based on the service level defined herein for all NG911 System components. Monitoring will include real-time alarm monitoring at the NG911 Providers Network Operations Center and logging of every alarm with notifications provided to designated staff within the County. • Response includes remote actions by NOC/SOC staff and dispatching onsite personnel to the data centers, field, or County sites. The NG911 Service Provider should describe the NOC/SOC role in the proposed System. **Motorola Response:** Complies. **See Exhibit 12 Motorola's Network and Security Operations Center (NSOC)** **Please refer to General Compliance Vendor Matrix.**
	SN019 Third Party Audits: The NG911 Service Provider should permit the County to engage third-party security auditors to examine the provided NG911 System. These audits will be no more frequently than annually, and the first audit can be as early as the Preliminary Acceptance Testing period. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**
	SR-SLA003.b Severity Levels: The NG911 Service Provider should resolve all issues as listed in Scope of Work document in Tables 1 and 2 for the appropriate severity level. **Motorola Response:** **Complies with Exception.** Motorola would appreciate the opportunity to discuss the requested Service Credits for System Performance, currently identified at the levels of 75% of the monthly invoice for 30 seconds -5 minutes and 100% of the monthly invoice for >5 minutes. **Please refer to General Compliance Vendor Matrix.**
	SR-SLA004 Supply Chain: Due to events with the pandemic, the County seeks confirmation that any committed plan and/or schedule communicated within the NG911 Service Provider's response should be maintained regardless of supply chain impacts. The NG911 Service Provider shall describe processes put in place to limit the impact of supply chain issues. **Motorola Response:** Complies. Motorola has addressed this issue previously by purchasing components in advance of orders. Currently, Motorola is not seeing supply chain issues, but will always maintain an adequate supply of components to maintain Motorola's service level. As the only on-site equipment for NGCS is High Availability SDWAN Edge Devices, as a practice, Motorola ensures enough spares for all of Motorola's customers. **Please refer to General Compliance Vendor Matrix.**

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	SR-SLA005.b RFO/RCA: The NG911 Service Provider should provide final RCA within three business days of service restoration. The NG911 Service Provider should provide an example RFO/RCA report. **Motorola Response:** Complies. **Please see Exhibit 13 MSI Incident Investigation - Root Cause Analysis (RCA).** **Please refer to General Compliance Vendor Matrix.**
	SR-SLA007 SLAs: The NG911 Service Provider should adhere to the County SLAs as defined in Table 1: Severity Levels; Table 2: Severity Levels Response and Repair Timeframes; and Table 3: Service Performance of the Scope of work document in pages: 8, 9, and 10. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**
	SR-SLA008 Service Credits: The NG911 Service Provider should provide service credit to the County when the actual response time exceeds the SLA-defined response or repair times in accordance with Table 2 defined in Scope of Work document on page 10. **Motorola Response:** Complies with Exception. Motorola would appreciate the opportunity to discuss the requested Service Credits for System Performance, currently identified at the levels of 75% of the monthly invoice for 30 seconds -5 minutes and 100% of the monthly invoice for >5 minutes. **Please refer to General Compliance Vendor Matrix.**
5.Project Approach: Evidence, Knowledge, and Experience ***(Max 10 points)***	*Vendor's Response*
A. Describe Prime Vendor's experience on projects of similar nature, scope and duration, along with a detailed description of satisfactory completion, both on time and within budget, for the past three years. Provide a minimum of five (5) projects with references. Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to **Vendor Reference Verification Form** and submit as instructed or within three business days after County's request. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor's past performance. Including, but not limited to, the information outlined in the General Compliance section **VN006** **Points Value: 6**	**VN006 Vendor's Experience and Reference Projects:** Describe Prime Vendor's experience on projects of similar nature, scope and duration, along with a detailed description of satisfactory completion, both on time and within budget, for the past three years. Provide a minimum of five (5) projects with references. Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to Vendor Reference Verification Form and submit as instructed or within three business days after County's request. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor's past performance. Including, but not limited to, the information outlined in the General Compliance section VN006 **Motorola Response** Complies. **Please see Vendor Reference Verification document for requested information.** **Please refer to General Compliance Vendor Matrix.**

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A. Provide actual performance results for the metric below on solutions in production. Refer to the General Compliance for requirements: i.Solution Performance: **VN008** and **VN009** **Points Value: 4**	**VN008 Mean Time Between Failures (MTBF):** The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama. **Motorola Response:** Complies. MTBF for Motorola's 911 call routing service in the state of Florida for the past 24 months is 8,759 hours. **Added per addendum 3.** **Please refer to General Compliance Vendor Matrix.**
	VN009 Latency and Mean Opinion Score (MOS): The NG911 Service Provider should provide Call delivery (NGCS to PSAP) network metrics for latency and Mean Opinion Score (MOS) for the last 24 months for its customer base in Florida, Georgia, and Alabama. **Motorola Response:** Complies. **Please refer to General Compliance Vendor Matrix.**
6. Workload of the Firm ***(Max 2 points)***	*Vendor's Response*
For the Prime Vendor only, list all completed and active projects that the Prime Vendor has managed within the past five (5) years. In addition, list all projected projects that Prime Vendor will be working on in the near future. Projected projects will be defined as a project(s) that Prime Vendor is awarded a contract but the Notice to Proceed has not been issued. Identify any projects that Prime Vendor worked on concurrently. Describe Prime Vendor's approach to managing these projects. Were there or will there be any challenges for any of these listed projects? If so, describe how Prime Vendor dealt or will deal with projects' challenges. **Points Value: 2**	**Workload of Firm:** For the Prime Vendor only, list all completed and active projects that the Prime Vendor has managed within the past five (5) years. In addition, list all projected projects that Prime Vendor will be working on in the near future. Projected projects will be defined as a project(s) that Prime Vendor is awarded a contract but the Notice to Proceed has not been issued. Identify any projects that Prime Vendor worked on concurrently. Describe Prime Vendor's approach to managing these projects. Were there or will there be any challenges for any of these listed projects? If so, describe how Prime Vendor dealt or will deal with projects' challenges. **Motorola Response:** Complies Motorola is proud of our strong customer bas e with many completed projects as identified in the table below which is organized by the "go-live" date so you can see the overlap in the efforts of our various project management teams . Concurrent Projects: Our highly skilled project management team is fully capable of managing the workload associated with the Broward County NG9-1-1 project, should we be selected. Our entire NG9-1-1 team recently celebrated concurrent go-lives: in one week in July, we successfully launched 22 PSAPs in New Mexico, the City of Las Vegas, and the City of Chicago! As our extensive list of completed projects demonstrates, we are staffed to manage multiple ongoing projects simultaneously. Our Senior Manager of NGCS Project Deployments strategically assigns her team based on individual strengths and the value each member can provide to a specific customer. We also have a deep bench of resources to draw upon for specific tasks when multiple activities converge. For instance, with six customers scheduled for go-lives between September and December 2025, we are leveraging experienced network team resources to assist with on-site Acceptance Test Plans to ensure we meet these commitments. **See Table 3-1: Projects on Page 56**
7. Location: ***(Max 5 points)***	*Vendor's Response*
Points shall be allocated as follows, based on the vendor's selection of one of five options in the Location Certification Form: Option 1 (0 point); 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 (o point) **Points Value: 5**	**Location:** Refer to Location Certification and submit as instructed. The maximum points shall be assigned to each Locally Based Business and to each joint venture that is composed solely of Locally Based Businesses. Points shall be allocated as follows based on the Prime Vendor's selection of one of the five options in the Location Certification Form: Option 1 (0 points); Option 2 (5 points); Option 3 (3 points); Option 4 (points range from 0-5 depending on the composition of the joint venture); and Option 5 (0 points). **Motorola Response** The Location Certification has been submitted .
8. Pricing ***(Max 20 points)***	*Vendor's Response*

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Refer to the electronic bidding system and submit as instructed. Vendor's total proposed price submitted in the **Bid Table titled Next Generation (NG911) Proposed Solution** will be used for scoring purposes as per the formula set forth below. Pricing must reflect all recurring and non-recurring fees as defined in the Scope of Work. Refer to **Instructions to Vendors** for additional information. Total points awarded for price will be determined by applying the following formula: **(Lowest proposed price/Proposer's price) x 20 = Price Score** Note: **Bid Table titled Optional Renewal Terms** will not be used in the calculation of points for price. **Points Value: 20**	**Pricing:** Refer to the electronic bidding system and submit as instructed. Vendor's total proposed price submitted in the Bid Table titled Next Generation (NG911) Proposed Solution will be used for scoring purposes as per the formula set forth below. Pricing must reflect all recurring and non-recurring fees as defined in the Scope of Work. Refer to Instructions to Vendors for additional information. Total points awarded for price will be determined by applying the following formula: (Lowest proposed price/Proposer's price) x 20 = Price Score Note: Bid Table titled Optional Renewal Terms will not be used in the calculation of points for price. AT&T Response: AT&T has uploaded the following Pricing Forms per the instructions: • Next Generation (NG911) Proposed Solution (BT-04TX) • Optional Renewal Terms (BT-26BS) **Motorola Response** Motorola has completed the required pricing workbooks as part of our individual submittal. Motorola would also like to provide the following information to supplement the information supplied in the spreadsheet as shown in Section 4 (below) of our Vendor Proposal.

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1. Ability of Professional Personnel ***(Max 8 points)***	*Vendor's Response*
A. Ability of Professional Personnel: Describe the qualifications and relevant experience of the Project Manager and all key staff, including subconsultants, intended to be assigned to this Project. Include resumes for the Project Manager and all key staff described. Refer to General Compliance sections for requirements: i. Professional Services Requirements: **PS001.a, PS001.b, PS001.c, PS002.b, PS006.b, PS007.b, and PS008.b** ii. Organizational Chart: **PS009** **Points Value: 3**	**PS001.a Project Management:** The Project Manager (PM) and Senior Technical Lead should remain with the project until all PSAPs are transitioned to the NG911 ESInet and Geospatial Routing. The expectation is that there is continuity and a transition period with any change that is made. The expectation is that there will be a single point of contact with the vendor post implementation. **INdigital Response:** Complies 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. INdigital fully understands the importance of this requirement. Our PM staff has overseen some of the most demanding projects in the US. **Please refer to General Compliance Vendor Matrix.**
	PS001.b Project Management: The PM should have project-related decision-making authority and be the primary point of contact between the County and the NG911 Service Provider. The County will review and approve the PM and, if the PM needs to be replaced, the County will review and approve the replacement. The PM should have at minimum, the following qualifications: • Demonstrate the knowledge, skills, and experience as a Program and/or PM. • A minimum of five (5) years of experience managing large NG911 programs and/or projects. • A minimum of three (3) years employed by the NG911 Service Provider. • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's. • A certification or credential on Project Management. **INdigital Response:** Complies The resumes of the PMs (and others) that will make this project a success are in response document: **See also: 2.25 § 1. a. - staff resumes and org chart** **Please refer to General Compliance Vendor Matrix.**
	PS001.c Project Management: The NG911 Service Provider should provide the proposed PM's resume. **INdigital Response:** Complies The resumes of the PMs (and others) that will make this project a success are in response document: **2.25 § 1. a. - staff resumes and org chart** **Please refer to General Compliance Vendor Matrix.**
	PS002.b Project Plan: The plan should describe the schedule, processes, communications, risk and mitigation factors, and detailed integration of functional elements including features that may be staged for implementation such as geospatial routing. The plan should include the following: 1. Implementation Schedule 2. Continuation of Operations (COOP) Plan, including, at a minimum: a) Lists of critical systems b) Restoration procedures c) Exercise or testing procedures 3. Post-deployment Operational and System Security Plans 4. Detailed description of the activities, personnel, schedule, standards, and methodology 5. Acceptance Test Plan, including, at a minimum: a) Test scripts and method b) Strategy and procedure c) Expected results for each element 6. Project Plan Change Management process 7. Communication Plan, including, at a minimum: a) Adequate measures to communicate with vendors to resolve issues b) Communicate resolution end-to-end 8. Incident Response Plan 9. Incident Communication Plan 10. Escalation Procedures 11. Risk Register and Mitigation Plans 12. Lifecycle Management Plan a) System Security Plan b) Plan of Action and Milestones 13. Product Roadmap The NG911 Service Provider should provide an example of project plan and the expected project schedule.

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	INdigital Response Complies. 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 made these documents will be updated and communicated appropriately. See attached - 2.11 PS001.1 - Project Management Plan 2.11 SR-GN015 - Security and Monitoring documentation 2.11 TS001 - System Test Plan 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: 2.11 (a 1) Project Questionnaire - SR-MR003 Configuration Management. **Please refer to General Compliance Vendor Matrix.**

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	PS006.b Progress Reports: Monthly or weekly progress reports should contain details relating to the following tasks: • Activities to include: o Accomplishments since the previous reporting period o PSAP data gathering o Staging and lab testing o Installation, set up, and configuration o Device and circuit installation progress at each site o Connectivity information for CHE provider o ALI/Location Database (LDB) transition o GIS data readiness o NGCS provisioning status • Updated schedule and comparison to baseline • Issue tracking with classification of issues (i.e., critical, major, and minor) • Pre-cutover testing • Cutover schedule plans The NG911 Service Provider should provide an example of a monthly status report. **INdigital Response** Complies . **See attached -** **2.11 PS001.1 - Project Management Plan** **Please refer to General Compliance Vendor Matrix.**
	PS007.b Professional Services Requirements: The Technical Lead should have at a minimum, the following qualifications: • Knowledge of the latest technology and business models related to NG911 • Extensive experience and knowledge of industry standards and best practices regarding NG911 • A minimum of three (3) years of experience designing and consulting on large NG911 projects • A minimum of three (3) years employed by the NG911 Service Provider • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's The NG911 Service provider should provide the proposed Technical Lead's resume. **INdigital Response:** Complies . The resumes of the Technical Lead (and others) that will make this project a success are in the response document. **See also:** **2.25 PS-001 b (§ 1. a.) - staff resumes and org chart** **Please refer to General Compliance Vendor Matrix.**

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	PS008.b Client Services Representative (CSR): The CSR should be involved in the implementation and should have at a minimum, the following qualifications: • Knowledge of the NG911 Service Provider's technology and processes related to NG911 • A minimum of three (3) years employed by the NG911 Service Provider • Experience managing with a minimum of two (2) years and two (2) NG911 projects of a similar size to the County's The NG911 Service Provider should provide the proposed CSR's resume. **INdigital Response:** Complies. The resumes of the CSR (and others) that will make this project a success are in response document. **See also:** **2.25 PS-001 b (§ 1. a.) - staff resumes and org chart** **Please refer to General Compliance Vendor Matrix.**
	PS009 Additional Staff and Organization Chart: The NG911 Service Provider should submit a proposed functional organizational chart for the NG911 project listing all key staff and the resumes for each assigned staff represented on the functional organizational chart at the time of proposal submittal. **INdigital Response:** Complies. The work group org chart that will make this project a success are in response document. See also: **2.25 PS-001 b (§ 1. a.) - staff resumes and org chart** **Please refer to General Compliance Vendor Matrix.**
B. General Vendor Information: Describe Vendor's operation providing these types of solutions. Refer to General Compliance sections for requirements: i. Vendor General Requirements: **VN001 and VN003 – VN005** **Points Value: 5**	**VN001 NG911 Service Provider General Information:** The NG911 Service Provider should provide the length of time that the NG911 Service Provider has been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover (percent of employees who resigned in the last full calendar year compared to the number of employees at the beginning of the year). The NG911 Service should provide the provider's subcontractor length of time that have been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover **INdigital Response:** Complies. INdigital has been in continuous operation since 1995, with active NG911 deployments beginning in 2004. INdigital currently employs approximately 160 full-time staff members. The employee turnover rate for the last full calendar year was 3% based on voluntary resignations. INdigital's primary subcontractors have been in business between ten and 30 years, with most exceeding 10 years of continuous operation. The combined number of employees across INdigital's active subcontractors is approximately 150. The average turnover rate for INdigital's subcontractors in the last calendar year was 3% based on information they provided. **Please refer to General Compliance Vendor Matrix.**
	VN003 Provide a List of the Top 50 Metropolitan Statistical Areas (MSAs) that are NG911 Clients: The NG911 Service Provider should provide a list of all the top 50 MSAs for which it provides NG911 services. For each MSA, the NG911 Service Provider shall list the following: • Agencies/PSAPs • Types of Service • General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version • Is it part of a statewide or regional system? **INdigital Response:** Complies. **Please see: 2.25 VN003 - top 50 market service areas** **Please refer to General Compliance Vendor Matrix.**

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	VN004 Be Active in NG911 Standards Development: The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as the Association of Public-Safety Communications Officials (APCO) International, NENA, the Alliance for Telecommunications Industry Solutions (ATIS), etc. List all committees, work groups, and projects that the NG911 Service Provider participates in and note if any are chaired or lead by NG911 Service Provider staff. **INdigital Response:** Complies. 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 directly supports industry-wide adoption of best practices, interoperability, and innovation in NG911 services. Committees, Work Groups, and Projects: Alliance for Telecommunications Industry Solutions (ATIS) ● 3GPP / IMS – Contributor and Producer roles ● ESIF – Producer role ● INC – Producer role ● NGIFF – Producer role ● OBF – Contributor role ● WTSC – Contributor role Association of Public-Safety Communications Officials (APCO) International ● Project 43 ● WTSC-JSMS911 ● Liaison with NENA on standards development ● Presentations on NG911 trends, emerging technologies, training improvements, consolidation, funding, and best practices Federal Communications Commission (FCC) ● CSRIC, CSRIC IX, CSRIC VII ● TFOPA European Emergency Number Association (EENA) ● Testing Advisory Board ● 'Plugfest' Testing X2 (Sophia Antipolis, FR) NASNA and FCC ● Multiple presentations on NG911 trends, technology adoption, and operational improvements. National Emergency Number Association (NENA) ● ICE 2 through all current/planned events: Participant, network provider, facilitator, and FE simulator supplier ● Leadership roles: ICE Chair or Co-Chair (5 times), permanent Steering Committee member since 2012 ● Co-hosted events, designed test protocols, managed networks ● DSC advisor and JCM facilitator ● 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 ● FCC events and staff education sessions ● ENP test question development ● Over 50 national and state conference presentations NG911 Interoperability Task Force ● Finance Committee – Participant ● Technical Committee – Co-Chair Department of Homeland Security Next Generation 911 (NG911) interoperability testing and certification program ● Texas A&M University ● Illinois Institute of Technology **Please refer to General Compliance Vendor Matrix.**
	VN005 NG911 Service Provider Description: The NG911 Service Provider should include a brief description of its company background, including history, experience, products, capabilities, and vision for the future, as well as any distinguishing characteristics that delineate its solution from other companies' solutions. The NG911 Service Provider's description should include at a minimum: • Background and experience • Company vision • Company financial stability statement • Distinguishing System characteristics • Pending litigation **INdigital Response:** Complies. **Background:** 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. Our platform does it all. Voice, text, and data service without the risk of public cloud outages. **Vision:** 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. We believe NG911 should improve technology and empower people and the delivery of emergency services. **Company financial stability**: INdigital is a financially stable, privately held company with limited debt and consistent revenue growth across its operating regions. Our financials are audited annually, and we maintain sufficient reserves to support large-scale and long-term NG911 operations. **Distinguishing characteristics:** INdigital designs, creates, deploys and maintains its own NENA i3 Functional Elements that make up scalable, high availability private cloud solutions. The core strength of our system is flexibility and unmatched interoperability. 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. 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.

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	INdigital's Text Control API (TCAPI) delivers Text-to-911 and Text-from-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. **Please refer to General Compliance Vendor Matrix.**
2.Project Approach: General System Requirements and Overall Approach (Max 15 Points)	*Vendor's Response*
Describe Prime Vendor's approach to the project, per the Scope of Work. Refer to the General Compliance sections listed below for requirements: i.System Requirements: **SR-GN001, SR-GN002b, SR-GN003 - SR-GN005, SR-GN007.b, SR-GN008b, SR-GN009, SR-GN010.b, SR-GN011, SR-GN012, SR-GN013.b, SR-GN017.b, SR-GN018, SR-GN021, SR-GN024, SR-GN025, 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, GL004** xi.Training: **TRN007, TRN008.b, TRN009 - TRN012** **Points Value: 15**	**SR-GN001 Overall Project Approach:** The NG911 Service provider should describe your approach and include in your proposal, as per the Scope of Work, the project design, architecture, hardware, installation, data integration, system implementation plan, network equipment, training, maintenance and support. i. Include an introductory overview describing the proposed system. ii.Address integration with the system, product life cycle(s), capability for expansion and ability to adapt to industry changes. iii. How the primary vendor will use subcontractors, third party vendor(s), third party software integration (if applicable) throughout the project. iv. Identify potential issues or challenges related to the project and describe how your firm's project approach will resolve these issues. **INdigital Response** Complies. **See these attached documents:** **2.25 SR-EH001 - NGCS SOW** **2.11 PS001.1 - Project Management Plan** **Please refer to General Compliance Vendor Matrix.**

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	SR-GN002b Roadmap NENA i3 Version 3: The County is planning to implement a NENA i3 Version 2 system at a minimum. The NG911 Service Provider should list any i3 Version 2 components, functions, and/or applications of this standard that are not implemented in the proposed NG911 System; provide an explanation why; and include a roadmap timeframe to implement each component, function, and/or application. The NG911 Service Provider should provide a roadmap and timeframe to migrate to a NENA i3 Version 3 system in the future. **INdigital Response:** Complies. The proposed solution in the response is compliant with Version 3 of the i3 specific cation. INdigital has development resources working on version 3.1 in 2025. 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 **Please refer to General Compliance Vendor Matrix.**
	SR-GN003 Standards-based Compliance: All aspects of the proposed system design, deployment, operation, and security provided by the NG911 Service Provider should be in full compliance with industry standards, requirements, and recommendations. SDOs and other entities include, at a minimum: • Alliance for Telecommunications Industry Solutions (ATIS) • Association of Public-Safety Communications Officials (APCO) International • Department of Justice (DOJ) • International Organization of Standards (ISO) • Internet Engineering Task Force (IETF) • National Emergency Number Association (NENA) • National Institute of Standards and Technology (NIST) • Open Systems Interconnection (OSI) • Telecommunications Industry Association (TIA) • The Monitoring Association (TMA) • Underwriters Laboratories (UL) **INdigital Response:** Complies . 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 ATIS, APCO International, DOJ, ISO, IETF, NENA, NIST, OSI, TIA, TMA, and UL. **Please refer to General Compliance Vendor Matrix.**

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	SR-GN004 Multiple NGCS Data Centers: Multiple NGCS Data Centers:The NG911 Service Provider should deploy NGCS at multiple data centers but no less than three geodiverse 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. **INdigital Response:** Complies. INdigital has two requirement qualify ed data centers in Florida: Data center 1 is located at: Jacksonville FL Data center 2 is located at: Winterhaven FL Data Center 3 is located in Atlanta GA **Please refer to General Compliance Vendor Matrix.**
	SR-GN005 Data Center Requirements: All data centers proposed by the NG911 Service Provider, including POIs and aggregation sites, should have a level of protection and capabilities to make the site resilient. Data centers should meet the following: • GN004.1 All power sources are redundant and diverse (i.e., at least two separate circuits) with an Uninterruptible Power Supply (UPS) system and generator backup for a minimum of 72 hours. • GN004.2 Voice and data circuits delivered via diverse entrances into the facilities. • GN004.3 Voice and data circuits delivered from diverse providers to each NGCS host location. • GN004.4 Voice and data circuits delivered from diverse providers to each call-handling host location • GN004.5 Secured rack space or data center • GN004.6 Minimum Tier 3 rated • GN004.7 Hardened facilities that can withstand Enhanced Fujita Scale (EF) 5-category winds up to 318 miles per hour • GN004.8 Must provision circuits in Telecommunications Service Priority (TPS) • GN004.9 Capacity to handle 50% growth without requiring the replacement of any hardware or software components **INdigital Response:** Complies . INdigital's data centers all meet these requirements. **Please refer to General Compliance Vendor Matrix.**
	SR-GN007.b Change Control Process: The change control process should be integrated into the County's change control process for all changes to: • New NG911 features or functions • Security changes (Software, applications and configurations) • Changes to OSP ingress hardware and software • Call delivery to the PSAPs • Any change that will impact the PSAP The NG911 Service Provider should at a minimum: • Submit all change requests using the County's Change Request Template • Submit all change requests to the County E911 Office for approval • Participate in the change review process, which includes meetings to present all change requests • Provide any additional information or changes to the plan to meet the County's requirements • Obtain approval from the County before making changes • Immediately upon completion of the change, notify the County of the results The NG911 Service Provider should describe the change control process used, and the interface between the change control process and the County to include timeframes and notifications. **INdigital Response:** Complies. 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. How INdigital will work with Broward County 1. Starting the Request ○ 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. 2. Submitting for Review ○ All requests go directly to Broward County for review and approval before action is taken. ○ Our team will be available to answer questions or provide more information during the review process. 3. Review Meetings ○ We'll attend the County's change review meetings to present the request and address any concerns. ○ If the County requests adjustments, we'll revise the plan and resubmit it for approval. 4. Approval Before Implementation ○ No changes will be made without written approval from the County. ○ Once approved, we'll work with the County to schedule the change at a time that minimizes impact on PSAP operations.

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	5. After the Change ○ As soon as the change is complete, we'll notify the County and provide a summary that includes: ■ When the change was made ■ Any differences from the approved plan ■ Results of testing and validation ■ Any follow-up work needed 6. Post-Change Review ○ 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. Timeframes and Notifications 7. Planned changes – Submitted at least 10 business days before the proposed implementation date, unless otherwise agreed with the County. 8. Emergency changes – Reported to the County within one hour of discovery, with the formal request submitted afterward for documentation. 9. Completion notice – 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. How Our Process Fits with the County's 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. All milestones and status updates will be tracked internally, so both our team and the County always know where things stand. **Please refer to General Compliance Vendor Matrix.**

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	SR-GN008.b MOP Example: The step-by-step plan should include the time, duration, responsible party and resources for each step, and contingency plans for any potential failures. The NG911 Service Provider should provide an example of a MOP . **INdigital Response:** Complies. INdigital's Change Management process is governed by operational policy and through the use of INdigital Work Safety Plans (IWSP). The IWSP is communicated with all identified and appropriate stakeholders. A sample IWSP and the referenced policy are attached as: **2.25 Attachment IWSP + MOP SR-GN008.b** **2.11 SR-GN007 - IWSP / maintenance operations plan** **Please refer to General Compliance Vendor Matrix.**
	SR-GN009 Lab Environment: The NG911 Service Provider should provide a lab environment to simulate the County' environments during the period of performance for testing before live production changes. The NG911 Service Provider shall describe the lab environment, including: • Physical or virtual • Locations • Available to County staff **INdigital Response:** Complies . INdigital's conversion process begins with a non-live instance of the final production system 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. 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. 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. We make the following assumptions: (a) Broward will wish to test with an isolated subset of positions on their current VIPER 7 system; (b) Broward has a training facility or training stations available. This approach has been proven to be successful for many customers, and has the least disruption for the PSAP. **Please refer to General Compliance Vendor Matrix.**

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	SR-GN010.b Testing Process: All testing results should be included with the information on the system changes for the County's approval before implementation in the production systems. The County reserves the right to observe testing and add additional tests. The NG911 Service Provider should describe the testing process. **INdigital Response:** Complies. INdigital has extensive experience in this type of deployment and testing regime. The description is simple. We will work with Broward on a test plan, and fully welcome the county's participation. We have a number of test rails pre-built, and can share this 'secret sauce' as the project moves forward. **See also:** **2.11 TS001 - System Test Plan** **Please refer to General Compliance Vendor Matrix.**
	SR-GN011 Interconnection of the NG911 Service Provider Lab to the County Test Environment: The NG911 Service Provider should interconnect to the County test environment. The County is developing a test environment that will include test systems for CHE and other systems. Interconnection to the County's environment allows the County to also test changes across these other systems prior to applying a change to the production systems. **INdigital Response:** Complies. INdigital has extensive experience in this type of deployment and testing regime. We look forward to sharing our experiences of this work, and working closely with the County. **Please refer to General Compliance Vendor Matrix.**
	SR-GN012 Change Notifications: The NG911 Service Provider should notify the County at least seven calendar days prior to all routine installations, changes, updates, upgrades, and maintenance. **INdigital Response:** Complies. **Please refer to General Compliance Vendor Matrix.**

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	SR-GN013.b Documentation: The documents should include call flow diagrams, contingency routing connectivity, proposed NNIs to neighboring counties for interoperability, failover, and backup components including call taking positions in the cloud. The NG911 Service Provider should provide copies of or access to all documentation. The NG911 Service Provider should describe the process and locations of the documentation. **INdigital Response:** Complies. 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. INdigital typically does this through Google drive shares with key customer contacts but can also utilize Microsoft Teams or Onedrive if Broward County prefers. **Please refer to General Compliance Vendor Matrix.**
	SR-GN017b. Spares: The NG911 Service Provider should describe the process to determine which parts are needed and how they are stored and replaced as needed. **INdigital Response:** Complies. INdigital operates throughout the State of Florida with a continually growing presence. 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. A single impairment will have no effect on service availability. INdigital has dedicated support and service employees located in Florida to help make restoration efforts as efficient as possible. **Please refer to General Compliance Vendor Matrix.**
	SR-GN018 Product Roadmap: The NG911 Service Provider should provide a product roadmap of any NG911 features that are currently not available. The roadmap should include plans and timeframes at the time of proposal submission to roll out of new features and functions such as: • Multimedia (e.g., video, images) applications delivered as part of the proposed NG911 System • Artificial Intelligence (AI) systems • Internet of Things (IoT) • User-editable PRF o Routing rules for each element of the Session Initiation Protocol (SIP) header and the ability to route voice and data based on any element. This should include routing a single session to multiple destinations. This includes a PRF that will permit bridging language translators and the PSAP with the call delivery, or possibilities of delivering voice and video to two endpoints. • Integration with the Nationwide Public Safety Broadband Network (NPSBN) being implemented by the First Responder Network Authority (FirstNet) • Emergency call taking positions in the cloud as another tier of contingency if a PSAP's positions become unavailable or a PSAP is uninhabitable **INdigital Response:** Complies . The services requested in this RFP are fully compliant with standards based i3 NGCS specifications. The NENA standard natively supports multimedia service applications, IoT 9-1-1 integration, and PRF tools. These Roadmap items are in production or production ready state for this project. A.I. has a limited role in the current the i3 standard.

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	Ancillary services such as reporting and dashboarding use A.I. interfaces to help identify service trends. Additionally, some PSAPs have successfully used A.I. PSTN services for admin telephony services across INdigital ESiNet to lessen the workload for admin calls. Many INdigital customers use priority 4G LTE & 5g services as a backup connection to ensure call delivery. 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. INdigital fully supports Firstnet, however we have found that Starlink exceeds the bandwidth and reliability as a better back up option. 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. INdigital is an ESiNet provider throughout North America, and has integrated with multiple national cloud providers such as Microsoft Azure and Amazon AWS services. A variety of CHE providers have gone live with seamless integration to several INdigital ESiNets. We currently support Carbyne, Vesta Nxt, Ryzyliant, VIPER 7, and are in the final stages of integration with Central Square. 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. 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. It is a low cost, low bandwidth, emergency usage system that is flexible to meet almost any need. **Please refer to General Compliance Vendor Matrix.**
	SR-GN021 Abandoned Call Backs: In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during a NG911 Service Provider outage, the NG911 Service Provider should provide real-time reporting or a portal that provides on-demand real-time access to retrieve a list of callers, each individual address or location, time and date of call, and the 10-digit number from which the caller contacted the PSAP for call back. **INdigital Response:** Complies . The proposed solution from 911 Logix features a graph at the top and a table at the bottom of the main dashboard. This displays the total number (count) of abandoned calls. The vertical axis shows the total number of abandoned calls, and the horizontal axis displays the dates of the displayed range. See also: 2.25 SR-GN021 reporting platform 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. 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 programing interface.) **Please refer to General Compliance Vendor Matrix.**
	SR-GN024 Proprietary Components: The NG911 Service Provider should indicate which components of the proposed NG911 System are proprietary. Please list the proprietary components. **INdigital Response:** Complies . The proposed solution is based on Industry Standards, and is fully compatible with the products and services of other vendors. To the extent that the VIPER 7 uses Intrado proprietary adaptations of these standards, INdigital has obtained licenses to support this system. **Please refer to General Compliance Vendor Matrix.**
	SR-GN025 Alarm Notification: The NG911 Service Provider should provide an alarm notification template for all functional elements and components to be configured based on critical and major alarm conditions with notifications to the County. Alarm notification should be provided to the County for alternate routing, rerouting, failover, and overflow routing. **INdigital Response:** Complies. INdigital can alarm and provide notification to County stakeholders as needed. 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. **Please refer to General Compliance Vendor Matrix.**
	SN006 System and Organization Controls (SOC) Compliance: The NG911 Service Provider should provide the latest SOC 2 compliance report upon contract being awarded and annually within thirty (30) calendar days of completion. **INdigital Response:** Complies. INdigital has a SOC compliance report that can be shared upon contract award. Note that the focus of these audits were for the security and compliance of trust principles. INdigital has a number of ongoing SOC requirements in other contracts. **Please refer to General Compliance Vendor Matrix.**

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	SN007 Cybersecurity Insurance: The NG911 Service Provider should provide proof of cybersecurity insurance and name the County as additional insured. **INdigital Response:** Complies. Upon contract award INdigital will add the county to its Cyber insurance policy and provide proof of coverage. **Please refer to General Compliance Vendor Matrix.**
	SN015 Cybersecurity Framework (CSF): The NG911 Service Provider should implement NGCS cybersecurity and system security based on the County's CSF, including at a minimum: ● NG911 security compliance by requirement of NG-SEC ● Incident response requirements and notification ● Portal and system access – unique username, password (12 characters) with MFA, 90-day expiration of password ● SIP encryption ● Digital certificates ● NIST CSF 2.0 compliance ● TDoS detection and mitigation ● Distributed Denial of Service (DDoS) detection and mitigation ● Third-party audits allowed with initial audit during preliminary acceptance ● Implement authentication/passwords policy that defines authentication and password requirements. o Minimum 12 characters o Mixed case o One unique character o Remember last three passwords o Quarterly review of Access Control Lists (ACLs) Implement MFA for certain mission-critical accounts, at a minimum **INdigital Response:** Complies. 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. 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. **Please refer to General Compliance Vendor Matrix.**
	SN016 Cybersecurity Plans and Implementation: The NG911 Service Provider should provide proof of the following plans, policies, processes, and implementations upon contract award: • CSF • Incident Response Plan • Incident Response Action Plan • Cybersecurity considerations document • Roadmap to NENA NG-SEC • Unique username and passwords for all system access • Zero trust architecture • Risk Management Plan/Strategy • Cybersecurity controls (e.g., TDoS, DDoS, ransomware attacks) • SIEM integration • NG-SEC compliance and controls • Backup procedures • Restoration procedure • After-Action Review (AAR) process • Cybersecurity maintenance and administration policy to ensure confidentiality, integrity, and availability for on-premise and hosted NG911 System components, which includes: o Patch Management o Antivirus o Time Synchronization o Security Event Logging o Backups o Remote Access Continuous security monitoring, detection, and response policy-defining cyber security monitoring and how often that information will be reviewed. **INdigital Response:** Complies . 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. A few points not covered in SN015 row 5 - 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. 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. **Please refer to General Compliance Vendor Matrix.**

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	VN007 Alternate Options and Systems: The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all requirements stated in the form of a "should" requirement only. **INdigital Response:** Complies. 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: – Multi-region NGCS core deployments to ensure geographic diversity and service survivability. – CHE-agnostic routing and gateway support for hybrid legacy/NG environments. – Advanced monitoring, alarming, and incident response frameworks aligned with NENA security standards. Optional services for your consideration are: – MEVO for PSAP-level continuity, including failover, overflow, and mobile operations. – Starlink and FirstNet integration for network diversity and transport layer redundancy. These alternatives are in the relevant response sections and clearly marked as enhanced or optional configurations for Broward's consideration. Please refer to section 8 pricing proposal for cost details. **Please refer to General Compliance Vendor Matrix.**
	SR-GI001.b NG911 Processing: 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. **INdigital Response:** Complies. The proposed solution is designed to accept GIS data in industry-standard formats (e.g., NENA GIS Data Model, FGDB, Shapefi le) without requiring the County to maintain multiple versions or custom workflows. 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. 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. Summary: This approach supports NENA-compliant ECRF/LVF functionality while protecting the County's investment in its existing GIS program. **Please refer to General Compliance Vendor Matrix.**
	SR-CR002.b Call Routing: The NG911 Service Provider should develop and provide specifications that will enable other ESInets to interwork with the County's NG911 System at least sixty (60) days in advance of the first PSAP implementation. The NG911 Service Provider should describe how this will be accomplished in the future. **INdigital Response:** Complies. 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&T in production environments. These interconnections are based on industry standards, including NENA i3, SIP, and mutually agreed-upon security and routing protocols and methods. 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. This documentation will be consistent with our existing interconnection templates, which have been proven in multiple statewide and regional deployments. Future interworking will be accomplished through a repeatable process: (1) initial requirements gathering with the peer NG911 provider. (2) exchange of technical specifications and security credentials. (3) controlled lab testing. (4) staged production cutover. (5) joint acceptance testing. This approach ensures operational readiness, interoperability, and resilience from day one of service. **Please refer to General Compliance Vendor Matrix.**

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	SR-CP002.b NG911 Call Delivery (Call Processing): 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. **INdigital Response:** Complies. INdigital interfaces with several VIPER 7 systems throughout our service areas throughout North America. These include similar deployed VIPER 7 systems in FL, MI, MO, SC, and throughout Canada. INdigital and VIPER 7 provide standards based i3 systems with no known service issues. **Please refer to General Compliance Vendor Matrix.**
	SR-NR005 Wireless Connectivity: The NG911 Service Provider should provide an NG911 System to use satellite, public safety broadband networks, or other long-term evolution (LTE) or wireless connectivity as a tertiary backup for connectivity. The NG911 Service Provider should provide a list of all available methods that have been deployed in other agencies with similar proposed NG911 systems. **INdigital Response:** Complies . 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. Deployed Tertiary Connectivity Methods: – Satellite: Commercial data agreement with Starlink, deployed in over 50 PSAPs for backup ESiNet connectivity and mobile disaster recovery kits. – Public Safety Broadband – AT&T FirstNet: Formal partnership agreement providing priority and preemption capabilities for LTE/5G failover, deployed in multiple statewide and regional systems including Alabama and Michigan. – Verizon Frontline: Access to prioritized public safety broadband services for backup routing and mobile deployments, implemented in agencies across Florida and Indiana. – T-Mobile T-Priority: Priority data services used for backup connections in PSAPs and mobile command units in Indiana and South Carolina. 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. **Please refer to General Compliance Vendor Matrix.**
	TIME001 Implementation Timeline: The NG911 Service Provider should provide a detailed timeline of all activities and the duration of each associated with the proposed implementation for the County with a breakdown of activities for Regional and Non-Regional PSAPs. The NG911 Service Provider should achieve Go-Live for the Regional environment within twelve (12) months of the Project Kickoff meeting and Non-Regional Go-Live within fifteen (15) months of the Project Kickoff meeting. **INdigital Response:** Complies . 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. 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. **Please refer to General Compliance Vendor Matrix.**

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	SR-EH001 Onsite Equipment List: The NG911 Service Provider is expected to install some equipment in County facilities. The equipment may include network termination devices, network demarcation extensions, fiber or copper cabling, routers, network switches, or activation devices such as abandonment switches. The NG911 Service Provider should provide a list of all devices, quantities, makes, models, power requirements, heat loads, locations, and cabling types that will be installed in any County facility. **INdigital Response:** Complies. The equipment list is detailed in the attached fi le 2.25 SR-EH001 - NGCS SOW **Please refer to General Compliance Vendor Matrix.**
	SR-EH002 Onsite Equipment Space Needed: For each device, the NG911 Service Provider should describe how it will be mounted in the facility and how much wall or rack space will be required for the device, including any required standoff distances. **INdigital Response:** Complies. The equipment list is detailed in the attached fi le: 2.25 SR-EH001 - NGCS SOW **Please refer to General Compliance Vendor Matrix.**
	SD004.b Initial Deployment: 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. **INdigital Response:** Complies. The Functional call fl ow and System Diagram is set out in the Scope Of Work fi le. **See fi le: 2.25 SR-EH001 - NGCS SOW** **Please refer to General Compliance Vendor Matrix.**
	TS005 Test Numbers: The NG911 Service Provider should provide test numbers that simulate different call types—at a minimum, wireline, wireless, and VoIP. **INdigital Response:** Complies. 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. These test numbers will be provisioned in our NGCS environment to mimic live call routing scenarios and will be available prior to system cutover. 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. 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. **Please refer to General Compliance Vendor Matrix.**

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	GL001.b Go-Live: The plan should be a step-by-step event plan with every activity along with the expected duration of each activity. • Go-Live will occur after the successful completion of Preliminary Acceptance Testing • The NG911 Service Provider will cutover each PSAP within the same environment as defined by County. • The County will determine the order in which each PSAP will cutover and the timeframe between cutover. • The NG911 Service Provider should provide the list of other 3rd party Technical Resources required for the cutover. • The NG911 Service provider should provide Go/No Go checkpoint throughout the cutover process. A copy of an example cutover plan should be provided in the proposal. At the completion of cutover, trouble ticketing, reporting, and notification procedures should be provided by the NG911 Service Provider to the County. **INdigital Response:** Complies . **Please refer to file 2.11 PS001.1 - Project Management Plan for further details on step by step plan examples.** **Please refer to General Compliance Vendor Matrix.**
	GL004 Escalation Procedures: 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. **INdigital Response:** Complies. 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). The escalation process begins with the County's dedicated Service Manager, who serves as the first point of contact for any service-impacting incident. The Service Manager is responsible for initiating immediate technical triage, engaging appropriate resources, and maintaining direct communication with the County throughout the resolution process. **Please refer to General Compliance Vendor Matrix.**
	TRN007 Recording of Training Sessions: The NG911 Service Provider should record all training sessions required above for playback later. **INdigital Response:** Complies. 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. 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. 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. **Please refer to General Compliance Vendor Matrix.**
	TRN008.b Training Curriculum Example: The NG911 Service Provider should provide an example of all training curriculums in their proposal. **INdigital Response:** Complies. 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. **Please refer to General Compliance Vendor Matrix.**
	TRN009 Training Materials: Each training session attendee should be provided with learning materials (e.g., student handbook, user guides, etc.). The NG911 Service Provider should provide an example student handbook. **INdigital Response:** Complies. 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. 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. Please refer to fi le 2.25 TRN00X - Database Training.pdf as an example subject specific training handbook. **Please refer to General Compliance Vendor Matrix.**

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	TRN010 Training Materials Provided Electronically: All training materials should be provided electronically in native format (e.g., PowerPoint, Word, etc.) to the County and shall be updated throughout the terms of the contract. **INdigital Response:** Complies. 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. 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. 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, ensuring they remain consistent, accurate, and immediately usable. 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. **Please refer to General Compliance Vendor Matrix.**
	TRN011 Web-based Training: Web-based training should be provided during the contract period for use by the County for refresher and initial training as needed. **INdigital Response:** Complies. 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. All live web-based training sessions will be recorded and archived, with flexible hosting options that include fl 911.net, private YouTube links, or County-managed platforms. This ensures the County can maintain a centralized, accessible training library. INdigital's dedicated training department will keep all web-based training content current, updating modules 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. 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. **Please refer to General Compliance Vendor Matrix.**
	TRN012 Training Mode: The NG911 Service Provider should provide a training mode to deliver calls to positions. This should include the following: • Ability to direct training calls to a specific PSAP • A minimum of two (2) test call numbers for each environment and call type (e.g., wireline, wireless, VoIP) • Ability to direct to specific position (optional) • Ability to configure test systems in the user portal (optional) The NG911 Service Provider should provide a list of all available test modes and functions available. **INdigital Response:** Complies . 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. 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. 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 administrators to adjust test system parameters, call routing, and delivery settings in real time. Available Test Modes and Functions: ● Standard test call delivery (wireline, wireless, VoIP) ● Directed PSAP training mode ● Directed position training mode (optional) ● ANI/ALI simulation for each call type ● Text-to-911 simulation (via Texty) ● TTY/RTT simulation ● User portal-based configuration of test routing (optional) ● Logging and reporting of training/test call activity 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. **Please refer to General Compliance Vendor Matrix.**
3. Project Approach: NG911 Solution (Maximum 25 Points)	*Vendor's Response*

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A. Functionality Checklist: Refer to the Functionality Checklist and submit as instructed. Points will be allocated based on Vendor's Functionality Checklist response. i.Security/Notification: **SN003.b, SN009, SN010.b, SN011 – SN013, SN017, SN020** ii.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** v.Network Redundancy and Resiliency: **SR-NR007, and SR-NR008.b** vi.NG911 Call Delivery (Call Egress/Call Delivery to All PSAPs): **SR-DL001, SR-DL004, SR-DL005.b, SR-DL006, SR-DL007, SR-DL014.b, and SR-DL015** vii.NG911 Call Delivery (Call Processing): **SR-CP003 – SR-CP005** viii.Interfaces: **SR-IT003** ix.Reports: **RPT001, RPT002.b, RPT003 (RPT003.a& RPT003.b) – RPT005** **Points Value: 15**	**SN003.b Notification of Testing:** The County should be notified in advance of all testing and reserves the right to observe testing at its discretion. **INdigital Response:** Complies As part of the INdigital change control process, Broward County would be notified at least 10 days prior to a test request. 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. **Please refer to General Compliance Vendor Matrix.**
	SN009 STIR/SHAKEN: The NG911 Service Provider should implement STIR/SHAKEN and pass information including attestation to the CHE. The NG911 Service Provider shall describe how this has been accomplished in other locations with VIPER 7. **INdigital Response:** Complies, Complies with Exception. 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 provided to the NGCS nodes for display by Viper 7, helping to highlight suspicious or spoofed calls. See also: 2.11 page 21; SR-IN007 2.11 page 39; SR-DL003 2.11 page 40; SR-DL009 2.11 page 40; SR-DL011 2.11 page 41; SR-DL012 2.11 page 42; SR-AF002 2.11 page 43; SR-AF003 2.11 page 43; SR-AF004 INdigital has not deployed S/S to the new Viper 7 release. However, Viper 7 documentation highlights that the systems can display the S/S attestation data provided by upstream NGCS systems. We do not anticipate any problems supporting this standards based interface. **Please refer to Functionality Checklist Vendor Matrix.**
	SN010.b Transactional Logging: The NG911 Service Provider should provide transactional logging information for each functional element (i.e., Emergency Services Routing Proxy [ESRP], Legacy Network Gateway [LNG], BCF, PRF, Location Validation Function [LVF], Legacy Selective Router Gateway [LSRG], Spatial Interface [SI], and Emergency Call Routing Function [ECRF]). The transactional database logs for 911 calls should include calling number, SIP header information, routing destination, call or record process success/failures, transfers, ALI database transactions, and alternate routing, which includes call counts. The log retention period should be a minimum of thirty (30) calendar days. **INdigital Response:** Complies. INdigital is in full compliance. All NENA Functional Elements (FEs) in the NGCS and EsiNet log to diverse, redundant i3 compliant loggers. The retention period complies, and can be customized as needed. **Please refer to Functionality Checklist Vendor Matrix.**
	SN011 System Logging Repositories: The NG911 Service Provider should provide transactional logging repositories at two different data centers for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The log retention period should be a minimum of thirty (30) calendar days. **INdigital Response:** Complies. All FEs in the NGCS and EsiNet log to diverse, redundant i3 compliant loggers. The retention period complies, and can be customized as needed. **Please refer to Functionality Checklist Vendor Matrix.**
	SN012 System Log Retrieval: The NG911 Service Provider should provide a user-friendly portal to retrieve transactional logs in near real-time for each functional element (i.e., ESRP, LNG, BCF, PRF, LVF, LSRG, SI, and ECRF). The NG911 Service Provider should provide a process to retrieve the logs. **INdigital Response:** Complies. All log files are available to properly credentialed individuals authorized by Broward. **Please refer to Functionality Checklist Vendor Matrix.**

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	SN013 Security Information and Event Manager (SIEM): The NG911 Service Provider should integrate with the County's SIEM Splunk Tool (when deployed) for onsite logging events. The log retention period should be a minimum of 30 calendar days. The NG911 Service Provider should provide the County access to the logs of other systems and devices in the NG911 System for tracking the calls and issues. The log retention period should be a minimum of thirty (30) calendar days. **INdigital Response:** Complies. Event logs can be delivered to an interconnected County system. INdigital will work with Broward to identify event types and coordinate the secure interconnection. Retention of data stored in the County Splunk tool would depend on the County's configuration. Broward will be provided access to other logging. The retention period of those systems complies, and can be customized as needed. **Please refer to Functionality Checklist Vendor Matrix.**
	SN017 User Notifications and Communications: The NG911 Service Provider should have a system that performs outward notifications and updates of customer tickets through phone, email, and text. The NG911 Service Provider shall notify the County via the contact methods provided of all NG911 Service Provider infrastructure failures and/or outages within 15 minutes of discovery. For all outages, the NG911 Service Provider must also contact the 911 Coordinator via phone **INdigital Response:** Complies. INdigital's notification protocols and systems fully comply with this requirement and all relevant FCC orders. **Please refer to Functionality Checklist Vendor Matrix.**
	SN020 TDOS and DDOS Prevention: The NG911 Service Provider should implement hardware, software, and training to identify, respond, and prevent TDOS and DDOS attacks as a part of the proposed NG911 System. The NG911 Service Provider shall describe the process to identify respond and prevent TDOS and DDOS attack. **INdigital Response:** Complies . INdigital fully complies. Beyond this, INdigital has implemented extensive advances beyond the industry standards proposed. We have assumed this applies only to 911 calls. Where INdigital is the provider, we can also provide TDOS / DDOS for administrative calls. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-IN003.b Multiple POIs: 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. The NG911 Service Provider shall list the locations of all POIs that will be used. **INdigital Response:** Complies . INdigital can establish POIs for interconnection as required at a location in Broward County. We have assumed this is for the convenience of 911 call ingress from MLTS providers located in Broward County. INdigital is currently connected with many OSPs directly at their national level ICA POIs, as well as within Florida. These include: Jacksonville, FL 32256 Winter Haven, FL 33881 Regional data centers are located in: * Atlanta, GA 30303 Montgomery, AL 36104 Huntsville, AL 35806 Ladson, SC 29456 Greenville, SC 29607 * Chicago, IL 60607 * denotes a national region center Additional POIs are also as specified in 2.11 (a1) SR-IN003a **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-GI013 SI Provisioning: The NG911 Service Provider should pull GIS data from the County GIS data repository rather than require the County to push (upload) GIS data to the SI. The data pull can be automated by the NG911 Service Provider or scheduled by the County. The NG911 Service provider shall describe the process used and how the County's preference can be integrated into the proposed NG911 System. **INdigital Response:** Complies. INdigital can pull data via SFTP or other Broward approved methods. INdigital supports both automated pull or push methods. **Please refer to Functionality Checklist Vendor Matrix.**
	DAT001.b GIS Upload Process: The NG911 Service Provider should describe the GIS upload process to include the access, steps, and ease of use. **INdigital Response:** Complies. INdigital can upload data via SFTP or other Broward approved methods. This is proposed as a fully automated upload / download | pull / push GIS data exchange process. **Please refer to Functionality Checklist Vendor Matrix.**

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	DAT003.b Management of PRF Routing: The NG911 Service Provider should describe the process to manage PRF routing plans. **INdigital Response:** Complies. PRF routing can be invoked using: 1. Activation of known predefined conditions or business rules. 2.Via authenticated phone call to the NSOC (national service operations center) 3. Authentication-secured web access, including polygon-based routing changes. 4. Use of MEVO (Message EVoulution) service continuity phones with PIN authenticated access. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR003.b Call Routing: The NG911 Service Provider should work with the County to design all the rules, policies, and algorithms that will be available to route calls similar to the routing groups currently in place. Describe how this process will be accomplished. **INdigital Response:** Complies . INdigital has extensive experience with complex national, statewide, and regionwide PRF routing methods. 1. Activation of known predefined conditions or business rules. 2.Via authenticated phone call to the NSOC (national service operations center) 3. Authentication secured web access, including polygon based routing changes.. 4. On demand customized PRF changes by class or type of service, including customized routing by the calling party's device ID. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-CR004 Distribution of Calls to PSAPs: The NG911 Service Provider should route calls similar to the routing groups currently in place, including call labels/tags required by the CHE for various call functions and distribution rules currently in place. The NG911 Service Provider should describe the method that is proposed to route calls similar to the routing groups currently in place, such as additional circuits, call labels/tags, or setting distribution rules. **INdigital Response:** Complies . INdigital has extensive experience with complex statewide and regionwide PRF routing methods. PRF routing can be invoked using: 1. Activation of known predefined conditions or business rules. 2. Via authenticated phone call to the NSOC (national service operations center) 3. Authentication secured web access, including polygon based routing changes.. 4. On demand customized PRF changes by class or type of service, including customized routing by the calling party's device ID. 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. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR006.b Call Distribution: All calls should be routed based on data received. The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in the Regional and Non-Regional environments. Please provide examples of how this was done for other implementation. **INdigital Response:** Complies . INdigital has extensive experience with complex statewide and regionwide PRF routing methods. Complex PRF methods involving 'look ahead' call distribution at the network level are in place for many of our customers today. 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. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR008 Regional PSAP Routing: The CHE has been implemented to provide advanced routing capabilities. These capabilities are expected to remain. Regional PSAP routing should include: • Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today • Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP • Ability for the VIPER CHE to distribute calls to all PSAPs regardless of the proper PSAP • Ability of the VIPER CHE to identify the proper PSAP and distribute to the proper PSAP when needed (CAD failure operations) The NG911 Service Provider should describe the system that is proposed and how these capabilities will be accomplished. **INdigital Response:** Complies. INdigital has extensive experience with call load balancing in multi-provider regional areas like the ones serving south east Florida. No other company has the depth of experience in competitive service provider environments of this type. In many cases throughout Florida, INdigital is the 'defacto prime hub' for high availability and interoperability. The PRF FE can perform round robin, most idle, first available and weighted target methods. INdigital fully supports all interfaces with VIPER systems both (i3 or RFAI). 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. All of these functions are standard in each of the NGCS nodes that make up the ESiNet. With our business partners, INdigital powers the ESiNets serving many of the largest NG911 installations in North America. We have assumed that Viper 7 now provides the appropriate SIP / Que group signaling to the NG system that will support this requirement. We look forward to meeting this challenge. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-CR009 Non-Regional PSAP Routing: Non-Regional PSAP routing should include: • Ability for all calls to be load-balanced across the three hosts similar to how it is balanced today • Ability for the VIPER load balancers to distribute calls to the VIPER servers regardless of the proper PSAP • Ability for the VIPER CHE to distribute calls to the proper PSAP The NG911 Service Provider should describe the system that is proposed and how these requirements will be accomplished. **INdigital Response:** Complies. INdigital has extensive experience interfacing with complex statewide and nationwide PRF routing environments. There is limited information in the RFP of the specifics of Broward's configuration of the VIPER CHE LBs. 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. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CR010.b Host Routing: The NG911 Service Provider should develop procedures and processes to distribute calls to the hosts in each environment for the following predetermined emergency scenarios at a minimum: • Loss of primary route to a host load balancer • Loss of primary and secondary route to a host load balancer • Loss of all routes to a single host in a single environment • Loss of all routes to two hosts in a single environment • Abandonment of a PSAP • Abandonment of a single PSAP with transfer to another environment • Abandonment of two PSAPs with transfer to another environment • Loss of single environment • Use of out-of-county PSAPs as backup PSAPs The NG911 Service Provider should describe how each scenario above can be processed by the proposed system with limited or no human intervention. **INdigital Response:** Complies . INdigital has extensive capabilities in this area. The proposed PRF FE and the NGCS nodes have full 'snap back' and rerouting capabilities to react to CHE failures. 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. INdigital fully complies with and supports all of the use cases set out in the requirement. PRF and NGCS / ESiNET capabilities have been extensively tested in regular use with emerging and new protocols; and in disaster continuity operations. We can exceed the county's requirements as well as provide failover support for nearby, out of region or out of state PSAPs. We have publicly demonstrated these use cases in our recent work with the South Carolina Coastal Coalition. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-CR011 Geofencing: Geofencing and routing calls to specific call takers/positions/queues/ring groups are needed as part of the County's requirements. The NG911 Service Provider should ensure selected positions, PSAPs, or resources can be dynamically removed from receiving non-incident/event 911 calls. The NG911 Service Provider should describe the process, signaling, or tagging that would be used in the proposed NG911 System to accomplish this requirement. **INdigital Response:** Complies. INdigital's PRF has extensive capability, and support for nearly unlimited que types and customized routing methods. The PRF web interface supports polygon or call type dynamic routing control down to the calling party device identifier. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-NR007 All Circuits Used: To ensure all connectivity is always available, all primary circuits should be used in normal operation to process traffic. Secondary and tertiary circuits should be active daily. The active secondary and tertiary circuits will demonstrate that the circuits are available and can support live traffic. The NG911 Service Provider should describe the method that will be used to accomplish this requirement and describe any types or specific circuits that may not be used in normal operation and why. **INdigital Response:** Complies. Connectivity is maintained by network configuration parameters and alarmed by the INdigital monitoring systems. LTE, 5G, (all flavors) and Starlink provide IP circuits can all be used as failovers for wireline connections. If primary and secondary connections fail, INdigital will route all calls using these tertiary methods listed above. LTE, 5G and especially Starlink satellite service has been proven reliable in recent hurricanes. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-NR008.b Monitoring Methods and Procedures: The NG911 Service Provider should describe the monitoring methods and the process to provide notifications to the County when circuits are unavailable. **INdigital Response:** Complies, INdigital uses System logging protocols and a variety of special-use applications for monitoring. Notifications can be sent via email to the system administrator or designated county staff. Additionally, a monitoring dashboard is available for agency use and is customizable to meet Broward's needs. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-DL001 Call Egress/Call-Delivery Circuits: The NG911 Service Provider should provide the call egress/call-delivery circuits and associated infrastructure to meet the following requirements: • Diverse entrance facilities for core sites • Diverse entrance facilities to all call-handling host locations that the County deploys, whether local, remote data center, or cloud-based • No single point of failure • Use open standards • IPv4 and IPv6 dual protocol stacks • Border Gateway Protocol (BGP) utilizing bidirectional forwarding detection • Multicast routing and switching • Quality of service (QoS) marking using Differentiated Service Code Point (DSCP) to ensure the highest voice quality for all 911 calls • Have a network traffic convergence of less than 54 milliseconds (ms) • Maintain an MOS of 4.0 or better at the handoff to the CHE **INdigital Response:** Complies. INdigital has proposed carrier diverse - and facility diverse providers at all locations. Physical diversity only is not enough. That was proven in the 2020 Nashville Christmas day bombing that caused a multi-day, 4 state outage. 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. All CSRIC, NENA, FCC, and Broward best practices and industry standards will apply. If the use of county networking is applicable, acceptance testing will be performed to assure service quality. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL004 Abandonment Switches: The NG911 Service Provider should provision one or more abandonment switches at each PSAP, which, when activated, will automatically reroute calls to the pre-defined alternate endpoint for that PSAP based on the required routing configurations used today. Strict administrative policies and procedures will be put in place by the County. The NG911 Service Provider should describe how abandonment switches will be used in the proposed NG911 System. **INdigital Response:** Complies. INdigital provides legacy backroom 'make busy' switches. We know the OG when we see it. In addition, an NSOC call or ticket also works. Or - the MEVO service continuity OSB (Optimal Service Button) with a PIN is our most commonly used control point. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-DL005.b Policy Based Rules Tool: The NG911 Service Provider should describe the functions of the policy-based rules tool and types of rules that can be provisioned by the PSAP, County, and NG911 Service Provider. **INdigital Response:** Complies. 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. Resources can be: 1. Other groups of call takers. 2. Other PSAPs - both in and out of region. 3. Command or backup centers. 4. MEVO phones or cell phones. 5. PSAPs within or outside of Florida. With regard to PRF rules, they can be automated business rules, overflow, call type rules, abandoned PSAP. These are just a few examples of PRF options and resources. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL006 Emergency Incident Data Object (EIDO): The NGCS and ESInet should support the exchange of EIDO over the ESInet between PSAPs and across NNIs to neighboring jurisdictions. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement. **INdigital Response:** Complies. INdigital fully supports EIDO with all CHE / CAD vendors that have implemented this NENA function. The EIDO connection arrangement will either use standards based call payload and data interfaces; or using secure, function specific, IP transport methods. INdigital has SMEs that will interface with and support the CHE or CAD vendor implementing this function. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL007 EIDO Access: The NGCS and ESInet should support access from other jurisdictions to the EIDO message servers deployed in the County's Regional and Non-Regional environments to exchange data. The NG911 Service Provider should describe any actions by the County or CHE vendor to accomplish this requirement. **INdigital Response:** Complies . INdigital fully supports EIDO with all CHE / CAD vendors that have implemented this NENA function. 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. INdigital has SMEs that will interface with and support the CHE or CAD vendors implementing this function. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-DL014.b Trouble Ticket Notification: As part of the call delivery monitoring, the following situations should result in a trouble ticket being generated automatically for dispatch and resolution, and a notification to the County: • Call delivery between Functional Elements causes an error processing should generate an alarm. • When all calls are not able to be delivered to the PSAP, the NG911 Service Provider generates an alarm and notifies the appropriate parties at the County as well as the field personnel to confirm that alternate routing is activated. • When there is a failure to deliver the 911 call, the alternate call routing plans are automatically used to route the calls. In the event the NG911 alternate routes are not available, the calls are routed to an alternate public switched telephone network (PSTN) path using a 10-digit number associated with the destination PSAP. If the primary path is unavailable, the calls should be routed to the backup 10-digit number. The logging of such routing should be available to the County. The NG911 Service Provider should provide examples of how these will be managed and performed in the proposed solution. **INdigital Response:** Complies . INdigital has an extensive alarming platform that reports if an ESiNet FE falls out of its expected range of performance or processing activity. The NSOC is notified when PRF functions are triggered or activated. NSOC investigation follows. PSAP alarming is consistent with the levels specified by Broward and industry standards (alert, minor, major, catastrophic.) 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. All types of PSTN resources and call routing is available as a resource. MEVO phones can operate independently of the PSAPs CHE, key or PBX system, and Broward's dial tone provider. 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. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-DL015 Call Queuing: The NG911 Service Provider should provide call queuing at the network level. If the network is unable to deliver the calls to the PSAP due to increased volume, the calls should be queued and tracked at the network level. The NG911 System should be able to process two hundred (200) calls simultaneously for each environment (Regional and Non-Regional). **INdigital Response:** Complies . INdigital fully supports network queuing and reporting. Each NGCS node (v1.1) has been third party tested to 400,000 busy hour call completions, exceeding this requirement. Each of the current release versions (v2.1), using four SIP:ME (SIP message 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. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CP003 Call Processing by Type: The NG911 Service Provider should be able to process and deliver wireline, wireless, VoIP, text (RTT, Short Message Service [SMS], Rich Communication Services [RCS], Message Session Relay Protocol [MSRP], Instant Messaging [IM]), and Multimedia Service (MMS) calls/requests for emergency response seamlessly. The system should support the use of Telecommunications Device for Deaf (TDD) and TTY. **INdigital Response:** Complies . INdigital has proposed NGCS services that exceed this requirement. 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. 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. 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. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CP004 Caller Location Information: The NG911 Service Provider should provide the location information for each 911 call at the handheld device-level for call routing and call processing. **INdigital Response:** Complies. This includes OSPs (originating service providers) using legacy tabular database, (NENA i2 VoIP) through NENA i3 PIDFLo capable providers. **Please refer to Functionality Checklist Vendor Matrix.**
	SR-CP005 NGCS Media Recording: The NG911 Service Provider should provide call and media recording in the NGCS. The PSAP and other County staff should have access to the recordings. **INdigital Response:** Complies. 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. **Please refer to Functionality Checklist Vendor Matrix.**

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	SR-IT003 Multimedia Sessions: The NG911 Service Provider should interface the wireless providers to be capable of delivering multimedia such as video and pictures as a part of the proposed NG911 System. Deployment of this function to the PSAP will be determined on an individual PSAP basis. **INdigital Response:** Complies. As previously stated in SR-CP 1, INdigital recently demonstrated the most advanced IMS to i3 interoperability-based version of the requested function. This comply statement is with the assumption that a compliant CHE or third party provider is deployed at the Broward PSAP. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT001 Single Reporting Platform: The NG911 Service Provider should provide a single reporting platform that can be configured based on each user's role, unique USERID, and access permissions. The portal should support at least sixty (60) users. **INdigital Response:** Complies. INdigital has proposed the industry-leading 911Logix platform as part of the response. This platform provides extensive network-based analytics and reporting. It is a proven platform that provides insight far beyond other competitors. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT002.b Report Examples: The reporting platform for the PSAPs should include, at a minimum the following reports: • Date and time stamp • Call delivery time (hh:mm:ss) • Call answer time (hh:mm:ss) • Call disconnect time (hh:mm:ss) • Call duration (hh:mm:ss) • Average call duration (hh:mm:ss) • Average call answer time (hh:mm:ss) • Seizure time (hh:mm:ss) • Call volumes by call type • Alternate-routed calls • Text-to-911 instances • Abandoned calls • Call volume by hour • Call volume by day of the week • Individual call information • Summary of call volumes • Call transfers/bridges • Call conferences • Agent availability • Call volumes by OSP • Repeat callers • Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.) The NG911 Service Provider should provide a list of all available reports and provide at least three report examples. **INdigital Response:** Complies . All stated use cases are provided in the proposed solution, along with a nearly infinite number of special reports and analytics. A live demo is the easiest way to see this in action, but we have provided the requested information in Attachment (link): 1.04 (a1) Attachment Functionality Checklist RPT-002.b - reporting platform **Please refer to Functionality Checklist Vendor Matrix.**

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	RPT003.a Reporting Platform County Staff Functions: 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. **INdigital Response:** Complies. The 911Logix platform provides 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 policy compliant passwords and 2FA (two factor) authentication. Password rotation is required at predetermined intervals. **Please refer to Functionality Checklist Vendor Matrix.**
	RPT003.b Reporting Platform County Staff Functions: The reporting platform for County staff should include at a minimum: • Call processing time between elements (hh:mm:ss) • Payload processing time (hh:mm:ss) • Calls per circuit • Call distribution to PSAP circuits • Circuit utilization from OSP • Circuit utilization to PSAP • All NGCS element usage volumes (all elements used in the NG911 Service Provider's NG911 System) • End-to-end call-flow analysis • Event by incoming IP address • NOC-to-NOC reporting, trouble reporting, and tracking • Root cause analyses • Service availability for each component including ESInet segments • Monitoring, alarming, and logging • MOS The NG911 Service Provider should provide a list of all available reports and provide at least three report examples. **INdigital Response:** Complies. The 911Logix platform exceeds these requirements. A live demo is the easiest way to see this in action, but we have provided the requested information in The list of all available reports are as follows: Call Totals Calls by Hour Calls by Hour, By Class of Service Calls by Day of Week Calls by Position Calls by Class of Service Calls by Service Provider Dynamic Call Duration Call Duration by Hour Duration by Second Duration by Class of Service Abandoned Calls Call Flow Short Calls Average Ring Time Ring Time by Hour Ring Time Groups Ring Time Groups by Day Calls by Trunk Calls by Type Examples of these reports found here. **1.04 (a1) Attachment Functionality Checklist RPT-002.b - reporting platform**

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	RPT004 Access to logs via Reporting Platform: The NG911 Service Provider should provide access to the system logs using the existing platform or another similar platform. This should include: • Transactional database log associated with each SIP header and URI, and additional information provided to access by the County • Retrieval of log information should include calling number, SIP header information, call destination, successful, failures, transfers, ALI database transactions, and alternate routed calls (e.g., default, PSTN gateway, special processing, or overflow), which includes call counts • Log retrieval should be available by groups of calls (e.g., 911 versus non-emergency) and date range of calls. **INdigital Response:** Complies. 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. 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. See also: 1.04 (a1) Attachment Functionality Checklist RPT-002.b - reporting platform **Please refer to Functionality Checklist Vendor Matrix.**
	RPT005 Real Time System Monitoring: The NG911 Service Provider should provide access to real time system monitoring to the County using the existing platform or another similar platform. The platform should provide real time web-based monitoring of County traffic into the System at the functional element level and facilities (network connections). The status should be updated every 15 seconds, which includes, active, slow response, and failures. **INdigital Response:** Complies. While the name of the existing platform is not stated, we have assumed it is ECaTS. INdigital can support a network activity feed to ECaTS. The 911Logix platform proposed vastly exceeds the capability of this platform, and exceeds these requirements. See also: 1.04 (a1) Attachment Functionality Checklist RPT-002.b - reporting platform **Please refer to Functionality Checklist Vendor Matrix.**
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. **Points Value: 10**	**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 Response:** 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) ***(Max 15 points)***	*Vendor's Response*
Describe Vendor's approach to providing Maintenance and Support Services as per the 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 General Compliance sections below: **b)**Service Level Expectations i. **SR-SLA003.b, SR-SLA004, SR-SLA005.b, SR-SLA007, and SR-SLA008** **Points Value: 15**	**SR-MR002 Implementation and Change MOP:** The NG911 Service Provider should provide a MOP with a backout plan for review by the County a minimum of seven (7) calendar days prior to all system changes, patches, or planned maintenance activities. The NG911 Service Provider shall provide an example MOP. **INdigital Response:** Complies. 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. 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. 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. IWSP / MOPs are developed collaboratively between INdigital's Service Manager, project engineering staff, and our 24×7×365 Network and Security Operations Center (NSOC). The NSOC coordinates the operational execution, monitors all change activities in real time, and initiates escalation procedures if service levels are at risk. 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. **Please refer to General Compliance Vendor Matrix.**

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	SR-MR004 County Maintenance Period: All installations, changes, updates, and maintenance should occur during the County's maintenance periods (local time): • Monday 2300 through Tuesday 0600 • Tuesday 2300 through Wednesday 0600 • Wednesday 2300 through Thursday 0600 • Thursday 2300 through Friday 0000 **INdigital Response:** Complies. 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. 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. **Please refer to General Compliance Vendor Matrix.**
	SR-MR005 Period of Performance: This procurement should be for a period of performance of ten (10) years. The period of performance will begin at the final acceptance of the final environment cutover. **INdigital Response:** Complies. We are committed to providing stable, long-term NG911 services, system support, and continuous enhancements throughout the full contract term. **Please refer to General Compliance Vendor Matrix.**
	SR-MR009 Monthly Reports from the Trouble Ticketing System: At the completion of final acceptance, trouble ticketing, reporting, and notification procedures shall be provided to the County and the PSAPs. The NG911 Service Provider should provide direct access to the ticketing system to monitor activities. A monthly report shall be provided within the first five days of the following month that includes dates, times, descriptions of issues, ticket severity, remote response times, onsite dispatch times, onsite arrival times, and resolution times. **INdigital Response:** Complies . At the completion of final acceptance, INdigital will provide the County and all participating PSAPs with documented trouble ticketing, reporting, and notification procedures to ensure clear and consistent incident management. 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. INdigital will also provide a comprehensive monthly report—delivered within the first five (5) calendar days of the following month—containing: ● Dates and times of reported issues ● Detailed issue descriptions and severity classifications ● Remote response times ● Onsite dispatch and arrival times (when applicable) ● Final resolution times ● Any contributing factors and mitigation actions taken 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. **Please refer to General Compliance Vendor Matrix.**

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	SN001.b Security/Notifications: The NOC/SOC should perform the following: • The NOC should monitor tickets, open tickets for alarm conditions and dispatch if needed, and initiate failover of any component of the system. • Support includes monitoring by onsite live staff, remote response, and onsite response for Critical and Major issues based on the service level defined herein for all NG911 System components. Monitoring will include real-time alarm monitoring at the NG911 Providers Network Operations Center and logging of every alarm with notifications provided to designated staff within the County. • Response includes remote actions by NOC/SOC staff and dispatching onsite personnel to the data centers, field, or County sites. The NG911 Service Provider should describe the NOC/SOC role in the proposed System. **INdigital Response:** Complies. 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. In addition the NSOC is supported for overflow and backup by contracted U.S. based partners for NOC services. A 3rd party Security SOC / Monitoring partner is always fully engaged for additional security services and oversight. 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. 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. This provides Broward County multiple layers of resources to respond to critical situations. **Please refer to General Compliance Vendor Matrix.**
	SN019 Third Party Audits: The NG911 Service Provider should permit the County to engage third-party security auditors to examine the provided NG911 System. These audits will be no more frequently than annually, and the first audit can be as early as the Preliminary Acceptance Testing period. **INdigital Response:** Complies. 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. Additionally, INdigital proactively engages with 3rd party auditing agencies to do SOC2 reviews, and penetration testing of critical services. **Please refer to General Compliance Vendor Matrix.**
	SR-SLA003.b Severity Levels: The NG911 Service Provider should resolve all issues as listed in Scope of Work document in Tables 1 and 2 for the appropriate severity level. **INdigital Response:** Complies. 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 24×7×365 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. 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 fi eld 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. 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. **Please refer to General Compliance Vendor Matrix.**
	SR-SLA004 Supply Chain: Due to events with the pandemic, the County seeks confirmation that any committed plan and/or schedule communicated within the NG911 Service Provider's response should be maintained regardless of supply chain impacts. The NG911 Service Provider shall describe processes put in place to limit the impact of supply chain issues. **INdigital Response:** **No Response.** **Please refer to General Compliance Vendor Matrix.**

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	SR-SLA005.b RFO/RCA: The NG911 Service Provider should provide final RCA within three business days of service restoration. The NG911 Service Provider should provide an example RFO/RCA report. **INdigital Response:** Complies. 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. 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. An example RFO/RCA report will be included in our proposal to illustrate the level of detail and structure the County can expect. Please refer to fi le 2.25 SR-SLA005b Response For Service Incident Report.pdf for an example of the information gathered and shared in an incident report **Please refer to General Compliance Vendor Matrix.**
	SR-SLA007 SLAs: The NG911 Service Provider should adhere to the County SLAs as defined in Table 1: Severity Levels; Table 2: Severity Levels Response and Repair Timeframes; and Table 3: Service Performance of the Scope of work document in pages: 8, 9, and 10. **INdigital Response:** Complies. 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. **Please refer to General Compliance Vendor Matrix.**
	SR-SLA008 Service Credits: The NG911 Service Provider should provide service credit to the County when the actual response time exceeds the SLA-defined response or repair times in accordance with Table 2 defined in Scope of Work document on page 10. **INdigital Response:** Complies. These credits will be issued in accordance with the terms agreed upon in the contract and applied to the next applicable billing cycle. 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 **Please refer to General Compliance Vendor Matrix.**
5.Project Approach: Evidence, Knowledge, and Experience ***(Max 10 points)***	*Vendor's Response*
A. Describe Prime Vendor's experience on projects of similar nature, scope and duration, along with a detailed description of satisfactory completion, both on time and within budget, for the past three years. Provide a minimum of five (5) projects with references. Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to **Vendor Reference Verification Form** and submit as instructed or within three business days after County's request. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor's past performance. Including, but not limited to, the information outlined in the General Compliance section **VN006** **Points Value: 6**	**VN006 Vendor's Experience and Reference Projects:** Describe Prime Vendor's experience on projects of similar nature, scope and duration, along with a detailed description of satisfactory completion, both on time and within budget, for the past three years. Provide a minimum of five (5) projects with references. Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to Vendor Reference Verification Form and submit as instructed or within three business days after County's request. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor's past performance. Including, but not limited to, the information outlined in the General Compliance section VN006 **INdigital Response** Complies. **Our references are submitted in the group 2 responses as documents: 2.09,1 through 2.09,5 references** **Please refer to General Compliance Vendor Matrix.**

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A. Provide actual performance results for the metric below on solutions in production. Refer to the General Compliance for requirements: i.Solution Performance: **VN008** and **VN009** **Points Value: 4**	**VN008 Mean Time Between Failures (MTBF):** The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama. **INdigital Response:** Complies. Alabama 1. OSP interfaces TDM, SIP, ESiNet NNI, and SIP aggregation. 2. MTBF = total hours divided by outage hours a. 17,520 hours / 0 = 0 MTBF b. Alabama has had 100% since the ESiNet was turned up. Florida 1. OSP interfaces TDM, SIP, ESiNet NNI 2. MTBF = total hours divided by outage hours a. 17,520 hours / 0 = 0 MTBF b. Florida has had 100% availability since all ESiNets were turned up. Georgia 1. OSP interfaces TDM, SIP, ESiNet NNI 2. MTBF = total hours divided by outage hours a. 17,520 hours / 0 = 0 b. Georgia has had 100% availability since the ESiNet was turned up. **Please refer to General Compliance Vendor Matrix.**
	VN009 Latency and Mean Opinion Score (MOS): The NG911 Service Provider should provide Call delivery (NGCS to PSAP) network metrics for latency and Mean Opinion Score (MOS) for the last 24 months for its customer base in Florida, Georgia, and Alabama. **INdigital Response:** Complies. 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. INdigital's MOS score average is 4.3 throughout these three states. Latency is sub 30ms between data centers. 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. **Please refer to General Compliance Vendor Matrix.**
6. Workload of the Firm ***(Max 2 points)***	*Vendor's Response*
For the Prime Vendor only, list all completed and active projects that the Prime Vendor has managed within the past five (5) years. In addition, list all projected projects that Prime Vendor will be working on in the near future. Projected projects will be defined as a project(s) that Prime Vendor is awarded a contract but the Notice to Proceed has not been issued. Identify any projects that Prime Vendor worked on concurrently. Describe Prime Vendor's approach to managing these projects. Were there or will there be any challenges for any of these listed projects? If so, describe how Prime Vendor dealt or will deal with projects' challenges. **Points Value: 2**	**Workload of Firm:** For the Prime Vendor only, list all completed and active projects that the Prime Vendor has managed within the past five (5) years. In addition, list all projected projects that Prime Vendor will be working on in the near future. Projected projects will be defined as a project(s) that Prime Vendor is awarded a contract but the Notice to Proceed has not been issued. Identify any projects that Prime Vendor worked on concurrently. Describe Prime Vendor's approach to managing these projects. Were there or will there be any challenges for any of these listed projects? If so, describe how Prime Vendor dealt or will deal with projects' challenges. **INdigital Response:** Complies 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, fi eld 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: ***(Max 5 points)***	*Vendor's Response*
Points shall be allocated as follows, based on the vendor's selection of one of five options in the Location Certification Form: Option 1 (0 point); 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 (o point) **Points Value: 5**	**Location:** Refer to Location Certification and submit as instructed. The maximum points shall be assigned to each Locally Based Business and to each joint venture that is composed solely of Locally Based Businesses. Points shall be allocated as follows based on the Prime Vendor's selection of one of the five options in the Location Certification Form: Option 1 (0 points); Option 2 (5 points); Option 3 (3 points); Option 4 (points range from 0-5 depending on the composition of the joint venture); and Option 5 (0 points). **INdigital Response** *Not applicable
8. Pricing ***(Max 20 points)***	*Vendor's Response*

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Refer to the electronic bidding system and submit as instructed. Vendor's total proposed price submitted in the **Bid Table titled Next Generation (NG911) Proposed Solution** will be used for scoring purposes as per the formula set forth below. Pricing must reflect all recurring and non-recurring fees as defined in the Scope of Work. Refer to **Instructions to Vendors** for additional information. Total points awarded for price will be determined by applying the following formula: **(Lowest proposed price/Proposer's price) x 20 = Price Score** Note: **Bid Table titled Optional Renewal Terms** will not be used in the calculation of points for price. **Points Value: 20**	**Pricing:** Refer to the electronic bidding system and submit as instructed. Vendor's total proposed price submitted in the Bid Table titled Next Generation (NG911) Proposed Solution will be used for scoring purposes as per the formula set forth below. Pricing must reflect all recurring and non-recurring fees as defined in the Scope of Work. Refer to Instructions to Vendors for additional information. Total points awarded for price will be determined by applying the following formula: (Lowest proposed price/Proposer's price) x 20 = Price Score Note: Bid Table titled Optional Renewal Terms will not be used in the calculation of points for price. AT&T Response: AT&T has uploaded the following Pricing Forms per the instructions: • Next Generation (NG911) Proposed Solution (BT-04TX) • Optional Renewal Terms (BT-26BS) **INdigital Response** 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 fi le 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.