Response Matrix

Solicitation No: GEN2129421P1, Next Generation 911
Project Questionnaire Vendor Response Matrix

	AT&T	Motorola Solutions	INdigital
Project Questionnaire Matrix			
NG911 Service Provider Requirements	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
Vendor General Requirement			
VN002 The NG911 Service Provider shall have experience providing NG911 systems for at least five years: The NG911 Service Provider shall describe the specific NG911 services provided and the year those services were first provided. If subcontractors are to be used for this project, they shall also meet the same requirement.	Complies. Many of the components listed below were developed and in use years prior to i3 go-live with other transitional NG services (IP routing, GIS routing, IP call delivery). The majority of dates given below coincide with the first deployment for delivery to an i3 PSAP. • BCF(i3) – In use 2010, Deployed i3 2018 • ECRF(i3) – In use 2012, Deployed i3 2018 • LNG/LSRG - 2010 • ESRP – In use 2012, Deployed i3 2018 • PRF(i3) - 2018 • SI(i3) - In use 2012, Deployed i3 2018 Border Control Function - AT&T ESInet provides a Border Control Function (BCF) to interface with any non-trusted network components. The BCF provides session border control and border firewall functionality in accordance with the National Emergency Number Association (NENA) STA-010.2 (replacing NENA 08-003) specification. The BCF inspects, modifies and controls SIP signaling and associated media where Emergency Services IP Networks (ESInet) and agency networks interconnect and where the ESInet connects with service provider networks. The BCF mitigates security threats, resolves interoperability problems, and ensures reliable SIP-based communications. It is designed to protect and control real-time call sessions as they traverse IP networks between callers and Public Safety Answering Points (PSAPs). Highlights of the key functions provided are: • Border Firewall • Session Border Control functions • Media Anchoring • Stateful Network Firewall (as described in NENA STA-010.2 and 04-503) • VPN • IDS • Limiting access to critical components through the use of VLANs • Call admission control • Signaling protocol interworking • NAT • Support for QoS and priority markings • Media proxy • Codec negotiation • XML Gateway (Authentication and Authorization of XML transactions to the LIS, ADR, and ECRF in lieu of establishment of the PSAP Credentialing Agency (PCA) as described in NENA STA-010.2 Each core emergency call processing site includes border control and security functions including firewalls and intrusion detection systems. Security management personnel specialize in managing and operating these facilities and validate their operation. This security architecture employs defenses that include, but are not limited to, stateful packet inspection firewalls, IDS, multi-factor authentication, strong encryption, antivirus/ anti-malware, and vulnerability/patch management solutions. All inter-zone traffic is restricted to only the necessary protocols/destinations, for both ingress and egress. The network is capable of processing all traffic, but administratively denies protocols identified as a threat, or that otherwise fall outside of pre-defined parameters. This is partially managed via routing tables and/or Access Control Lists (ACLs). The solution incorporates physical, network, and application security principles. Traffic between Core emergency call processing sites and distributed sites (e.g., ingress call traffic, PSAPs, management capabilities) is route- and protocol-secure. A combination of route paths, IP address recognition, limited protocols, VPNs, session border controllers, and firewalls secure the various communication elements of the proposed solution. Emergency Call Routing Function (ECRF) - The redundant ECRF design and the overall redundant architecture of the AT&T ESInet solution allows for availability to meet or exceed 99.999%. The ECRFs exist within a highly available and geographically distributed application processing environment. A single hardware component failure at one of the application processing complexes will not interrupt processing of the ECRF. A single geographic site failure (either the communication to the site or elimination of the site itself) will not prevent further call processing from occurring. High availability is achieved through high-availability software design, redundant ECRF instances, and transactions using dynamic client/server connections with ECRF serving entities. The geographically diverse ECRFs use redundant data stores to support high availability. These systems are monitored 24x7x365 by the Network Operating Center (NOC) and supported through the Incident Command System. All transactions are logged. Errors are logged for reporting and analysis and directed to the NOC when immediate action is required. With the ECRF architecture including two separate servers at each geographically diverse location, upgrades and other maintenance can be performed one server at a time so that at no time will the system be one-sided. The ECRF supports the i3 standards and contains the geographic boundaries provided by the customer for 9-1-1 call routing and responder determination. The ECRF LoST protocol interface meets RFC 5222 and NENA STA-010.2 (formerly NENA 08-003) requirements. Emergency Services Routing Proxy (ESRP) - The AT&T ESInet's Emergency Service Routing Proxy (ESRP) supports i3-compliant routing functionality including full integration with geographically determined routing, carrier grade voice quality, and demonstrated reliability. The ESRPs in the AT&T Routing solution are in private domains protected by the Border Control Function. Only authorized traffic is allowed to access the core call processing sites. Core elements are consistently scanned for malware vulnerabilities and operating systems are kept current with updates that protect against known vulnerabilities. Physical and administrative access is limited to authorized vetted employees. The ESRP provides PSAPs with peace of mind by supporting multiple default routing fallback options until carriers transition to i3-compliant call delivery. Fallback to legacy ESN or No Record Found routing is supported to ensure every call is routed as accurately as possible even if VoIP or wireless carriers do not deliver or pre-provision routable location values or if carrier-provisioned records are error treated. If the ESRP has to utilize the fallback ESN or NRF routing scheme, it will continue to deliver the call and location information. This innovative solution provides extreme reliability for the routing of calls. The ESRP supports an option to configure PSAP routing by call type, supporting areas where wireless calls are routed to a different PSAP than would be otherwise determined by PSAP geographical boundaries. Policy route determination includes evaluation of the PSAP-configured routing policy, the time of day, the caller's location (for geospatially determined alternate routing policies), the PSAP operational state, and the ring-no-answer timer configuration. The i3 SIP INVITE delivered to the PSAP (terminating ESRP) includes both geodetic/civic location, as available, and additional data conveyed by value and/or reference from the LIS and ADR interface responses. set of i3 routing policies can be provisioned for legacy PSAPs along with a 10-digit telephone number for delivery. • The figure below illustrates the ESRP/PRF functional components and the interfaces with other AT&T ESInet i3 solution elements. The figure which illustrates the ESRP/PRF functional components and the interfaces with other AT&T ESInet i3 solution elements was redacted by AT&T in the document. Policy Routing Function (PRF) - The AT&T ESInet i3 policy routing will provide the County's PSAPs with extensive flexibility to define and update standard and alternate routing policies. PSAPs can modify routing policies, set priorities, and modify their operational state. Routing policies can be defined as recurring or one-time. The rules-based routing proxy includes the following elements: • A repository of PSAP-defined routing policies. • Customer Management Portal – A feature-rich web tool that allows PSAPs to view their routing policies and operational	Complies. Motorola's call routing service began in Greater Harris County, TX, in 2017. This strong partnership has evolved to meet their needs, to include full OSP migration, and they remain a valued customer today. No subcontractors are used in Motorola's service. Motorola provides the Ingress (OSP Migration), Core Services (All Functional Elements), route planning, Cyber Security, and monitoring. Egress is coordinated through Greater Harris County, as the Data Centers are under their control.	Complies. INdigital has been in continuous operation since 1995, with active internet protocol (IP) NG911 deployments beginning in 2004. INdigital's primary subcontractors have been in business between ten and 30 years, with most exceeding 10 years of continuous operation. In 2004, INdigital began providing IP based 911 services that advanced the industry, and paved the way for the emerging work of the NENA i3 working group. In 2007, the first NENA standards emerged, and INdigital was very active in NENA work groups, ICE testing and other initiatives to continue the development of the standard to the point that there was an initial confidence that a working system could be put into production. In 2009, INdigital began the transition of our core NGCS nodes to version 1 of the standard. At the time, NENA was not ANSI certified, which delayed the adoption of early systems. In 2015, NENA issued a more advanced standard after the association adopted stricter compliance with the ANSI standards development protocols. In our 2015 (G-15) contract with the state of Indiana, we began the rollout of i3 based services across our service areas. In 2025, we now provide our third generation of i3 functional elements (FEs). These NG911 Systems are the most advanced in the industry, and have had extensive third party Independent Validation and Verification (IVV) to determine their proper function, reliability, standards compliance, and the overall quality of service that a customer can expect. INdigital is the only provider to have had this extensive review, which has also included SOC and security audits. A listing of our work portfolio is in document 2.25 attachment - response to section VN003

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	status (normal, abandoned, back-up). All routing policy changes are automatically verified for syntactical and logical accuracy prior to activation in production. Secure user access is provided via the Customer portal. The following types of routing policies are supported: • Abandonment/Night Service Routing – The abandonment policy is engaged whenever the terminating ESRP (PSAP) operational state is defined as 'Abandoned'. The PSAP operational state may be modified by contacting the AT&T NOC, triggered via a device installed at the PSAP, or modified online. • Overflow Routing – The overflow routing policy is applied during overflow scenarios when a PSAP is receiving more calls than its occupied workstations can accommodate. Upon reaching the designated call capacity for the call type, cumulative calls, or if the target is unreachable, the ESRP engages the primary PSAP's overflow routing policy. Similarly, the alternating routing policy will be invoked if the terminating ESRP call handling system does not accept the SIP invite or for a ring-no-answer timeout. • Diversion Routing – The diversion routing policy is applied whenever the PSAP opts to engage alternate diversion routing rules. The PSAP operational state may be modified to engage the diversion routing policy by contacting the AT&T NOC or online. • Special Event Routing – Special event routing is a special type of diversion routing policy that is applied during a scheduled time window. If a PSAP jurisdiction contains venues that host events that may warrant dedicated call handling (mobile command center or dedicated resources at the PSAP), special event polygons can be pre-provisioned. AT&T will provide a feature-rich management portal for the PSAPs to view their policies. Policies have attributes such as active/inactive, one-time or recurring time window, priority, or a set of destination(s) to send the call to, and call distribution method as examples. Abandonment, Overflow, and Diversion policies can be configured to use any of the following policies. • Geographically – The system can be configured to send abandonment calls to different alternate PSAPs based on the geographic location of the calling party within the primary PSAP's jurisdiction. Geographic abandonment or alternate routing polygons can be pre-provisioned via the SI or submitted dynamically. • Hierarchically – The system can be configured to cascade a call to up to nine consecutive, alternate PSAPs. • Load-balanced – The system can be configured to distribute calls between PSAPs. All policies loaded by the customer are held in a test state (non-active) until the customer confirms that all test calls using the policies perform as expected. Legacy Network Gateway (LNG) AT&T ESInet uses Legacy Network Gateways (LNGs) at the interconnection point between the ESInet and a legacy network provider. • The LNG provides a bridge between existing 9-1-1 call origination networks and the ESInet. • The LNG provides a legacy selective router type interface towards the origination network (such as ISUP or CAMA) and provides a SIP interface towards ESInet. • The LNG performs TDM-to-IP protocol conversion which is an excellent security layer. MPLS segregates IP networks (VRFs) from the TDM ingress sites to the Core call processing sites. VRFs from the LNG to the Core are trusted and can communicate directly with the call processing functions. The LNG LIF will go through a firewall if supporting an external ALI for location queries. • The LNG supports i3 routing on the ESInet and will route calls according to the polygon boundaries in the ECRF and the routing policies in the ESRP. • The LNG supports location Interwork and uses the SIP/HELD interface for Location by Reference queries by the i3 functional elements supported by the AT&T ESInet. The LNG will be a standard component of the AT&T ESInet as long as legacy origination networks are deployed and require TDM access. Legacy Selective Router Gateway (LSRG) - The Legacy Selective Router Gateway (LSRG) is a signaling and media interconnection point between callers in the legacy originating networks and AT&T ESInet. The LSRG converts calls from SIP to TDM signaling for egress from the ESInet to the Legacy Selective Routers. The LSRG provides an interface between a 9-1-1 selective router and the ESInet, enabling calls to be routed and/or transferred and/or handed-off between legacy and AT&T's ESInet. A call hand-off may be required when the ESInet receives a call that it deems should be rerouted to a legacy foreign selective router. The gateway function of the LSRG is housed in secure data centers in which only authorized agents of AT&T are allowed access. Externally facing TDM connections inherently mitigate TDOS impact to the core ESInet and NGCSs. AT&T ESInet interconnects to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information through the LSRG. Interconnections will also allow legacy PSAPs served by legacy selective routers to serve as the abandonment route for PSAPs served by the AT&T ESInet solution. Spatial Interface (SI) - AT&T provides the NENA Spatial Interface (SI) as a function of the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). The SI is a fully hosted, managed service that encompasses all necessary processes to receive GIS data from a single source. Data can be submitted in a GIS database managed by a vendor or by the customer itself. The SI provides data validation, error reporting, and provisioning to the Emergency Services Network (ESInet) functional elements including Emergency Call Routing Function (ECRF) and Location Validation Function (LVF). The SI provides: • NG9-1-1 GIS data compliancy checks • Ongoing GIS data accuracy validation (QA/QC) • GIS data error reporting • Provisioning to i3 systems (ECRF/LVF) The SI undergoes data quality and data integrity checks that ensure that the data complies with all applicable requirements of NENA 02-010, NENA 02-014 and Appendix B of NENA 08-003. Where these requirements conflict with NENA-STA-010.3e-2021 and the NG9-1-1 GIS Data Model (draft), the newer requirements documents will be utilized. Any updates to the GIS data within the ECRF, whether to correct errors within the current data set or enhance it for any other reason, will be uploaded through the Spatial Interface. GIS provisioning is performed through the Spatial Interface, which has the additional ability to perform GIS validations, including validations to ensure routing integrity. The QA/QC processes provided during validation steps in the SI will prevent any unwanted data being provisioned in the ECRF that may introduce ambiguity in the data that would prevent the ECRF from being able to make a definitive response to certain requests. A change control system is established to monitor and manage data discrepancies and to track data change requirements. Validated GIS updates are normalized and applied to the ECRF production instances in a manner that preserves availability and coordinates with other ESInet scheduled updates and activities. Since there is not yet an established standard for the Spatial Interface to provision ECRFs with GIS data, internal or external, the mechanism for provisioning must be negotiated between AT&T, as the Spatial Interface provider, and non-AT&T ECRF providers. Provisioning of the LVF is identical to the ECRF provisioning. It is simply another provisioning target of the Spatial Interface. As such, it will always contain the same GIS data as the ECRF.		

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Professional Services Requirements	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
PS001.1 Project Management Responsibilities: The NG911 Service Provider shall assign a dedicated PM who, for the duration of the project, the PM shall: 1. Ensure the Scope of Work (SOW) is completed (includes a Project Schedule of key milestones). a) Equipment delivery b) Installation and configuration c) Testing schedule d) Go-live schedule 2. Ensure that the NG911 Service Provider-assigned resources are scheduled for the activities and deliverables outlined in the Project Plan and Project Schedule. 3. Perform comprehensive risk assessment and mitigation planning. 4. Ensure project status meetings are scheduled, led, and documented, and meeting minutes are distributed within 24 hours of all meetings. 5. Maintain an issues log and ensure all issues are prioritized and worked in a timely manner during the life of the project. 6. Maintain all project-related communications and documentation.	Complies. The AT&T solution includes a Dedicated Program Manager for the term of the agreement. The AT&T Program Manager will be the overall lead for the project who will address a wide range of topics ranging from contractual, project timeline, project objectives, technical/operational items, SLAs, and other activities deemed necessary to successfully implement, test, maintain AT&T ESInet for Broward County. The AT&T Program Manager will be a dedicated resource for all activities related to the installation of the AT&T ESInet for Broward County. This resource will be the primary point of contact for the State and PSAPs from conception through implementation, including but not limited: • Manage project team members including independent contractors. • Develop and implement project plans, design schedules • Identify risks and alternate course of action to ensure projects are completed within corporate objectives exceeding customer expectations. • Will coordinate traffic and data migration • Manage Testing • Provide project plan for cutover AT&T's Program Manager works with the PSAP to complete the following tasks prior to and during PSAP migration • Customer Kickoff Meetings • Coordinate Systems and Service Migration • PSAP LOA for OSP outreach • PSAP Data Collection • PSAP Site Surveys • GIS kickoff meetings • Delivery and Installation of Network Equipment on PSAPs premises • Operational Readiness Testing • Cutover Testing • Coordinate Training for the PSAP AT&T's Program Manager will also coordinate contact with the OSPs for transition of both data and calls to AT&T ESInet. Some of these tasks are listed below • Initial contact with OSPs for Interconnection to AT&T ESInet • Interconnect Agreements with OSPs (or their aggregation provider) • OSP data collection (Ingress, Core, Egress) • Pre-cutover testing of newly established ingress connections • Cutover testing of each OSP onto AT&T ESInet Project Manager AT&T will have additional Project Managers assigned to the project that will work under the direction of the Dedicated Program Manager. The AT&T Project Manager will engage team members throughout the AT&T organization to help ensure their commitment and understanding of the project requirements. The AT&T Project Manager is directly responsible for the project implementation at the PSAP level and can reach out to other AT&T organizations to help smoothly transform Broward County's service from its current environment to an AT&T i3 ESInet. Broward County and the PSAPs will benefit from the skills and experience of our Public Safety Project Management Team. The PM will schedule a kickoff meeting within 30 days of contract signing with Broward County and other required AT&T organizations. During the kickoff meeting, the PM will establish roles and responsibilities and reach a mutual agreement with the Broward County on strategic objectives, plan of approach, priorities and timelines. Using the information gathered during the meeting, the PM and the customer will create an integrated master work plan that will be used as the implementation roadmap. Throughout the project, AT&T will focus on project planning and execution to help ensure a successful upgrade with minimal (if any) disruption to the customer's ESInet service. The AT&T Project Manager will conduct regularly scheduled project status calls with the relevant Broward County parties and key AT&T stakeholders. Normally, these status calls are held on a weekly basis and cover the following topics • Overall Project Status – Red/Yellow/Green • Project Timeline and Key Milestones • Issues log review • Key Deliverables status AT&T's experienced Program Managers, Project Managers, Service Delivery Managers, Installation Technicians, Solutions Engineers and other supporting groups have worked together on many successful installations. We are determined to provide each customer with an installation that will exceed expectations. The AT&T ESInet solution is an IP-based system that employs proven technology to deliver robust 9-1-1 services. Given the mission critical nature of the network, greater safeguards are taken during installation, but from a practical point of view it is a network installation, and AT&T is able to leverage best practices of network installations to ensure success. AT&T Project Managers will use the Microsoft suite of products to manage all projects as a standard operating procedure. Tools will include • Microsoft Word • Microsoft Excel • Microsoft Project • Microsoft Visio • Microsoft Outlook • Project Management Institute (PMI) methodology Project Management Methodology The AT&T Worldwide Project Management Methodology is based upon the industry standard A Guide to the Project Management Body of Knowledge (PMBOK Guide®) Fourth Edition, produced by the Project Management Institute (PMI), as well as AT&T specific processes and procedures. The characteristics of a project may be determined by many factors: strategic importance, size, scope, schedule, cost and duration, as well as many others. This methodology is scalable to accommodate all types of projects. The Project Management Methodology uses a four-phase project life cycle: • Project Start Phase. Recognition that a new project is being considered. During this phase, basic information is gathered, evaluated and based upon the information a decision is made to proceed with the project. • Project Plan Phase. Establishing the project's approach and planning how to achieve the desired results and baselines for the project in terms of scope, schedule and cost. • Project Implementation Phase. Implementing the Project Plan to produce the agreed upon deliverables, monitoring the project progress and ensuring that deliverables meet expectations. • Project Completion Phase. Completing the project. Ensuring that the project was delivered as expected and ensuring that there is final/formal acceptance in order to close out the project. These four phases of a project, plus the inputs and activities and deliverables key to the phases, comprise this methodology. Throughout each of the four distinct project phases, the five iterative process groups of Initiating, Planning, Executing, Monitoring and Controlling, and Closing will be used. Each of the five processes is applied within each project phase. Many times, changes occur within the life cycle of a project and process groups must be repeated.	Complies.	Complies. The proposed solution includes a dedicated project manager (PM) with an executive management sponsor to oversee the project goals and objectives. The lead PM, along with the Florida Market/Service Managers will serve as the primary contacts with all contracted staff to ensure the project schedule and all milestones are met. To accomplish this goal, the project manager will apply appropriate Project Management Institute principles that align with the Project Management Body of Knowledge (PMBOK). INdigital will fully comply with the requirements of modern project management principles. **See 2.11 PS001.1 - Project Management Plan**

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PS002 Project Plan and Schedule: **PS002.a** The NG911 Service Provider shall provide a draft project plan and timeline (a task-oriented Gantt chart based on the project plan and delivered in Microsoft Project) that shows the entire project calculated from the date of contract signature to go-live. Minimum required elements of the project plan include at a minimum: • Installation all equipment on premise and within the NGCs domain • Schedule and strategy for connecting other ESInets (such as Miami Dade and Palm Beach counties) • Buildout of operational NGCS • Buildout of OSP meet points • Schedule and strategy for connecting OSPs • Operational network operations center (NOC)/security operations center (SOC) • Fully functional spatial routing of calls • Implementation of multimedia (e.g. video, picture, sensor, etc.) • Final Design Review Sessions based on Statement of Work • All phases of testing (e.g. NG911 Provider testing, Preliminary Acceptance Testing, Final Acceptance Testing after Go-Live) • Cutover by environment and PSAP (i.e. Regional PSAPs and the Non-Regional PSAPs)	Complies. **Please see AT&T Attachment F - Implementation Schedule MS Project**	Complies.	Complies. **See 2.11 PS001.1 - Project Management Plan**
PS003 Final Project Plan: A final project plan, timeline, and a Gantt chart in Microsoft Project format shall be provided by the NG911 Service Provider to the County within ten (10) business days of comments regarding the initial plan submitted.	Complies. AT&T will provide the final project plan in Microsoft Project as requested.	Complies.	Complies. The INdigital PM and field service team will coordinate and update the draft plan with greater details determined through meetings. Plans remain "living documents" to be updated as needed according to Change management procedures.

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PS004 Project Kickoff Meeting: The Project Kickoff meeting shall be held no later than fifteen (15) business days after issuing the Notice to Proceed. The NG911 Service Provider shall provide a detailed agenda and presentation of the Project Overview, Key Milestones, Key Benefits, Implementation Strategy, Operational, and Technical Resource requirements at this meeting at least five (5) business days prior to the Project Kickoff meeting. The NG911 Service Provider Technical Project Lead and Project Manager shall be onsite during this meeting.	Complies. The Project Kickoff Meeting will be scheduled within fifteen (15) business days following the issuance of the Notice to Proceed. We will provide a detailed agenda and comprehensive presentation covering the Project Overview, Key Milestones, Key Benefits, Implementation Strategy, and Operational and Technical Resource requirements at least five (5) business days prior to the meeting. Additionally, our Technical Project Lead and Project Manager will be present onsite to ensure a productive and collaborative kickoff. We look forward to a successful project launch. **Please see AT&T Attachment I – Example Monthly Status Report**	Complies.	Complies. It is understood to be onsite and documentation to be provided 5 business days prior to the meeting.
PS005 Weekly Project Calls: The NG911 Service Provider shall conduct weekly project calls. These project calls shall include an agenda before the meetings and cover, at a minimum, work to date, work for the next two (2) weeks, and any issues that may impact the project along with risk and mitigation actions to address risk. The NG911 Service Provider PM should provide weekly written reports, distributed within 24 hours of the project call, that capture the minutes and action items from the call.	Complies. Weekly project calls will be conducted consistently, each accompanied by a detailed agenda distributed in advance. These calls will comprehensively cover work completed to date, planned activities for the next two weeks, and any issues impacting the project, along with associated risks and mitigation strategies. Additionally, our Project Manager will provide timely written reports capturing meeting minutes and action items within 24 hours following each call. We are dedicated to maintaining transparent and effective communication throughout the project. **Please see AT&T Attachment I – Example Monthly Status Report**	Complies.	Complies. It is understood to conduct weekly calls with proper documentation. **See also - 2.11 PS001.1 - Project Management Plan**
PS006 Project Monthly Status Reports: **PS006.a** The NG911 Service Provider shall provide monthly progress reports before the 15th of the next month, until the equipment delivery milestone of the project. Weekly reports will be due following equipment delivery.	Complies. Monthly progress reports will be delivered promptly before the 15th of each following month until the equipment delivery milestone is reached. After equipment delivery, we will transition to providing weekly reports as specified. This approach ensures consistent and transparent communication of project status throughout all phases. **Please see AT&T Attachment I – Example Monthly Status Report**	Complies.	Complies. The cadence of progress reporting will follow as described here according to the state of the project agreed upon by the project team. **See also: 2.11 PS001.1 - Project Management Plan**
PS007 Technical Project Lead: **PS007.a** The NG911 Service Provider shall identify a single Technical Project Lead. This person shall be the primary point of contact for technical issues and lead the technical aspects of the planning, design, installation, migration, and operation of the NG911 System. The County will review and approve the Technical Lead and, if the Technical Lead needs to be replaced, the County will review and approve the replacement.	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**	Complies.	Complies. The resumes of the Technical Lead (and others) that will make this project a success are in this document. **See also: 2.0 Vendor Proposal, § 1. a. - staff resumes and org chart**
PS008 Client Services Representative: **PS008. a** The NG911 Service Provider shall provide a Client Service Representative (CSR) after final acceptance. This person shall be the primary point of contact for all issues for the operation of the NG911 System for the period of performance. The County will review and approve the CSR and, if the CSR needs to be replaced, the County will review and approve the replacement.	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**	Complies.	Complies. The resumes of the CSR (and others) that will make this project a success are in response document. **See also: 2.0 Vendor Proposal, § 1. a. - staff resumes and org chart**
PS010 Staff CJIS Certification Requirements: All NG911 Service Provider's staff and subcontractors with access to the components of the NG911 System shall have a background check and Criminal Justice Information Services (CJIS) Level 1 basic security awareness certification. All staff that will be onsite at a County PSAP shall also have CJIS Level 4 advanced security awareness certification which requires Levels 1, 2, and 3 certifications.	Complies.	Complies.	Complies. All INdigital staff are background checked at the time of hire. All staff that will have access to CJI data are certified to the necessary level of compliance based on the role they provide.
Equipment and Hardware	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SR-EH003 Onsite Equipment Requirements: All components installed by the NG911 Service Provider in the PSAPs shall meet the following requirements: • All components shall be locally redundant at the hardware and software application layers • All hardware and software shall be: - New not used - Currently available on the open market - Not identified as end of life by the manufacturer during the period of performance • All powered devices shall include a minimum of two redundant power supplies (each of which shall be able to power the device alone and which would be connected to separate circuits) OR be connected to a power-transfer device that allows a single power supply to be connected to two isolated power sources (i.e., circuits) with automatic, uninterrupted failover if the primary circuit fails • Failure of any single instance of a hardware or software element or physical connection shall not negatively impact the overall System performance • All network-connected elements shall support at least two redundant network interfaces • Capacity to handle 50% growth without requiring the replacement of any hardware or software components • Voice and data circuits delivered from diverse providers to each call-handling host location • Must properly flag emergency services circuits and provide Telecommunications Service Priority (TSP) for repair and installation of voice and data circuits	Complies. AT&T ESInet is delivered as a service and requires minimal network equipment onsite. The following network equipment will be new and installed at each VIPER Node where the AT&T ESInet AVPN circuits terminate. • PSAP Router A – Cisco 8300 Series • PSAP Router B – Cisco 8300 Series • Switched Power Distribution Unit (PDU) – CyberPower The County will provide power, ground, and environmental controls for the Network Edge Equipment to be installed in the equipment room, as follows: • Two (2) dedicated 110 volt/20 AMP power feeds are required with A & B feed (separate power source) and receptacle plug type NEMA L5 20R twist lock All network routing infrastructure is designed and deployed in an N+1 model. N+1 redundancy provides a minimum of one additional unit, module, path, or system in addition to the minimum required to satisfy the base connectivity, ensuring that a failure of any single component at a given diverse site, such as an LNG, will not render the location inoperative. All network connectivity is established via dynamic routing protocols. The use of dynamic routing protocols allows the routers to automatically discover each connected network and adapt to changes in the network topology. All network equipment can use IPv4 and IPv6 addresses and is configurable to support dual stack operation. AT&T's ESInet service is fully deployed with call-processing capacity that exceeds 100% of the County's busy hour call traffic. AT&T's ESInet service is a National solution that provides geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disaster scenarios, with scalable capacity capable of supporting more than twice the 9-1-1 busy hour call for the entire United States. In addition to the call processing scalability described above, our AT&T network has the scalability to adjust bandwidth by 50 percent or more. It scales to changing needs easily, quickly, and with minimal operational impact to the PSAP. All circuits delivering voice and data for emergency services will be marked with TSP to ensure restoral prioritization should an outage occur.	**Does not comply.** The onsite equipment are HA SDWAN Edge Devices, HA Firewalls, and HA Emergency Data Gateways. These devices are supplied with a Single Power source; however the devices are deployed in a high availability pair. If the power or power supply were to fail on one device in the HA pair, the operational device in the HA pair will continue to provide the required functionality for the service.	Complies. All hardware used for this solution will be COTS. The solution provided will be diverse and redundant in all aspects to ensure a steady state for continuity of operations.

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SR-EH004 Onsite Equipment Spare Parts: All spare parts for onsite equipment shall be located within Broward County to allow the replacement of critical parts not functioning within the response times listed in the Service Level Agreements (SLAs). The NG911 Service Provider shall describe the process to determine which parts are needed, and how they are stored and replaced as needed. The NG911 Service Provider shall provide a list of all spare part inventory items maintained at the nearby facility within ten business days after installation for each environment.	Complies. AT&T recognizes the importance of maintaining system reliability and minimizing downtime for Broward County's NG911 system. To meet the requirements outlined in SR-EH004, AT&T will implement a comprehensive spare parts management process tailored to the County's needs. This process will include: 1. Critical Spare Parts Inventory: Collaborating with Broward County to identify and maintain an inventory of critical spare parts based on system design, equipment specifications, and historical failure data. 2. Strategic Storage: Storing spare parts at a secure, strategically located facility within Broward County to ensure rapid access and replacement in alignment with the response times specified in the Service Level Agreements (SLAs). 3. Regular Audits and Replenishment: Conducting regular audits of the spare parts inventory and replenishing stock to account for usage and evolving system needs. 4. 24x7x365 Support: Leveraging AT&T's Network Operations Center (NOC) and field technicians to manage the replacement process, ensuring non-functioning components are promptly swapped out and the system is restored to full operational capacity. This proactive approach ensures that Broward County's NG911 system remains resilient, reliable, and capable of delivering uninterrupted service, even in the event of equipment failures.	Complies. The NSOC will dispatch an on-site tech based on the alarm and trouble ticket of an Edge Device not functioning. On-site techs will request admission to the PSAP control room to verify hardware status. The tech will bring a spare HA SDWAN Edge Device from Motorola's local office for replacement (if 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.	Complies. INdigital will acquire a secure space to adequately store and protect hardware necessary to meet the required SLAs. The equipment needed is determined based on hardware components identified as necessary to maintain full functionality given possible failure scenarios. As equipment is utilized it will be replenished within a reasonable time frame to maintain SLAs.
General System Requirements	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SR-GN002 NENA I3 Standard-Based Systems: **SR-GN002.a** All components and systems provided by the NG911 Service Provider shall be standards-based systems that comply with nationally accepted standards and requirements applicable to NG911 IP network architecture, security, and interface functionality, including the NENA i3 standards.	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: i3 v3 Function / NENA i3 v3 Requirement Non-Human Initiated Calls / 3.1.11 Non-interactive calls SIP Presence for Location / 4.2.2.4 LIS Dereference Interface The ESRP MUST implement both SIP Presence Event Package and HELD dereferencing interfaces Support for incoming identity validation / 4.21.1 STI Verification for Emergency 9-1-1 Calls LNG supports P-Preferred-Identity + ESN/IMEI for non-initialized mobile / 6.2.2.3 Internal Interface to the PIF Component	Complies.	Complies. INdigital has proposed a standards compliant NG911 system.
SR-GN006 Multi-factor Authentication (MFA): MFA should be implemented for any access to externally accessible portals, user interfaces (UIs), and functional elements of NG911 (e.g., Policy Routing Function [PRF] portal, reporting portal, system dashboards, etc.). The NG911 Service Provider shall describe the types of MFA (e.g., text, email, token, etc.) that will be used and the process to manage access and devices for the NG911 System proposed for the County.	Complies. **All information for this requirement was redacted by AT&T.**	Complies. Motorola currently supports Smart Device Tokens whether it be through an application or text. Only credentialled users of the specific application may apply for MFA.	Complies. Access to systems is via VPN secured by MFA (Multi Factor Authentication) MFA can be text, token, or an Authentication application.
SR-GN007 Change Control Process: **SR-GN007.a** A formal change control process shall be documented for both scheduled and emergency changes with rollback procedures, notifications, and management approvals that are strictly followed by technicians to prevent unnecessary and/or uncontrolled changes from negatively impacting th**e**	Complies. The key benefits of AT&T ESInet's change control process in ensuring system reliability include: 1. Risk Mitigation: By adhering to industry best practices such as ITIL standards and utilizing tools like the BMC Remedy Change Management Module, AT&T minimizes risks associated with system changes, ensuring stability and predictability. 2. Comprehensive Documentation: All changes are thoroughly documented, including Methods of Procedure (MOPs), rollback plans, and impact assessments, ensuring clarity and preparedness for any scenario. 3. Governance and Oversight: Changes impacting 9-1-1 systems are reviewed by a centralized 9-1-1 Governance Review Board and, for significant impacts, by an executive-level Governance Approval Board. This ensures that all changes are carefully evaluated and approved. 4. Rollback Procedures: Detailed back-out plans are established for every change, allowing technicians to revert to the previous configuration if issues arise during implementation, minimizing service disruptions. 5. Deconfliction: The process reduces concurrent changes that could impair service, ensuring that modifications are implemented in a controlled and non-disruptive manner. 6. Proactive Communication: Advance notifications for scheduled changes and immediate alerts for emergency changes ensure transparency and collaboration with stakeholders. High Availability: The process is designed to protect the production environment, ensuring high availability for applications, network, services, and infrastructure.	Complies.	Complies. INdigital does this by operational policy and through the use of INdigital Work Safety Plans (IWSP). The IWSP is communicated with all identified and appropriate stakeholders. **See 2.11 SR-GN007 - IWSP / maintenance operations plan**

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SR-GN008 Implementation and Change Method of Procedure: **SR-GN008.a** The NG911 Service Provider shall provide a step-by-step method of procedure (MOP) with a backout plan for review by the County a minimum of 60 calendar days prior to initial go-live for each PSAP and seven calendar days for all other changes.	Complies. AT&T's implementation and change management process aligns seamlessly with Broward County's requirements for NG911 system modifications. The process ensures structured, transparent, and proactive planning, minimizing service disruptions and maintaining system reliability. For each PSAP transition and system change, AT&T will provide a comprehensive Method of Procedure (MOP), including: • Step-by-Step Instructions: Detailed procedures for each phase of implementation or change, ensuring clarity and precision. • Backout Plan: A fully documented rollback strategy to revert to the previous configuration in case of unforeseen issues. • Advance Submission: MOPs for initial PSAP go-live events will be submitted to the County for review at least 60 calendar days prior to implementation, and seven calendar days in advance for all other changes. • County Review and Approval: Collaboration with the County to address feedback and ensure alignment with operational standards. • Proactive Communication: Regular updates and notifications throughout the review and implementation process. This approach ensures meticulous planning, review, and execution, fostering collaboration and transparency while maintaining the reliability and performance of Broward County's NG911 system. **See AT&T Attachment J - Example MOP**	Complies.	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. **See also a sample IWSP + MOP: 2.25 SR-GN008_b - IWSP + MOP**
SR-GN010 All Changes Tested in Lab: **SR-GN010.a** The NG911 Service Provider shall test all new features, functions, equipment, and software (including patches and upgrades) in the lab environments before being deployed.	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 non-production environment is also used for training of personnel and administrators of the system. Additionally, AT&T would be happy to coordinate periodic visits to the AT&T Lab where the County' environment is simulated. AT&T Labs will be responsible for testing and exercising the AT&T ESInet and interfaces. This includes not only software upgrade and release testing on an on-going basis, but also forward-looking initiatives e.g., new standards development. Test engineers will collaborate with all relevant parties in the creation, review, and execution of test cases as part of the implementation process. • Application Testing. Each application is individually tested to ensure its stability and lack of critical defects. • Integration Testing. After each application is tested individually, integration testing is performed. This helps ensure that each version of our application works well together. • Hardware/Software Validation. Products are constantly validated against new hardware and software, including operating systems, service packs and updates. • Load Testing. Load testing is performed to ensure that the system stays stable and consistent even under peak demand. Specialized software allows us to create any number of simultaneous calls. Performance is benchmarked both with statistics as well as having users navigate the application interface and answer calls while under load. This assures that not only are the statistical values acceptable, but perhaps more importantly, the user experiences no negative behavior. AT&T Labs: • Develops test plan in conjunction with equipment and software vendors • Maintains identical lab ESInet architecture to production environment • Schedules and conducts all testing for the introduction of new hardware and/or software releases • Coordinates with vendor to address any problems related with new product or software releases • Oversees the First Office Application of all newly introduced hardware or software releases • Monitors in conjunction with ATS organization after FOA Provides Approval for Use and certifies new hardware or software release upon successful completion of FOA soak period	Complies.	Complies. INdigital has a fully staffed Quality Assurance and testing team that thoroughly lab tests and validates all software to ensure compliant with the expected results and performance before these versions transition to production systems.
SR-GN013 As-Built/System Documentation: **SR-GN013.a** Prior to beginning installation, the NG911 Service Provider shall provide an architecture diagram depicting the network and all components for the Regional and Non-Regional PSAP environments, detailed network design drawings reflecting the physical and virtual IP paths, all NG911 System components, and devices provided to each PSAP, including what is provided by subcontracted last-mile providers and/or resellers. This documentation shall remain current for the contract period.	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.	Complies.	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.
SR-GN014 Not a First Application Site: The County does not want to be a first application site to introduce new applications, components, or features. The NG911 Service Provider shall use the new applications, components, and features in a production environment for at least 30 business days and provide documentation of the results before being provisioned in the County system.	Complies. AT&T will ensure that Broward County will not be a First Application Site.	Complies.	Complies. INdigital understands the request to not use Broward as an FOA (first office application) site.

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SR-GN015 Avoid PSAP Disruption: The NG911 Service Provider shall schedule all activities to avoid PSAP disruption or impacts to the County's PSAP operation for all changes. This includes onsite work as well as availability of systems. The NG911 Service Provider shall describe the process to prioritize, schedule, and coordinate work with the County and PSAPs.	Complies. Recognizing the imperative for PSAP operations to continue uninterrupted during the implementation process, AT&T's coordination methodology approach prescribes the communications and activities necessary to ensure a safe and timely migration of services while paying special attention to identifying and implementing the network arrangements necessary to support all aspects of ongoing PSAP interoperations with the legacy 9-1-1 service provider. During the coordination phase, the joint AT&T and County team members verify legacy and existing service installations to include in the system application and implementation requirements and refine the solution architecture to include and accommodate those existing systems and finalize the plan for end-to-end solution deployment. Working closely with stakeholder groups, the project team designs customized provisioning plans including incoming trunk route plans, bridge lists, and dialing plans. Additionally, the documentation and training developers customize the user and process documents and various training courseware, if needed, to meet the needs of the customer.	Complies. This standard operating procedure is described in **Exhibit 4 Section 2.3 through 2.5.3**.	Complies. INdigital has proposed a diverse and resilient solution. The scheduling of work or maintenance will be performed according to our Change Management policy which utilizes INdigital IWSP's ensuring service availability coordinated and communicated with the County. **See also: 2.11 SR-GN015 Security and Monitoring documentation and 2.11 SR-GN007 - IWSP**
SR-GN016 Terminate Legacy 911 components: The NG911 Service Provider shall manage the termination of the legacy systems at the direction of the County. The NG911 Service Provider shall describe the step-by-step process used in other implementations to speedily terminate legacy systems.	Complies. Upon receipt of the Letter of Authorization from the PSAP, AT&T sends an introductory packet to the incumbent 9-1-1 System Service Provider (SSP). The packet includes the LOA, Interconnection agreement, trunk plan and timelines. The Parties work cooperatively to establish the connections necessary to migrate traffic to the AT&T ESInet™. (est. 6-8 months) The Interconnection agreements include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, terms and conditions, split rate centers, Point of Ingress and NNI specifications. All terms, conditions, and procedures follow applicable County guidelines and rules as well as applicable telephone industry practices, NENA standards and all applicable US telecommunication law. A typical implementation with a legacy 9-1-1 service provider follows the following process: 1. Contract execution with the County 2. Overall project implementation plan mutually agreed to with the PSAP (State) 3. Letter of Authorization from the Customer to act of their behalf to migrate to AT&T ESInet™ 4. AT&T sends notification (new NG 911 provider) and request to establish connection to AT&T ESInet™ 5. Interconnection Agreements mutually agreed to executed by the Parties 6. Circuits orders for interconnection 7. Test/Turn up on circuits 8. Operational Readiness (ORT) testing with the PSAP	Complies. Motorola has led the industry in migrating OSPs off of the selective routers in 100% of Motorola's deployments. Motorola will require a letter of agency from the County to request the decommissioning of the legacy circuits. These legacy circuits will be monitored for activity before the request for their removal. The LEC is the last OSP to be removed, as the aggregated TelCos need to be migrated first. Wireless and VoIP carriers are already connected to Motorola's National POIs as well as some LECs, so those migrations occur fairly quickly.	Complies. INdigital will provide and utilize LNG's, LPG's and LSRG Gateway's needed during the transition to 9-1-1. The use of legacy gateways during the transition allows for a seamless transition of SIP services on a case by case basis without the need of a flash cut to SIP. INdigital excels in the transition of legacy to NG by implementing a phased approach that transitions the carriers with the highest call volumes as the first step of the process. This has been a proven reliable approach in the transition to SIP / NG9-1-1. This approach provides nearly an instant benefit to the PSAP while safely maintaining legacy interfaces and interoperability during the implementation process.
SR-GN017 Spare Parts: **SR-GN017.a** Spare parts to restore service shall be located to allow the replacement of parts not functioning within the response times listed in the SLAs.	Complies. AT&T recognizes the importance of maintaining system reliability and minimizing downtime for Broward County's NG911 system. To meet the requirements outlined in SR-GN017, AT&T will implement a comprehensive spare parts management process tailored to the County's needs. This process will include: • Critical Spare Parts Inventory: Collaborating with Broward County to identify and maintain an inventory of critical spare parts based on system design, equipment specifications, and historical failure data. • Strategic Storage: Storing spare parts at a secure, strategically located facility within Broward County to ensure rapid access and replacement in alignment with the response times specified in the Service Level Agreements (SLAs). • Regular Audits and Replenishment: Conducting regular audits of the spare parts inventory and replenishing stock to account for usage and evolving system needs. • 24x7x365 Support: Leveraging AT&T's Network Operations Center (NOC) and field technicians to manage the replacement process, ensuring non-functioning components are promptly swapped out and the system is restored to full operational capacity. This proactive approach ensures that Broward County's NG911 system remains resilient, reliable, and capable of delivering uninterrupted service, even in the event of equipment failures.	Complies.	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 if they were to occur. All systems are fully redundant, resilient, and capable of handling the entire traffic load for the entire county. A single impairment should have no effect on service availability. INdigital has dedicated support and service employees located in Florida.
SR-GN019 System and Network Time Changes: The NG911 Service Provider shall ensure that all software, firmware, functional elements, and components of the proposed NG911 System are configured to ensure that there are no adverse impacts to the systems, software or the operation as a result of date and time changes.	Complies. AT&T ensures that all software, firmware, functional elements, and components of the proposed NG911 system are configured to handle date and time changes seamlessly, without causing adverse impacts to system operations. The AT&T ESInet™ platform is designed with robust safeguards to maintain system integrity during time adjustments, including daylight saving time changes, leap years, and other date-related events. AT&T employs rigorous testing and validation processes to ensure that all system components, including call routing, logging, and data synchronization, function correctly during time changes. Additionally, AT&T's Network Operations Center (NOC) and Security Operations Center (SOC) monitor the system 24x7x365 to proactively identify and address any anomalies. This proactive approach ensures uninterrupted service and operational reliability for Broward County's NG911 system, even during time-related transitions.	Complies.	Complies. INdigital utilizes the UTC time zone for all logging across our North American infrastructure. This allows for common system timing and logging, and can be easily reformatted to the local time zone if needed.

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SR-GN020 Single Points of Failure: The NG911 Service Provider shall ensure there is no single point of failure in the design and implementation of the NG911 equipment and network within or outside of Broward County.	Complies. The AT&T solution provides geo-diverse and locally redundant NGCS. The AT&T ESInet™ implements a design strategy of redundancy upon redundancy. Individual processing elements are redundant at each Core Site and Core Sites are redundant to each other. The six (6) Core Sites that make up the AT&T ESInet™ architecture are more than capable of processing all the 9-1-1 calls in the United States. Each processing element at a core incorporates a redundancy and high availability strategy. The failure of any given component at a Core Site will not prevent that Core Site from processing 9-1-1 calls. If a dual failure does occur at a Core Site, or a Core Site somehow becomes unavailable, calls are processed at another Core Site. Any Core Site can process any 9-1-1 call. There is no geographic requirement to have calls sent to a specific Core Site. A geographic disaster will not remove the ability for the AT&T ESInet™ to process 9-1-1 calls assuming telecommunication transport services for the impacted region are operable. All redundancy mechanisms for core applications and network elements that support delivery of emergency 9-1-1 calls across the AT&T ESInet solution (Routing LNG, ESRP, and ESInet components, LIS, ECRF, ADR, and ALI) employ “failover” procedures which are automatic and do not require human intervention. AT&T leverages the use of Bidirectional Forwarding Detection (BFD) on all network backbone links for fast failover purposes. Two LPGs are deployed to each PSAP for redundancy and failover. All supporting network routing infrastructure connected to the LPGs is designed and deployed in an N+1 model. All mission-critical systems provide at least two geographically redundant systems that are each capable of processing 100 percent of the potential system load. The AT&T ESInet™ implements a design strategy of redundancy upon redundancy. Individual processing elements are redundant at each Core Site and Core Sites are redundant to each other. The six (6) Core Sites that make up the AT&T ESInet™ architecture are more than capable of processing all the 9-1-1 calls in the United States. The AT&T solution is locally redundant at hardware and software application layers. N+1 redundancy provides a minimum of one additional unit, module, path, or system in addition to the minimum required to satisfy the base connectivity, ensuring that a failure of any single component, such as an LPG, at a given diverse site will not render the location inoperative. The AT&T solution maintains 99.999% availability. AT&T ESInet achieves 99.999% service availability 24x7x365 for call processing and has no single point of failure that will disrupt the ability to provide on-going call processing. All i3 functions necessary for call processing are deployed in a highly available configuration. Each i3 element has multiple instances within a single core to provide redundancy for that core. The same redundant configuration is replicated at each of the six geo-diverse core sites. The nine Aggregation sites use the same design approach of redundancy within each individual site mirrored at the other sites. Transactions or call traffic divert to available components on failure or degradation of service of a given functional component or loss of a physical site. IP transport paths for critical service components are redundant and designed for multipath IP packet delivery so the failure of a given IP transport mechanism does not affect overall service availability. The AT&T ESInet components are designed and configured for continuous operation. AT&T ESInet availability is calculated from the time the outage begins that impacts call processing ability, until such time that the AT&T ESInet call processing ability is restored. This includes all AT&T ESInet downtime for the end-to-end service. Failure of any single instance of a hardware or software element instance or physical connection does not negatively impact overall solution performance. Failure of any single instance of a hardware or software element instance or physical connection will not negatively impact overall solution performance. Individual processing elements are redundant at each core site and core sites are redundant to each other. The failure of any given component at a core site will not prevent that core site from processing 9-1-1 calls. If a dual failure does occur at a single core site, or a single core site somehow becomes unavailable, calls are processed at an alternate geographically diverse core site—giving the solution multiple levels of redundancy. Any core site can process any 9-1-1 call. For example, ESRP high availability is achieved through an application processing complex consisting of multiple application servers, each of which operates independently of the others so that a single application processor failure does not disrupt the processing of the complex. There are six application processing complexes that operate independently of each other and are geographically distributed. Each component at an application processing complex has redundancy and high availability within its own domain. The ESRP application is highly redundant within each of the geographically separate sites. There are multiple computers running the ESRP application and the failure of any one or two of those computers do not affect calls in progress. Failure of a data center results in all future calls being processed by another geographically diverse data center and will still provide the total required call processing capacity requirement. All network-connected elements support at least two redundant and geographically diverse network interfaces. The AT&T ESInet uses a fully redundant, multi-path, multi-protocol network linking all ESInet Routing elements. Within each redundant node, there are redundant network elements. All powered systems include a minimum of two redundant power supplies (each of which must be able to power the system alone, and which would be connected to separate circuits) OR be connected to a power-transfer device that allows a single power supply to be connected to two isolated power sources (i.e., circuits) with automatic, uninterrupted failover, if the primary circuit fails. Each of the Core sites is equipped with multiple battery backups, as well as generators permanently located at each site. Each facility is required to have priority fuel contracts in place, guaranteeing constant fuel supplies during extended outages. Regular maintenance and full load testing is required at each site to provide reliability.	Complies.	Complies. INdigital makes these annual certifications to the FCC, and we plan to share that information with Broward County. All of the systems and services provided in this request are highly redundant and resilient. All pre-production failover testing is transparent to the customer to ensure compliance with this objective. Additionally, we have automated test tools and reporting included in the proposal that ‘pitch and catch’ test calls provide a system wide heartbeat. In addition, automatic backup systems, PRF business rules and other safeguards ensure call delivery in the event of a primary CHE system failure.

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SR-GN022 System Backups: The NG911 Service Provider shall maintain backups of the entire System and every associated component for the County with a minimum of two copies maintained at geo diverse sites. The NG911 Service Provide shall provide a copy of the proposed backup plan.	Complies. AT&T has a robust and consistent system to perform and save daily backups of AT&T ESInet network elements using a tool called Riverbed and then, also daily, those backups are copied to a different system where they are saved for at least three months. Every change MOP and following change management requirements will have back-out steps to restore from these backups if/when needed. Any updates/configuration changes are done on the inactive side. Once the changes are validated, the system is flipped such that the inactive side now becomes the active side. There is a soak period of 48 hours during which data changes are replicated between the active and inactive sides such that if there needs to be a return to the old configuration, any interim data changes have been captured The AT&T ESInet network configuration tools provide version control and “rollback” functionality to all network elements. This allows the restoration of previously “known good” configurations or timely restoration of stored configurations in the event of equipment failure or disaster recovery. AT&T can provide reports confirming regularly scheduled daily backup and restoration files archived and provide additional details on backup and restoration activity as required. AT&T can provide copies of all data upon request. AT&T can perform on-demand backups and provide reports confirming on-demand backup and restoration files archived and provide additional details on backup and restoration activity as required. AT&T can provide copies of all data upon request. The NG911 Service Provider maintains comprehensive backups of the entire NG911 system and all associated components. The backup strategy includes: • Minimum of two full backup copies stored at geo-diverse sites to ensure data availability in the event of a regional disruption. • Daily incremental backups and weekly full backups of all system data, configurations, and logs. • Automated backup verification and integrity checks to ensure recoverability. • Encrypted storage using AES-256 standards and access controls aligned with NIST CSF 2.0. • Retention policies that comply with County and regulatory requirements. A copy of the proposed backup plan that outlines procedures for backup scheduling, storage, access, and restoration can be found in **AT&T Attachment N – Proposed Backup Plan.**	Complies. A backup plan will be provided upon award.	Complies. INdigital maintains daily backups within the NGCS data centers located in Winter Haven, Jacksonville, and Atlanta. Additionally, we backup all data centers into our National Core Services network offsite from these primary data centers. These backups are incremented daily, weekly, and monthly so that we have multiple restoration points to restore data if needed. Further details of the backup strategy is provided in the **attachment: 2.11 SR-GN015 - Security and Monitoring documentation section High Level Backup and COOP.**
SR-GN023 System Restoration: The NG911 Service Provider shall provide a documented restoration process for the NG911 System for the Regional and Non-Regional environments. A test run of the restoration process should be executed semi-annually. The NG911 Service Provide shall provide a copy of the proposed restoration plan.	Complies. The AT&T ESInet network configuration tools provide version control and “rollback” functionality to all network elements. This allows the restoration of previously “known good” configurations or timely restoration of stored configurations in the event of equipment failure or disaster recovery. Our network configuration management tools perform the following functions: • Detect and report on configuration policy violations to provide compliance with corporate standards • Utilize configuration templates and command templates, custom scripts, and configuration changes to provide consistent implementation of network configurations across similar site types • Simultaneously modify configurations, change community strings, update ACLs, and block MAC addresses across many devices • Compare start-up and running configuration files to troubleshoot device configurations issues • Automatically check all network elements for changes and perform backup for all changed network device configurations daily • Network configuration management tools have been implemented with geo-diversity in place	Complies. A restoration plan will be provided upon award.	Complies. INdigital will provide documented restoration semi-annually of all systems needed to restore services for Broward County from both regional and non-regional backup repositories. We will restore the backup configuration systems into a separate instance of an INdigital lab environment and transition traffic to this test system to demonstrate the ability of restoring NGCS service from backup using this lab environment. This allows the primary nodes to be unchanged if an unexpected incident were to occur. This will fully demonstrate compliance to Broward IT staff and at least semi-annually. **See also: 2.11 SR-GN015 - Security and Monitoring documentation section High Level Backup and COOP.**
General Technical Requirements	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
Security/Notification			
SN001 Network Operation Center (NOC)/Security Operation Center (SOC): SN001.a The NG911 provider shall provide a NOC/SOC staffed 24 X 7 X 365 to support for the proposed NG911 System for the County PSAPs.	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 from eight Security Operations Centers (SOCs) in North America, Latin America, Europe and Asia Pacific. The SOC team also performs vulnerability assessment on our network to continually assess our systems security posture. AT&T also brings deep security expertise and methodologies across several disciplines to customer engagements, with a support team of more than 9,000 AT&T badged sales personnel who are trained in security as well as 1,500+ dedicated security experts. AT&T's security portfolio capabilities are used to protect our data centers and networks that carry more than 670 Petabytes of data traffic on an average business day. The AT&T 9-1-1 Resolution Center is responsible for accepting incoming trouble reports. The Resolution Center team consists of Tier 1, Tier 2 and Tier 3 technical staff responsible for identification, isolation, and mitigation in the event of an incident. Tier 1 support engages Tier 2 and Tier 3 personnel as needed to assist in resolution of high-priority tickets and complex alarms. Resolution Center operation is staffed from two geographically diverse facilities located in Atlanta and Chicago. The Resolution Center provides the first line of support for PSAPs and Originating Service Providers (OSPs). • In situations where the Originating Service Provider (OSP) needs to be engaged for troubleshooting, AT&T contacts the appropriate wireline, wireless, and/or VoIP carriers to initiate the troubleshooting process for full turn-key 24x7x365 support. Should an onsite dispatch be required, the 9-1-1 Resolution Center shall dispatch resources as soon as possible to take the necessary corrective measures, either on-site or via remote access.	Complies.	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.
SN002 U.S.-Based Support: All access to the County systems shall be U.S.-based; there shall be no offshore remote access into the systems installed within the County network for monitoring, general system administration, maintenance, or troubleshooting.	Complies. AT&T is fully committed to meeting Broward County’s requirement for U.S.-based support for its NG911 system. All access to the County’s systems, including monitoring, general system administration, maintenance, and troubleshooting, is conducted exclusively within the United States. AT&T does not utilize offshore resources for any aspect of the support or management of the ESInet™ platform. This ensures compliance with the County’s security and operational standards while maintaining the integrity and reliability of the NG911 system. This commitment aligns with Broward County’s vision as outlined in their RFP, which emphasizes the importance of system reliability, security, and compliance with industry standards. By ensuring that all support and management activities are conducted within the U.S., AT&T reinforces its dedication to delivering a secure, resilient, and future-ready NG911 solution that meets the County’s public safety needs.	Complies.	Complies. INdigital has ensured that all system access is solely U.S. based.

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SN003 All System Changes Tested: **SN003.a** All routine patches, updates, or new application software, hardware or configurations shall be tested in the lab environment before being put into production. Detailed reports of the testing shall be available to the County.	Complies. Complies., AT&T ensures that all routine patches, updates, new application software, hardware, or configurations for the NG911 system are rigorously tested in a controlled lab environment prior to deployment in production. This testing process is designed to validate functionality, compatibility, and performance, minimizing risks and ensuring system reliability. Detailed reports documenting the testing process, results, and any identified issues can be made available to Broward County for review upon request. These reports provide transparency and assurance that all changes have been thoroughly vetted before implementation. By adhering to this structured approach, AT&T maintains the integrity and stability of Broward County's NG911 system while aligning with the County's expectations for proactive and reliable system management.	Complies.	Complies. INdigital adheres to a change control process that requires all system changes to be documented and stakeholders notified of the changes and anticipated impact. Additionally, this documentation requires a documented back out procedure. Software upgrades and security patches are vetted and tested by INdigital engineers prior to implementation. Much of this testing is completed by INdigital using purpose built automation tools. This allows the company to quickly implement critical patches with extensive testing in a short turnaround time period.
SN004 All Systems Monitored: All networks, hardware, and software shall be monitored and have alarms to notify of out-of-normal operations.	Complies. AT&T ensures continuous monitoring and reliability of its NG911 systems through its Network Operations Center (NOC) and Security Operations Center (SOC), staffed by technical experts and supported by advanced tools and processes. This aligns with AT&T's commitment to 24x7x365 operations, redundancy, and proactive incident management to maintain uninterrupted service.	Complies.	Complies. All critical systems are monitored and notify the INdigital NSOC via dashboards, email, and text messages depending on the critical nature of the alarm. This can also be extended to Broward County as needed to provide a high level of transparency to the health of the NG911 System. See also: **2.11 SR-GN015 - Security and Monitoring documentation**
SN005 Edge Security: The NG911 Service Provider shall deploy Border Control Function (BCFs) at all network edges to include intrusion detection and prevention Systems.	Complies. AT&T ensures robust edge security for its NG911 system by deploying Border Control Functions (BCFs) at all network edges. These BCFs are equipped with advanced intrusion detection and prevention systems, as well as firewall functionality, to safeguard the network against unauthorized access, cyber threats, and other vulnerabilities. By implementing these security measures, AT&T maintains the integrity, confidentiality, and availability of Broward County's NG911 system, aligning with the County's requirements for a secure and resilient emergency communication infrastructure.	Complies.	Complies. INdigital has proposed its own ingress and egress Border Control Functionality (BCF) FEs, as well as the necessary licensing to support IDS & IPS functionality in this response. **See also: 2.11 SR-GN015 - Security and Monitoring documentation**
SN008 Proactive Cybersecurity Analysis: The NG911 Service Provider shall perform proactive analysis of the network for vulnerabilities regularly. The NG911 Service Provider shall provide the frequency at which routine full and partial assessments are done.	Complies. **All information for this requirement was redacted by AT&T.**	Complies. There are 2 components to this: the security of the network infrastructure and the data application infrastructure. For the Network: The network that supports the ingress/egress of partners and customers into Motorola's cloud-based NGCS solution is composed of (2) MSI-deployed and managed OEMs, that which the data plane of NGCS depends for transport. Both OEMs have very stringent programs in place for publishing recommended "most stable" code major release versions. It is Motorola's practice to only run OEM recommended "most stable" major release versions. Within those major releases, both OEMs release patches, and when related to the mitigation of a vulnerability, the respective OEM Product Security Incident Response Teams will publish the vulnerability details and recommended remediation, including applicable patch information. Motorola's team subscribes to these notifications, and when Motorola receives any notice of a vulnerability, Motorola prioritizes the assessment of the criticality, including Motorola's exposure. If Motorola deems that Motorola's exposure is high risk, Motorola will plan an immediate remediation; if low risk, Motorola will plan an appropriate timed remediation. It should be noted that Motorola's cloud solutions network consists of 2 independent WANs, and Motorola's patching is always staggered with a minimum of 1 week gap between WAN 1 and WAN 2 to mitigate any impact of an unknown software bug. Besides being reactive to PSIRT notifications from Motorola's OEMs, Motorola also runs monthly NESSUS Vulnerability Scans internally on all NGWAN components, in the data plane and not in the data plane. Besides the two (2) OEMs directly involved in Motorola's NGCS data plane, Motorola also scans its monitoring and management systems, which are not technically in the NGCS data plane. Based on the results, Motorola appropriately prioritizes remediation with OS / Software Patches and/or the implementation of any industry or OEM best practices to enhance the security of Motorola's network. As a proactive approach to mitigating any impact of many "unauthorized access" vulnerabilities, all networking components are fully locked down and logged using AAA, including 2 Factor Authentication with no shared accounts or passwords. For the data application infrastructure: Proactive Analysis of the Network for Vulnerabilities Regularly: ◦ Known vulnerabilities (Common Vulnerabilities and Exposures or CVEs) found in open source and third-party components deployed as part of MSI cloud offerings: The constant discovery of CVEs necessitates continuous and prompt patching as an essential element of the overall security and compliance program. ◦ Teams are required to review vulnerabilities in a selected scanning tool (e.g., Twistlock) at the beginning of each month. This consistent, monthly review acts as a proactive analysis mechanism, scanning the system for newly identified CVEs. ◦ Approved scanning tools such as Twistlock, Nessus Vulnerability Scanner, OWASP Dependency-Check, and WhiteSource, which are used to identify these vulnerabilities. For containerized or serverless applications, Twistlock is specified, and for other applications, deploying Twistlock Runtime Defenders on VMs is preferred, or using Nessus, OWASP Dependency Check, or WhiteSource. • Frequency of Routine Full and Partial Assessments: ◦ The process mandates a monthly frequency for vulnerability assessments and reporting. Teams are required to generate and store a detailed CVE report for their images each month. These reports are generated at roughly the same time each month by a script running at midnight on the first of every month, ensuring consistency and regularity. ◦ In addition to detailed reports, a Monthly CVE Summary Report is also required, to be filled out on a specific slide in a monthly project review deck. While there are no retention requirements for these summary reports, their monthly generation ensures a regular assessment cycle. ◦ The "Normal Remediation Schedule" further defines the timeframes for addressing vulnerabilities based on their CVSS V3.1 severity score: "Critical" and "High" vulnerabilities must be addressed within 30 days of discovery, "Medium" within 90 days, and "Low" within 180 days. This schedule, combined with the monthly review and reporting, ensures a continuous cycle of discovery and remediation, demonstrating the regular and routine nature of the assessments. This systematic approach, involving regular scanning, monthly reporting, and defined remediation timelines, provides a clear framework for proactive vulnerability management and transparently defines the frequency of these assessments. Assessment Routine: NGWAN - monthly NESSUS Vulnerability Scans, Application Layer/cloud apps scanning is daily.	Complies. INdigital scans all public interfaces provided by the company for vulnerabilities multiple times a week. Internal interfaces are scanned monthly with additional quarterly scans for high risk and critical vulnerabilities. Additionally, the company proactively has an independent 3rd party do a SOC2 type 2 audit and report on our cyber preparedness. **See also: 2.11 SR-GN015 - Security and Monitoring documentation**

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SN010 System Logging: **SN010.a** The NG911 Service Provider shall maintain logs of all changes made in the policy store with information of the user who made each change. The information logged should be available for up to one year with the option for the County to purge the logs on demand without additional costs.	Complies. AT&T will meet Broward County's requirements for system logging as outlined in SN010. The NG911 system will maintain detailed logs of all changes made in the policy store, including information about the user who made each change. These logs will be retained for up to one year, ensuring transparency and accountability. Additionally, AT&T will provide Broward County with the capability to purge these logs on demand without incurring any additional costs. This commitment aligns with AT&T's dedication to delivering a secure, reliable, and compliant NG911 solution for the County.	Complies. Please note that Motorola's Network Security Operations Center (NSOC) is available to work with the County to purge data based upon data retention policies, schedule, and in compliance with applicable regulations.	Complies. INdigital maintains an audit trail of recent change logs for system changes made by INdigital personnel. Broward County employees would not have access to systems that would allow them to prevent a 911 from being routed and delivered to a PSAP. For the services being offered, the ability to purge logs is immaterial.
SN014 Meet Florida CS/HB 7055 (2022) Cybersecurity Requirements: All cybersecurity on the systems used by the County shall meet Florida CS/HB 7055 Cybersecurity Operating Procedures Standard Operating Procedure (SOP) (following objectives stipulated as Florida Statute Section 282.3185, cited as the "Local Government Act" [any county or municipality]), which will be adopted as operating procedures and processes by the County.	Complies. AT&T's cybersecurity strategy aligns with Broward County's requirements for NG911 infrastructure. AT&T employs a defense-in-depth security strategy, adheres to industry standards such as NENA NG-SEC, ISO 27001, and the NIST Cybersecurity Framework, and implements robust measures like intrusion detection/prevention systems, encryption protocols, and continuous monitoring through its Security Operations Center (SOC). These measures ensure compliance with Florida CS/HB 7055 (2022) and the associated Cybersecurity Operating Procedures SOP, meeting Broward County's objectives for a secure and resilient NG911 system.	Complies.	Complies. INdigital provides ongoing and pro-active security training to all staff. We have an IRP, our plans and policies are based on the NIST CSF. We understand these reporting requirements and that the county is prohibited from paying ransomware. **See also: 2.11 SR-GN015 - Security and Monitoring documentation**
SN018 NENA NG-SEC Compliance: The NG911 Service Provider shall be NENA NG-SEC-compliant. The NG911 Service Provider shall provide a completed NENA NG-SEC compliance matrix.	Complies. The NG911 Service Provider is fully familiar and compliant with the NENA NG-SEC standard, which establishes the minimal guidelines and requirements for security applicable to NG9-1-1 entities. The proposed NG911 System adheres to the following NG-SEC components: • NENA STA-040.2: Security for Next Generation 9-1-1, which outlines the foundational security architecture for NGCS 1. • NENA 75-502 Audit Checklist: Used to document and validate NG-SEC compliance across all system components 1 3. • NENA INF-015.1-2016: Provides mechanisms and best practices for cybersecurity in i3 systems 1 2. • NENA INF-040.2-2022: Offers guidance on monitoring and managing NG9-1-1 services and infrastructure 1 3. • NIST FIPS 140-3: Ensures cryptographic modules meet federal security requirements 1. • NIOC PCA Validation Guidelines: Supports secure certificate issuance and validation within NG9-1-1 Public Key Infrastructure 1. A completed NENA NG-SEC Compliance Matrix is included below and outlines how each requirement is met across the proposed NG911 System. **See AT&T Attachment O - NENA NG-SEC ATT ESInet Audit Checklist**	Complies. **See Exhibit 14 Motorola NG-SEC Table.**	Complies. INdigital completes the review of the NENA NG-SEC compliance matrix annually and will perform an audit specific to this solution.
SR-IN 911 Call Ingress	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SR-IN002 OSP Integration: For the integration of all OSPs' connectivity for wireline, wireless, and VoIP traffic, as well as multiline telephone systems (MLTSs), the NG911 Service Provider shall: • Coordinate with the County to obtain a letter of authority/agency • Establish interconnection, commercial agreements, and trunking • Provide interface control documents (ICDs) for all OSPs, CHE, and other third-party providers requiring ESInet connectivity • Coordinate with all telecommunications providers and manage circuit order processes, including testing and integration • Analyze current trunk engineering for 911 traffic and validate any trunk rebalancing for public-safety-grade service • Provide updates to the County on the migration status and interface types for all OSPs The NG911 Service Provider shall provide proposed examples of OSP tracking and ICDs.	Complies. AT&T will coordinate with the County to obtain a letter of authority/agency and establish interconnection, commercial agreements, and trunking with all OSPs. Interface Control Documents (ICDs) will be provided for all OSPs, CHE, and third-party providers requiring ESInet connectivity. The provider will: • Manage circuit orders, testing, and integration with all telecommunications providers. • Analyze current trunk engineering and validate trunk rebalancing for public-safety-grade service. • Provide migration status updates and interface types for all OSPs. AT&T has included examples of OSP tracking and ICDs in our response. **See AT&T Attachment R - OSP Tracking Report Template**	Complies. **See Exhibit 15 OSP Tracking Project Example and Exhibit 10 VESTA NXT Router NNI - i3 SIP OSP and Neighbor Interface Specification.**	Complies. INdigital understands the construct of the ATIS OBF ordering and billing, 251/252 protocols, and LOAs. Senior management was involved in the creation of version 1.0 of this framework.) INdigital has commercial agreements in place with all OSPs believed to be providing retail service on Broward County. ICD documents are available for all parties that will connect to the ESiNet. We are familiar with the establishment of SIP connections under PSHSB 25-143, and our staff is the top filer in this docket. We currently have weekly calls on these matters. Your CSR team will provide weekly and on-demand updates, and we routinely prepare 'connected OSP reports; for various state DoR to ensure
SR-IN003 Multiple POIs: **SR-IN003.a** The NG911 Service Provider shall provide multiple POIs for OSPs both locally and nationally with a minimum of four POIs—at least two within Broward County. Having local and national POIs will provide OSPs with interconnection choices. The NG911 Service Provider shall list the locations of all POIs that will be used.	Complies. AT&T ESInet OSP interconnection strategy consists of a combination of local and national POI locations. AT&T has successfully interconnected with the wireless carriers using our national POI locations. For Broward County's NGCS/ESInet deployment, AT&T will have POIs established in the following cities: **The cities information for this requirement was redacted by AT&T.** AT&T is in the process of finalizing POI locations local to Broward County. AT&T does not disclose actual locations of critical infrastructure due to security concerns. AT&T will work with Broward Co. to disclose additional details upon award and under a non-disclosure agreement.	Complies. Motorola has 3 TDM POIs within 100 miles of Broward County, as well as national SIP POIs for Wireless carriers, VoIP carriers, and some LECs such as AT&T. Motorola's comprehensive network design for Florida OSP interconnections exceeds the number of required POIs. ● SIP: Orlando ● SIP: Tampa In LATA (within 100 miles): ● TDM: Miami ● TDM: West Palm Beach ● TDM: Pompano Beach In State/Out of LATA: ● TDM: Clearwater ● TDM: Tampa ● TDM: Pensacola ● TDM: Ft. Myers Florida OSPs have multiple interconnections with Motorola, ensuring no single point of failure. Motorola is prepared to share additional location details confidentially. Motorola also maintains National POIs in Chicago, Dallas, Los Angeles, and Seattle.	Complies. In-state Points of Interconnection (POIs) and in-market call processing facilities are located in Jacksonville, Florida, and Winter Haven, Florida. National POIs for carrier interconnection are strategically located in: Montgomery, Alabama Atlanta, Georgia Chicago, Illinois Indianapolis, Indiana Manchester, New Hampshire Williston, Vermont Additional POIs can be created for local handoff as specified in requirement 1.04 (a 1) SR-IN003.b

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SR-IN004 OSP Connections to POIs: The NG911 Service Provider shall interconnect each OSP with at least two POIs for call receipt. POIs shall permit all OSPs to interconnect to more than two POIs for diversity at an OSP's discretion. The NG911 Service Provider shall describe the process used to interconnect OSPs to the NGCS.	Complies. Each OSP will be interconnected with at least two POIs for call receipt. The system architecture permits OSPs to connect to more than two POIs for added diversity. The interconnection process includes: • Coordination of SIP trunk provisioning. • Validation of call routing and failover paths. • Compliance with SIP header requirements for ANI and pANI as outlined in **OSP Network Interface Specification SIP Basic_v.2.3.1_Final 4.** Testing and certification of call flows prior to production cutover	Complies.	Complies. All new connections to the NGCS are established via SIP. Originating Service Providers (OSPs) may interconnect at the Florida POIs or at INdigital's national POIs. Carriers are notified of INdigital's selection as the 9-1-1 service provider through a letter of authorization and a carrier kickoff meeting. During these notifications, INdigital provides all necessary information for interconnection to serve Broward County, along with project leader contact information. This ensures direct communication between stakeholders and OSPs if additional details are required. Carriers are expected to establish SIP connections to INdigital's POIs at no cost to Broward County. If a carrier is unable to connect via SIP, INdigital supports TDM or eTDM interfaces; however, any costs associated with these alternatives are the responsibility of the OSP, not Broward County.
SR-IN005 ALI Migration: The County is seeking a true NENA i3 system but understands that there will be some transitional steps. The NG911 Service Provider shall manage the ALI transition, including the following as needed: • Master Street Address Guide (MSAG) maintenance during the migration of OSPs • MSAG Conversion Service (MCS) • Service order input (SOI) process for subscriber records to include and moves, adds, and changes of ALI records • Integration and provisioning for MLTS databases • Pseudo automatic number identification (pANI) provisioning and shell records management • Coordination of all provider records from the legacy ALI database to the replacement LDB and any dual provisioning necessary during the transitional phases of the project • Provide reporting for all data within the LDB via a web-based tool • Migration plan and migration to i3 call ingress The NG911 Service provider shall describe the step-by-step process used to accomplish all required items above.	Complies. AT&T has migrated many disparate ALI databases into the LDB. We have extensive experience performing the necessary data analysis to ensure that the user experience is not impacted by the transition activities. Shared rate center analysis, overlapping jurisdictional boundary identification and resolution, identification and mitigation of call routing ESNs conflict and identification and transition of Private Switch ALI data are among the numerous data related activities encompassed in transitions of this type. Following contract award, AT&T will work with OSPs to migrate records from the existing ALI databases into the AT&T ESInet™ LDB. As part of the migration, AT&T will load or create MSAG records to support ongoing database validations and perform data validations against an initial load file of the ALI records from the various OSPs in advance the production load into the LDB. Any records that error during the pre-validation process will be proactively resolved or referred back to the OSPs for correction. During carrier transition to NENA i3 compliance, AT&T will maintain the HELD interface into the ALI platform to simultaneously support legacy PSAPs and i3 PSAPs. The HELD interface into the AT&T Location Database is leveraged by the LNG to retrieve PIDF-LO, by value and/or reference, to be delivered to the PSAP within the SIP messaging. The HELD interface is also presented to the PSAP CPE to provide dereferencing services and/or provide location updates for wireless calls. Note that not all ALI fields map to PIDF-LO, for example, Class of Service and Customer Name. As such, AT&T will also provide an ADR interface to retrieve this information to be included in the SIP signaling. For these fields, the LNG supports the Additional Data protocol (draft-ietf-ecrit-additional-data-28) to provide these data fields via the Call Additional Data Repository (ADR), formerly known as the Call Information Database (CIDB). The Additional Data specification was recently finalized as RFC 7852. The differences between draft 28 and the final RFC are minor, and updates will be placed on the roadmap, as it is critical that the implementations are coordinated with the different i3 functional elements (ADR, LNG, Terminating ESRP) that leverage this protocol. Carriers providing their own LIS services must continue to send their SOI records to be validated and provisioned to the AT&T ALI system until all PSAPs in the County are served by i3-compliant TSPs. Once compliant, all calls originating from their network will leverage their LIS to provide location information server functions, including dereferencing of locations provided by reference to the LNG or PSAP. At this time, the ALI database will no longer be needed and carriers providing their own LIS will no longer have to send SOI to AT&T for ALI provisioning, though they will be required to utilize the ESInet LVF for location validation before provisioning records to their LIS. Carriers who still do not have a LIS will continue to send SOI records for validation and provisioning into the ALI database. A carrier LIS is considered outside of the ESInet, while the jurisdiction's ALI and its associated LIS interface is located inside the ESInet within the secured zone protected by firewalls and authentication. AT&T's system will also support i3v3 MCS services at the time of Broward's deployment which will allow for CIVIC to MSAG location data conversion. Support for Legacy Interfaces The AT&T ALI database systems are deployed in a redundant, geographically diverse configuration to ensure the highest reliability and survivability. All critical system components are redundant, and the application employs application level monitoring and automated failover to recover from system failures without impact to 9-1-1 call processing. The AT&T ALI database systems meet or exceed legacy interface standards including relevant sections of NENA 02-010, 02-011, 02-015, 04-005, 08-501 and 08-502 related to ALI DBMS and NENA standards (J-036, E2, E2+, NCAS, CAS). The AT&T ALI database systems include the following features: • Query response verification messaging between ALI systems and heart beating/application monitoring systems are employed to ensure high availability. Dynamic ALI updates retrieved from selective routers and wireless/VoIP Mobile Positioning Center (MPC)/ VoIP Positioning Center (VPC) systems are shared between ALI systems to help prevent network and system outages. • Retrieval of wireless and Voice over Internet Protocol (VOIP) location updates via the E2 or PAM (PSAP to ALI Message specification) interfaces. • Steering to retrieve location information for Wireline calls from multiple external database systems. ALI steering is highly configurable and supports Function of Code R (FOC-R) steering, trunk steering, Telephone Number (TN) range steering, and No Record Found (NRF) steering. • A highly configurable ALI format editor and services to support customized ALI formats. AT&T will provide a feature-rich, highly configurable web-based data management system that allows PSAPs to fully self-manage their private MSAG and ALI DB records and to resolve any error fallout. AT&T Public Safety Platform (PSP) functionality includes MSAG Query and MSAG Change Requests (CRs) allowing users to make changes to the MSAG for their jurisdiction/region. AT&T PSP also allows users to manage ALI discrepancy requests including No Record Found (NRF), incorrect address, and other discrepancies associated with an entry that is loaded in the LDB. AT&T PSP is accessed via a web-based portal following secure sign-on. AT&T's Location Database Services (ALDS) provide a suite of feature rich services that allows for the eventual replacement of legacy ALI services, while continuing to support all legacy ALI services in the interim. Database management via a unified portal, providing access to a web-based data management system, reports, and file transfer is included in this suite. AT&T will provide a feature rich, highly configurable web-based data management system (AT&T PSP) that allows PSAPs to fully self-manage their private MSAG and ALI DB records and to resolve any error fallout. AT&T PSP functionality includes MSAG Query, MSAG Change Requests (CRs) allowing users to make changes to the MSAG for their jurisdiction/region. AT&T	Complies. The process of replacing the legacy ALI service with a NENA i3-compliant Location Database (LDB) typically occurs in three phases: 1. Phase 1: Full Dual Maintenance ◦ Initially, both the incumbent ALI provider and the new NENA-compliant LDB operate in parallel, with full dual maintenance. ◦ Originating Service Providers (OSPs) continue to send their updates directly to the incumbent ALI provider. ◦ The incumbent ALI provider processes these updates and submits a daily Service Order Input (SOI) file containing all updates to Motorola's LDB, which then processes these changes. ◦ At the end of this phase, all location services are provided by Motorola's LDB, with the incumbent ALI provider's role limited to processing updates and issuing aggregated files to the LDB. 2. Phase 2: Direct OSP Transition to LDB ◦ During this phase, OSPs begin to transition their updates directly to Motorola's LDB, ceasing to send them to the incumbent ALI provider. ◦ Motorola works with each carrier during the LDB onboarding process. ◦ Each record in these SOI files is validated against the Master Street Address Guide (MSAG) and rejected if no match is found, with valid records compared to GIS data within the MSAG Conversion Service (MCS). ◦ For the LDB to function correctly and allow interoperability between legacy and Next Generation 9-1-1 formats, the MSAG Conversion Service (MCS) is included to bridge the gap between legacy (ALI/MSAG) and Next Generation (PIDFLO/CLDXF) data schemas and formats. The MCS can convert SOI from Legacy OSPs and store ALI records in the LDB in CLDXF. 3. Phase 3: End State and GIS-Derived MSAG ◦ Once all service providers have transitioned their updates directly to the LDB, the final third phase and end state are reached, and the incumbent ALI provider is no longer required. ◦ Motorola works with the client to generate a GISderived MSAG, which replaces civic addressing records once no ALI records are left invalid. This new MSAG is then maintained on a scheduled basis from Motorola's Spatial Tools.	Complies. All Enhanced 9-1-1 database services will continue until they are fully superseded by Next Generation processes. These include automated SOI file processing, provisioning of pANI loading and ALI steering, and support for Private Switch ALI (MLTS) through a web interface that provides immediate validation feedback for entered ALI records. Authorized PSAP personnel will receive accounts on the web interface, enabling them to view ALI and MSAG records and submit change requests. The web interface also serves as a platform for identifying and resolving discrepancies within the jurisdiction, facilitating communication among carriers, INdigital, and the 9-1-1 Authority. Once the jurisdiction's NG9-1-1 GIS dataset is deemed sufficiently mature, the MSAG will be derived automatically from the GIS data and provided to carriers for their use. At that point, the jurisdiction's GIS and addressing authority will be able to concentrate on maintaining the GIS layers (including the legacy fields within the Site/Structure Address and Road Centerline layers) without needing to directly manage the MSAG. When the GIS dataset reaches the required level of accuracy, it will be provisioned into the LVF and ECRF to support location validation, address conversion for carriers, and call routing for 9-1-1 calls. INdigital will evaluate the GIS database's capability to provide equivalent functionality to the legacy ALI/MSAG system in order to confirm its readiness to replace legacy database functions. Finally, the MSAG Conversion Service (MCS), delivered by the LVF server, will assist carriers in transitioning their subscriber address databases from legacy formats to CLDXF fields. The MCS will also be available to the NGCS to convert civic addresses for calls entering from carriers or leaving to the PSAP.

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	MSAG query, MSAG change requests (CRs) allowing users to make changes to the MSAG for their jurisdiction/region. AT&T PSP also allows users to manage ALI discrepancy requests including No Record Found (NRF), incorrect address, and other discrepancies associated to an entry that is loaded in the LDB, as well as reporting services off that platform. AT&T PSP is accessed via a web-based portal following secure sign-on. 9-1-1NET is also an interface used by Originating Service Providers (OSPs) to manage their own 9-1-1 data, as well as work with PSAPs on corrective action and updates. AT&T LDB supports the provisioning of pANIs (shell records used for provisioning ESRKs/ESQKs for Wireless and VoIP OSPs. Finally, MLTS management can be accomplished via AT&T PSP, allowing those users to provision and maintain location information on their records. As part of the service transition from the legacy 9-1-1 infrastructure to the AT&T ESInet™, AT&T will continue to manage and coordinate location data management services. AT&T will work collaboratively with the County, other ALI database providers, and all wireless/VoIP providers to validate IP selective routing data records and pANI (ESRK/ESQK) records through the DBMS and post to the AT&T ESInet™ routing database and ALI/LIS systems. AT&T will work with OSPs and neighboring ALI providers to load pANI shell records (ESRK/ESQKs) and provision ALI steering tables upon receipt of said pANIs to enable ALI retrieval using the E2 interface. AT&T will also send pANI shell records received from wireless and VoIP CSPs operating in the customer's service area to other ALI providers. In conjunction with pANI shell record provisioning through the DBMS, AT&T will provision the ALI steering tables to ensure that the ALI databases dynamically retrieve updated wireless/VoIP location information directly from the MSC/GMLC/VPC provider and are not ALI steered. The AT&T web-based reporting suite is a business intelligence reporting tool for metrics reporting supplies authorized users with AT&T ESInet™ Routing and Location Data Management reports. Our web-based reporting tool provides the following reports. ALI Management • Primary Metrics Summary Reports • TSS Error Reports • Monthly TN Census Report • SOI Reports • Monthly ALI Retrieval Report Monthly ANI Failure Report • NRF Reports • System Performance Reports Users can view summary data for a "big picture" view, and in many cases, drill down to the detail for a more "granular" view. Users can also download a report as a comma-delimited file, which can be imported into Excel or another database application. The AT&T tool gives users the ability to drill down and capture additional contextual information that can be used to more efficiently manage ongoing 9-1-1 operations. A secure web portal in a standardized HTML format, customized to each authorized user's profile, access level, and preferences, provides access to more than 270 compliance reports and other existing reports. Users can create customized reports and perform real-time data and trend analysis, including graphing, based on daily data updates. AT&T gives 9-1-1 officials the ability to convert static data into actionable information anywhere and at any time. As shown in the following sample screenshots of the reporting tool, hyperlinks allow the user to easily drill down to further levels of detail. For example, clicking on the Company A link in the example below allows the user to see further detail on Service Order processing. The results are typically returned within one second. **The information for this requirement was redacted by AT&T.** • Click on the "Export to Excel" hyperlink to produce an Excel version of the data displayed on the screen.		
SR-IN006 Manage OSP Migration: The County is seeking a true NENA i3 system but understands that there will be some transitional steps. The NG911 Service Provider shall manage all adds, moves, changes, and deletions of connections to OSPs, both Time Division Multiplex (TDM) and IP-based; monitor these connections; and proactively work with the respective OSPs to resolve problems as they occur. The NG911 Service Provider shall provide weekly progress reports associated with the transition. Please describe the step-by-step process used to accomplish this requirement.	Complies. Interconnection Agreements mutually agreed to executed by the Parties 1. Circuits orders for interconnection 2. Test/Turn up on circuits 3. Operational Readiness (ORT) testing with the PSAP Upon receipt of the Letter of Authorization from the PSAP, AT&T sends an introductory packet to the incumbent 9-1-1 System Service Provider (SSP). The packet includes the LOA, Interconnection agreement, trunk plan and timelines. The Parties work cooperatively to establish the connections necessary to migrate traffic to the AT&T ESInet™. (est. 6-8 months) The Interconnection agreements include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, terms and conditions, split rate centers, Point of Ingress and NNI specifications. All terms, conditions, and procedures follow applicable County guidelines and rules as well as applicable telephone industry practices, NENA standards and all applicable US telecommunication law. A typical implementation with a legacy 9-1-1 service provider follows the following process: • Contract execution with the County • Overall project implementation plan mutually agreed to with the PSAP (State) • Letter of Authorization from the Customer to act of their behalf to migrate to AT&T ESInet™ • AT&T sends notification (new NG 911 provider) and request to establish connection to AT&T ESInet™	Complies. Motorola's deployment team actively manages and tracks the migration of OSPs off the selective router **Exhibit 15 OSP Tracking Project Example**. Motorola's proven migration process involves initial written contact and scheduled engineering meetings with all OSPs to establish a design for E9-1-1 traffic delivery (some OSPs may choose IP). The process involves relocating OSPs one "carrier at a time" to the Motorola ESInet to prevent impact on PSAP operations and provide a fallback point if issues arise. After all OSPs have relocated, analog E9-1-1 trunking from the legacy system can be removed. Motorola's project manager will provide details of each carrier and their migration status during the weekly project status calls.	Complies. INdigital provides each OSP with a packet of interconnection information at the start of the project. To ensure transparency and strong communication, INdigital maintains a regular meeting schedule with all national and large regional OSPs, as well as with the customer throughout both implementation and post-conversion phases. The frequency of customer meetings is determined by the project phase and is typically defined by the customer. During implementation, meetings are usually held weekly or bi-weekly. After full conversion, meetings are generally held monthly to review support matters. This cadence ensures frequent updates, clear communication, and timely escalation opportunities between INdigital and Broward County. Our references consistently highlight that INdigital's service management team, dedicated to Florida customers, is highly responsive and proactive in addressing any needs of the Broward County 9-1-1 staff. This collaborative approach underscores INdigital's commitment to partnering with Broward County to deliver the best possible 9-1-1 service to your communities.
SR-IN007 Integrated Text to 911 The NG911 Service Provider shall integrate with the Text Control Center (TCC) to provide text-to-911 via the NG911 System, including the ability to process Real-Time Text (RTT), transfer text sessions, and bridge text sessions. Please provide a list of sites implemented with Text-to-911 with VIPER 7 CHE.	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 with integrated text connected to AT&T ESInet: • Brevard County, FL • Capital Area Emergency Communications District • State of North Carolina **See AT&T Attachment Q - Viper 7 PSAPs With Text**	Complies. Per the FCC Report & Order 24-78 OSPs are required to deliver text services directly to Public Safety Answering Points (PSAPs), effectively removing the need for intermediate Text Control Centers (TCCs). Therefore Motorola recommends the County not invest in TCC integration as it is no longer necessary. As the County has requested TCC service in this requirement, Motorola has included the pricing as optional. Motorola has deployed Text-to-911 via TCC services for McLennan County EAD, TX, which is VIPER 7 CHE.	Complies. INdigital provides Text Control Center (TCC) services through the NGCS system, delivered directly to the VIPER via the J-STD-110 standard or through our Text API. Real-Time Text (RTT) is fully supported by the NGCS, including text transfer and text conferencing capabilities. INdigital and Intrado actively participate in NENA ICE events to validate i3 system interoperability. While the VIPER 7 CHE has a relatively limited deployment footprint nationwide, we have conducted successful integrations in lab testing environments. Based on our experience at these industry events and with prior versions of the more widely deployed VIPER system, we do not anticipate any implementation issues with the VIPER 7 CHE.
SR-GI NG911 processing	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*

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SR-GI001 Governing GIS Standards: **SR-GI001.a** The NG911 Service Provider shall comply with all applicable NENA standards and technical documents pertaining to GIS, including but not limited to (in the event a standard is updated between authoring this document and release by the County, the latest version of the standard shall apply): • NENA Standard for NG9-1-1 GIS Data Model, NENA-STA-006.2a-2022 • NENA Standard for NG9-1-1 Additional Data, NENA-STA-012.2 2017 • NENA NG9-1-1 United States Civic Location Data Exchange Format (CLDXF) Standard, NENA-STA 004.1.1-2014 • NENA GIS and Data Collection Standards, NENA 02-014 • NENA Information Document for Synchronizing Geographic Information System Databases with MSAG & ALI, NENA 71-501 • NENA Information Document for Development of Site/Structure Address Point GIS Data for 9-1-1, NENA-INF-014.1 2015	Complies. We fully acknowledge and commit to adhering to all applicable NENA standards and technical documents related to GIS as outlined in SR-GI001.a. Our processes will incorporate the latest versions of these standards, including but not limited to the NG9-1-1 GIS Data Model (NENA-STA-006.2a-2022), Additional Data (NENA-STA-012.2 2017), Civic Location Data Exchange Format (NENA-STA 004.1.1-2014), and other relevant NENA GIS and data collection standards. This commitment ensures that our GIS data management aligns with industry best practices and supports the highest levels of accuracy and interoperability for NG911 services.	Complies.	Complies. INdigital location services comply with these standards.
SR-GI002 GIS Datum: The NG911 Service Provider shall accept GIS data in the datum and projection used by the County. The County currently maintains GIS data in World Geodetic System 84 (WGS84) (NG911 GIS data layers) and Florida State Plane North American Datum of 1983 (NAD83) for multi-use GIS data layers.	Complies. We confirm our full compliance with the GIS Datum requirement. AT&T will accept and work with GIS data in the datum and projection formats used by the County, specifically World Geodetic System 84 (WGS84) for NG911 GIS data layers and Florida State Plane North American Datum of 1983 (NAD83) for multi-use GIS data layers. This approach ensures seamless integration and accuracy of GIS data within the County's existing systems.	Complies.	Complies. INdigital shall process, validate, and provision the data into the NGCS environment without requiring additional conversion or transformation by the County.
SR-GI003 GIS Transformations and Projections: Transformations between datums require complex calculations and can seriously degrade the accuracy of the GIS data. The County shall retain oversight of all transformations and reprojection of GIS data. The NG911 Service Provider shall coordinate all datum transformations with the County and shall defer to the County on every transformation setting to ensure the most accurate transformation possible.	Complies. The GIS transformation and projections are handled and managed by the EGDMS system. AT&T will work with Broward's GIS authority to fully train and familiarize the system with its capabilities, configurations and data validation processes and procedures.	Complies.	Complies.
SR-GI004 GIS Schema: The County will not update the native schema for any GIS dataset used by other applications or agencies within Broward County. The NG911 Service Provider shall provide field mapping or Extract, Transform, Load (ETL) scripts required to convert the County's GIS data into the NG911 schema if needed.	Complies. We fully agree to comply with the SR-GI004 requirement. Understanding that the County will not modify the native schema of any GIS dataset used by other applications or agencies, AT&T will provide the necessary field mapping and/or Extract, Transform, Load (ETL) scripts to convert the County's GIS data into the NG911 schema as required. This ensures data integrity and smooth interoperability without impacting existing County systems.	Complies.	Complies. INdigital shall provide all necessary fi eld mapping and Extract, Transform, Load (ETL) processes to align the County's GIS data with the NG911 schema. INdigital shall perform these conversions in a manner that preserves the integrity of the County's authoritative datasets while ensuring compliance with NENA NG911 GIS standards. All ETL processes shall be documented, repeatable, and coordinated with the County's GIS staff to support accuracy, transparency, and ongoing synchronization.
SR-GI005 GIS Data Validation Settings: The NG911 Service Provider shall make available to the County all validation settings; x, y cluster tolerances; topology tolerances; and all transformation pathways and shall notify the County prior to any changes in these settings or the validation process.	Complies. We fully commit to meeting the SR-GI005 requirement. AT&T will provide the County with complete access to all validation settings, including x and y cluster tolerances, topology tolerances, and all transformation pathways. Additionally, we will proactively notify the County in advance of any changes to these settings or to the validation process, ensuring transparency and collaborative management of GIS data quality.	Complies.	Complies.
SR-GI006 Legacy Location Data: The County has invested heavily in improving the GIS data necessary for the NG911 transition. The County certifies that as of the release of this RFP, the match rate between the County's GIS data and the legacy location tables meets or exceeds NENA recommendations. The NG911 Service Provider shall work with the legacy Service Provider(s) to acquire ALI and MSAG records as necessary for NGCS GIS and legacy data validation as required by the NG911 Service Provider.	Complies. AT&T acknowledges the County's significant investment in GIS data quality and certify our commitment to support this effort. AT&T will collaborate closely with the legacy Service Provider(s) to acquire ALI and MSAG records as needed for NGCS GIS and legacy data validation. Additionally, we accept responsibility for all costs associated with legacy data acquisition, ensuring a seamless and compliant transition to NG911 services.	Complies.	Complies. INdigital operates LDB services and will obtain all ALI and steering records needed from OSPs.
SR-GI007 Orphaned ALI Records: The NG911 Service Provider shall resolve orphaned ALI records (invalid civic address) with the ALI provider. The NG911 Service Provider understands that the County shall not be responsible for updating or deleting ALI records.	Complies. We confirm our commitment to fully comply with SR-GI007. AT&T will take responsibility for identifying and resolving orphaned ALI records (invalid civic addresses) in coordination with the ALI provider. We understand and acknowledge that the County will not be responsible for updating or deleting these ALI records. Our proactive approach ensures the integrity and accuracy of location data within the NG911 system.	Complies.	Complies. The INdigital Location Services team will work with OSPs to resolve incorrect ALI information and will update records as necessary until the OSPs provide permanent corrections.
SR-GI008 Transition-Related Costs: The NG911 Service Provider shall assume all costs associated with transitioning to geospatial call routing and location validation and shall plan for such costs in the original proposal. This includes GIS-based MSAG conversion and maintenance during the transition period.	Complies. The GIS Onboarding service is included with AT&T ESInet without any additional charges and is managed by AT&T's GIS resources. The Onboarding services included with NG9-1-1 GIS Managed Services can also be purchased as a standalone service. AT&T's NG9-1-1 GIS Onboarding delivers essential services, training, and support needed to successfully deploy NG9-1-1 GIS data and the EGDMS within a NG9-1-1 environment. AT&T will provide web-based training and setup of the Enterprise Geo Data Management System (EGDMS) system and assist with the initial GIS data load, clarifying the role of the EGDMS as the NENA Spatial Interface, and defining its features and functionality. NG9-1-1 GIS Onboarding services establish communication between the end customer, AT&T, and the NG9-1-1 service provider throughout the GIS onboarding phase and the EGDMS implementation. NG9-1-1 GIS Onboarding includes EGDMS setup and the following services: • Assignment of an i3 GIS Coach • NG9-1-1 GIS Onboarding kickoff meeting • EGDMS overview, user training, and field mapping training (web-based) • EGDMS report interpretation and error correction consultation training (web-based) • ALI-to-GIS report review and error correction consultation training (web-based) • GIS data testing and remediation • General NG9-1-1 GIS Q&A support EGDMS and NG9-1-1 GIS go-live support	Complies.	Complies. INdigital shall assume all costs associated with the transition to geospatial call routing and location validation, and these costs will be incorporated into the original proposal. This includes GIS-based MSAG conversion and maintenance throughout the transition period. During the interim phase, INdigital shall support hybrid routing models in which legacy MSAG-based selective routing remains active in parallel with GIS-based call routing. This ensures uninterrupted 9-1-1 call delivery while GIS data matures and is validated for accuracy. INdigital shall manage MSAG conversion, reconciliation, and maintenance at no cost to the County, while simultaneously provisioning the County's GIS datasets into the NGCS environment. Once the GIS data achieves sufficient maturity and accuracy, INdigital shall transition Broward County to permanent geo-routing. Calls will then be routed entirely through the LVF and ECRF using County-authoritative GIS data, eliminating the need for MSAG-based routing. This ensures precise call delivery, alignment with NENA i3 standards, and long-term sustainability of the County's NG911 system. INdigital's proven processes, already deployed in Florida and multiple other statewide NG911 implementations, ensure a seamless transition from interim to permanent geo-routing without additional cost or operational burden to the County.
SR-GI009 SI GIS Data Uploads: The County maintains GIS data in Esri file geodatabase format. The NG911 Service Provider shall accept Esri file geodatabase uploads from the County through the SI.	Complies. We fully commit to meeting the SR-GI009 requirement. AT&T will accept GIS data uploads from the County in Esri file geodatabase format through the SI, ensuring seamless data transfer and integration in accordance with the County's established GIS data management practices.	Complies.	Complies. INdigital accepts Esri file geodatabase uploads through the Spatial Interface (SI) and provisions the data into the NGCS for validation and call routing. Automated validation and feedback reports are provided to the County to ensure data accuracy and consistency.
SR-GI010 SI and NGCS Provisioning: The NG911 Service Provider shall include all tools necessary for the GIS data upload, validation, and publishing to the NGCS. This shall include licensing and maintenance fees (where necessary, not including Esri	Complies. No additional software applications are required. The Spatial Interface application should be the only additional tool and is covered under standard pricing.	Complies.	Complies. INdigital maintains Esri licensing and associated maintenance fees to support GIS data used in the ECRF, LDB, LIS, and LVF functions.

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SR-GI011 Nonduplicative GIS Data: The County intends to continue maintaining a single set of GIS data for NG911 and the CAD system. The NG911 Service Provider shall work with the County to ensure all fields necessary to support both applications are contained and maintained in the GIS dataset attribution tables. Where NG911 requirements contradict CAD requirements, CAD standards shall be considered (e.g., one-way streets versus drawing centerlines in the direction of increasing addresses).	Complies. AT&T fully commits to supporting the County's intent to maintain a single, nonduplicative set of GIS data for both NG911 and the CAD system. AT&T will collaborate closely with the County to ensure all necessary fields to support both applications are accurately included and maintained within the GIS dataset attribution tables. In cases where NG911 requirements conflict with CAD requirements, AT&T will prioritize CAD standards to maintain consistency and operational integrity, as exemplified by handling one-way street representations. This approach ensures streamlined data management and optimal functionality for both systems.	Complies.	Complies. INdigital will work with the County to maintain a single authoritative GIS dataset that supports both NG911 and CAD applications. All fi elds required for NG911 call routing and location validation, as well as those necessary for CAD operations, will be preserved in the attribution tables to ensure consistency and accuracy. Where NG911 and CAD requirements differ, INdigital will follow the County's direction and apply CAD standards, such as in cases involving one-way streets versus road centerline attribution. In some cases, to meet PSAP call-routing expectations, INdigital has implemented independent routing datasets within the ECRF. For example, when only Phase I or tower-based location data is received in the PIDF-LO for calls near jurisdictional boundaries, INdigital can update the routing dataset to produce the correct routing outcome without modifying the County's authoritative GIS dataset. This approach ensures that operational routing needs are met while preserving the integrity of the County's single GIS dataset for both NG911 and CAD.
SR-GI012 Exception Codes: The NG911 Service Provider shall provide a means for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates.	Complies. AT&T fully agrees to comply with SR-GI012. We will provide a mechanism to apply persistent exception codes to non-critical errors, ensuring these are excluded from discrepancy reports and do not negatively impact legacy data to GIS match rates. This functionality will help maintain data accuracy while allowing for effective management of acceptable variances.	Complies.	Complies. INdigital's workflow allows County staff to review, classify, and mark exceptions directly within the validation platform, with all exceptions tracked and auditable. Once an exception code is applied, the system will recognize the record in subsequent validations, preventing duplicate or unnecessary reporting. This process maintains transparency while allowing focus to remain on true discrepancies that could affect call routing or location accuracy.
SR-GI014 SI Message Logging: The NG911 Service Provider shall provide and retain message logging of all SI transactions, success and failures, caller phone numbers, caller addresses, and date and time stamps for 30 days at a minimum.	Complies. AT&T fully commits to meeting the SR-GI014 requirement. We will provide comprehensive message logging for all SI transactions, including successes and failures, caller phone numbers, caller addresses, and date and time stamps. These logs will be securely retained for a minimum of 30 days, ensuring traceability, accountability, and support for troubleshooting and auditing needs.	Complies.	Complies. These records are securely retained for a minimum of 30 days, with the option for extended retention if required by the County. INdigital's logging processes are designed to support auditing, troubleshooting, and compliance with NENA i3 standards while ensuring data integrity and security.
SR-GI015 GIS Database: The NG911 Service Provider's GIS database shall support updates from Esri geodatabases.	Complies. AT&T fully commits to the SR-GI015 requirement. Our GIS database will support and seamlessly integrate updates from Esri geodatabases, ensuring compatibility and efficient synchronization with the County's GIS data management systems.	Complies.	Complies.
SR-GI016 GIS Database Verification and Validation: The NG911 Service Provider's SI shall validate GIS database changes before they are implemented. Exceptions should be produced from the SI of any records that failed the validation process.	Complies. AT&T fully commits to the SR-GI016 requirement. Our SI will rigorously validate all GIS database changes prior to implementation, ensuring data integrity and accuracy. Additionally, the system will generate exceptions for any records that fail the validation process, enabling prompt identification and resolution of issues.	Complies.	Complies.
SR-GI017 GIS Data: The NG911 Service Provider understands that all GIS data is the property of the County and none of the data shall be shared with anyone without the County's consent.	Complies. AT&T fully acknowledges and respects that all GIS data is the property of the County. We commit to strict data confidentiality and will not share any GIS data with third parties without explicit consent from the County, ensuring the security and privacy of the County's information at all times.	Complies.	Complies. All data will be securely stored, accessed only by authorized personnel, and used solely for the purposes of providing NG911 services in accordance with the County's direction.
DAT - Data Processing	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
DAT001 GIS Upload: DAT001.a The NG911 Service Provider shall provide a user-friendly method to upload GIS files as well as the data requirements from the County's GIS repository.	Complies. AT&T ESInet includes a user-friendly interface that allows authorized users to upload GIS files seamlessly. AT&T will also provide clear documentation detailing the data requirements for GIS uploads, ensuring compatibility with the County's GIS repository. This approach ensures efficient integration and management of GIS data, supporting accurate geospatial call routing and alignment with Broward County's NG911 objectives.	Complies.	Complies.
DAT002 Alternate Routing Data: Routing configurations for all alternate routing plans and decisions may require additional GIS layers. The NG911 Service Provider shall provide a method to upload GIS files with clearly documented data requirements from the County's GIS repository. The NG911 Service Provider shall describe the upload process.	Complies. AT&T's SI provides a GUI interface which allows for alternate routing layer uploads. Once validated by the system, the layers will be available for use. With coordination of AT&T project management resources, PRF policies are built to correspond to the layer. Specific PRF policies can be activated through AT&T project/program management, the AT&T Res Center, and/or (with proper permission and user validation) through the AT&T user portal.	Complies. Alternate routing plans utilize the URI's defined within the PSAP Boundaries. No additional layers are needed. A Policy Routing Rule can be enacted to route calls differently based on certain conditions (e.g. International Boat Show, Sporting events, Carnivals, Elevation, Class of Service, etc…) For dynamic geofencing a new PSAP boundary can be uploaded within minutes to support a PRR and the associated CHE queue.	Complies. INdigital proposes a fully automated GIS data exchange process that leverages secure upload and download (push/pull) mechanisms. Transfers will occur over SFTP or other County-approved secure methods to ensure both efficiency and data integrity. All GIS data files used for alternate routing configurations will follow the same protocols as the complete GIS dataset. Once data is submitted via the designated transfer method, the system will automatically validate and process the files. No data will be placed into production for 9-1-1 call operations until all participating stakeholders have reviewed and confirmed readiness. The system supports GIS databases in both GeoPackage (.gpkg) and Esri File Geodatabase (.gdb) formats, with clearly documented data requirements provided to the County to ensure consistency, transparency, and ease of ongoing updates.
DAT003 Data for the PRF: DAT003.a The NG911 Service Provider shall provide a process and portal to manage the PRF routing plans.	Complies. AT&T confirms that it will meet Broward County's requirements for managing Policy Routing Function (PRF) routing plans as outlined in DAT003. AT&T ESInet includes a secure, user-friendly portal that allows authorized users to create, modify, and manage PRF routing plans efficiently. This portal will provide the necessary tools and processes to ensure that routing policies are accurately configured and maintained, supporting seamless call routing and alignment with Broward County's operational needs. The AT&T ESInet Customer Management Portal (CMP) is a secure, web-based tool available 24x7x365, designed to empower Public Safety Answering Points (PSAPs) with extensive control over their routing policies. The portal allows PSAPs to define and update standard and alternate routing policies, set priorities, and modify their operational state. This flexibility ensures that Broward County can adapt to changing operational needs in real time. Additionally, the integration of the AT&T ESInet PRF with Emergency Services Routing Proxy (ESRP) call processing logic ensures that only valid routing policies can be configured, reducing the risk of errors and enhancing system reliability. Training on the portal will further enable Broward County personnel to define recurring or one-time policies, ensuring alignment with operational requirements. CMP's secure user access ensures that only authorized personnel can manage routing configurations, providing an additional layer of security.	Complies.	Complies. INdigital will provide a secure web-based portal to manage Policy Routing Function (PRF) routing plans. The portal will allow authorized County and PSAP personnel to view, request, and manage routing plan configurations in real time. All routing plan changes will follow a documented change management process that includes validation, version control, and approval workflows to ensure accuracy and transparency. Audit logging will be maintained for all activities within the portal, and role-based access controls will ensure only authorized users can initiate or approve changes. This process ensures PRF routing plans are managed securely, efficiently, and in alignment with County requirements.
DAT004 Call Handling Equipment Configuration Data: The NG911 Service Provider shall provide a process to manage the configuration data for the CHE needed to implement and operate the NG911 System. The NG911 Service Provider shall describe the process to manage the configuration data for the CHE.	Complies. The NG911 solution collects and stores hundreds of data points such as performance counters, performance data, event log messages and configuration data in a centralized database to assist in tracking and troubleshooting.	Complies. Motorola has connected to many VIPER 7 sites, and Motorola's ICD with Intrado stipulates Motorola's required delivery parameters. Motorola works cooperatively with the CHE provider to define queues associated with routing URIs and required labels and tags that vary from the standards.	Complies. INdigital will provide all necessary SIP URIs to support call transfers and conferencing. In addition, INdigital will deliver Outbound Call Interface Function (OCIF) services to enable the transfer of 9-1-1 calls to the PSTN for third-party services such as wrecker companies or poison control centers. OCIF functionality will also allow direct dialing of 10-digit numbers from the County's Call Handling System (CHE), ensuring seamless interoperability with external resources.

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DAT005 Routing and Configuration Data: The NG911 Service Provider shall provide a process to manage the configuration data from the NG911 systems needed by the CHE and other PSAP systems to interoperate on the NG911 System. The NG911 Service Provider shall describe the process to manage the configuration data from the NG911 System.	Complies. The NG911 solution collects and stores hundreds of data points such as performance counters, performance data, event log messages and configuration data in a centralized database to assist in tracking and troubleshooting.	Complies. Motorola's call flow planning meetings will conclude with a matrix of PSAP URIs and CHE queues defined, including those for rarely-used dynamic geofencing. Next, the PRF is created for all alternative routing scenarios. Once Motorola has the predefined scenarios built, Motorola has a formal change process for enacting any variance of the predefined configuration to ensure that no loops in routing get created.	Complies. INdigital maintains a customer database of 9-1-1 transfer and administrative transfer destinations. These destinations will be incorporated into the INdigital NGCS during the conversion process. We will begin by loading all existing destinations currently in use by the County and then add any additional destinations identified as necessary. This will be accomplished through an extensive audit process to ensure accuracy and completeness of all connection points. Once the system is live, the County may submit a service ticket through the INdigital customer portal to request the addition of a new transfer—whether 9-1-1 or PSTN. INdigital will assign the appropriate SIP URI, which will then be shared with VIPER system administrators for integration into the Call Handling Equipment (CHE). INdigital will coordinate and support all testing required between stakeholders to confirm successful activation of any new or updated transfer destinations.
SR-CR Call Routing	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SR-CR001 Legacy systems connectivity: The NG911 Service Provider shall coordinate and execute connectivity to legacy selective routers to support transfers to neighboring agencies not served by the County's or another NG911 System. The NG911 Service Provider shall describe how the connectivity will be accomplished and estimate how many legacy systems will need to be interconnected.	Complies. AT&T confirms that it will meet Broward County's requirements for legacy systems connectivity as outlined in SR-CR001. AT&T will coordinate and execute connectivity to legacy selective routers to ensure seamless call transfers to neighboring agencies not yet served by Broward County's NG911 system or another NG911 system. To achieve this, AT&T will leverage its extensive experience in managing transitional NG911 environments. Connectivity will be accomplished through the deployment of gateways that enable interoperability between the NG911 Emergency Services IP Network (ESInet™) and legacy Time Division Multiplexing (TDM)-based selective routers. These gateways will facilitate the conversion of IP-based calls to legacy formats, ensuring compatibility and uninterrupted communication with neighboring agencies. AT&T will work closely with Broward County to identify the number of legacy systems requiring interconnection and develop a detailed implementation plan. This plan will include timelines, testing procedures, and validation steps to ensure successful integration. By proactively managing these connections, AT&T ensures that Broward County's NG911 system can maintain interoperability with legacy systems while transitioning to a fully NENA i3-compliant environment.	Complies. Motorola will connect to the legacy selective router(s) serving Broward County during the OSP migration stage of the project. Once migration is complete, Motorola will deliver Basic SIP or i3 SIP calls, based on the capabilities of the neighboring service provider, to support transfers to all surrounding counties and transfer partners; therefore, no LSRG would be required.	Complies. Since the FCC Report and Order in PSHSB 25-143 was issued, it is nearly impossible to establish new TDM facilities. INdigital recommends, where necessary, the use of emulated TDM by establishing a Point of Interconnection (POI) at the selective router and co-locating a Legacy Network Gateway (LNG) at that location. It should be noted, however, that this process can take considerable time to implement. As an alternative, INdigital can leverage third-party aggregators such as Sinch or Bandwidth to connect to legacy selective routers. This approach is typically more cost-effective and faster to deploy. Today, INdigital is interconnected with all major NGCS providers in Florida, including Intrado/AT&T, Motorola, and Comtech. As a result, the need for legacy system connectivity has become minimal and is increasingly a remnant of the past.
SR-CR002 NG911 Systems Connectivity: SR-CR002.a The NG911 Service Provider shall coordinate and execute connectivity to all neighboring ESInets (i.e. Collier, Miami Dade, Palm Beach, Monroe, Orange, and Hillsborough counties) not served by the County's NG911 System to support i3 transfers to neighboring agencies and future backup plans.	Complies. AT&T confirms that it will meet Broward County's requirements for NG911 systems connectivity as outlined in SR-CR002. AT&T will coordinate and execute connectivity to all neighboring Emergency Services IP Networks (ESInets), including those in Collier, Miami-Dade, Palm Beach, Monroe, Orange, and Hillsborough counties, to support i3-compliant call transfers and future backup plans. To achieve this, AT&T will leverage its proven expertise in establishing Network-to-Network Interconnection (NNI) agreements with other NG911 service providers. These connections will enable seamless i3 call transfers between Broward County's NG911 system and neighboring ESInets, ensuring interoperability and compliance with NENA i3 standards. AT&T will work collaboratively with the County and neighboring agencies to define technical requirements, establish secure connections, and conduct rigorous testing to validate functionality. Additionally, AT&T's ESInet™ platform is designed to support future scalability and redundancy, enabling the development of robust backup plans that enhance regional resiliency. By proactively managing these interconnections, AT&T ensures that Broward County's NG911 system remains interoperable, reliable, and aligned with the County's vision for a modern and interconnected emergency communication infrastructure.	Complies.	Complies. INdigital has extensive experience establishing and managing ESInet-to-ESInet connectivity in Florida and across multiple states. We are currently interconnected in Florida with all major NGCS providers, including Intrado/AT&T, Motorola, and Comtech, with NGA interconnection underway. This production-proven interoperability framework ensures seamless call transfer capabilities between neighboring ESInets and provides a tested foundation for statewide and regional backup routing strategies.
SR-CR003 Rules, Policies and Algorithms: SR-CR003.a The NG911 Service Provider shall provide all the rules, policies, and algorithms that will be available to route calls similar to the routing groups currently in place.	Complies. AT&T confirms that it will meet Broward County's requirements for providing rules, policies, and algorithms for call routing as outlined in SR-CR003. The AT&T ESInet™ platform includes a robust Policy Routing Function (PRF) integrated with Emergency Services Routing Proxy (ESRP) logic, enabling advanced call routing capabilities such as geospatial routing, alternate routing, overflow routing, and more. AT&T will collaborate closely with Broward County to replicate and enhance existing routing groups, ensuring alignment with operational needs while leveraging the advanced capabilities of the ESInet™. Additionally, the Customer Management Portal (CMP) will provide authorized users with secure, real-time access to define, modify, and manage routing policies, ensuring flexibility and transparency in system operations. By delivering a comprehensive set of routing rules, policies, and algorithms, AT&T ensures that Broward County's NG911 system will meet its current requirements while supporting future scalability and innovation.	Complies.	Complies. INdigital shall provide the County with full documentation of all routing rules, policies, and algorithms available within the NGCS to support call delivery. This includes the configuration of routing groups, overflow policies, time-of-day/day-of-week routing, jurisdictional boundary routing, and alternate routing plans. Documentation will be made available through the INdigital customer portal, along with version control and audit history to ensure transparency and accountability. Routing configurations will be tailored to replicate and enhance the County's existing routing groups, while leveraging NG911 capabilities such as geospatial call routing, policy-based decisioning, and dynamic failover. INdigital will work with County staff to validate all routing logic during implementation and will support ongoing adjustments to ensure call routing policies remain aligned with operational requirements.

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SR-CR005 Credentialing: The NG911 Service Provider shall provide or acquire credentialing that will permit the exchange of data and calls with surrounding jurisdictions. Credentialing is an important component for interoperability with other systems. Some ways to accomplish this are: • Capability to acquire certificates from a NIOC PCA-vetted Intermediate Certificate Authority (ICA) and ability to validate NIOC PCA Certificates for authenticity • Interoperate with the NIOC PCA for credentialing (vendor NIOC PCA implementation through its own ICA or a state or regional NIOC ICA) • Provide a system that utilizes certificate-based role authentication in accordance with the PCA outlined in NENA-STA-010.3 2021 and in deployment with the NIOC Certificate Policy • Support the authentication of roles using the certificate obtained from the NIOC PCA • Support credentialing with the Forest Guide and hierarchical ECRFs when integrated with state or adjacent NG911 systems	Complies. The PCA PKI Architecture for PSAP Credentialing Agency (PCA) Certificate Policy graphic is shown below in figure 1 from the PSAP Credentialing Agency (PCA) Certificate Policy V1.01. The NIOC PCA is established and has developed processes for issuing certificates. Once it is officially ready to support production environments, expected very soon, AT&T will contract with an approved PCA Intermediate Certificate Authority who will provide a process for ordering, managing and updating the certificates to support the ESInet elements or on behalf of each End Entities (EE) requiring proper trusted credentials. AT&T is aware and understands NIOC, Eonti and DigiCert's PCA process roles to begin and manage through the PCA management process. As part of this process, AT&T and any of its vendors providing untrusted access to data or 9-1-1 network routing elements will require Agency validation and certifications. Validation is the starting part of the trust chain. Once each entity is validated, they can be granted an explicitly trusted NG9-1-1 PCA PKI certificate. The PCA is the tier-1 root of trust Certificate Authority (CA) which becomes the root of trust for PKI. The PCA CA root is anchor of trust used to sign Intermediate Certificate Authority (ICA). Validation will follow the Certificate Policy (CP) and will be performed by Eonti as the Registration Authority (RA) on behalf of NIOC who is the Policy Authority (PA) establishing the PCA whom will work through NENA as the managing authority (MA). Eonti (RA) validations will be performed when the element certificates are issued from a DigiCert Hosted ICA who will provide the ability to manage certificates on their hosted platform or can be obtained from a PCA Agency approved (Eonti Approved) Certificate Authority (CA) operating their Tier-2 Discrete ICA. AT&T will leverage either the Hosted Tier-2 provided by DigiCert or, an alternatively approved Discrete ICA to provide PCA approved End Entity (EE) certificates when required. **The information for this requirement was redacted by AT&T.** Figure 1: PCA PKI Architecture Until then, AT&T will continue to issue digital certificates to clients for authenticated access to resources such as LIS, ADR, ECRF and LVF. Following are devices and/or protocols used to restrict access. • AT&T ESInet uses a security border API gateway for i3 data traffic. This device controls access to its services by using client trusted certificates. • Session Border Controllers (SBC) are used for all SIP and SIP related communications. AT&T verifies credentialed devices or that carriers are authorized access in the following manner: • Client certificates, issued by a trusted Certificate Authority (CA), are required in order to access i3 services such as LIS, ADR, and ECRF. • The trusted CA role is currently provided by AT&T, which will be transitioned to leveraging DigiCert as the authorized Hosted ICA providing the hosted platform to manage, maintain, and protect the PCA content required for use by the AT&T ESInet. • The IP address of any far end SIP endpoint must be provisioned in the SBC. The endpoint is also required to send all traffic to a uniquely assigned IP: port combination on the SBC. • All SIP signaling is done over direct connections or VPNs. • IP connections to the ESInet are only allowed by vetted OSPs and/or data sources. • Connectivity to the ESInet is only by signed and approved agreement with data encapsulated by IPSEC MPLS VPN. The NIOC PCA is established and has developed processes for issuing certificates. Once it is officially ready to support production environments, expected very soon, AT&T will contract with an approved PCA Intermediate Certificate Authority who will provide a process for ordering, managing, and updating the certificates to support the ESInet elements or on behalf of End Entities (EE) requiring proper trusted credentials. AT&T is aware and understands NIOC, Eonti and DigiCert's PCA process roles to begin and manage through the PCA management process. As part of this process, AT&T and any of its vendors providing untrusted access to data or 9-1-1 network routing elements will require Agency validation and certifications. Validation is the starting part of the trust chain. Once each entity is validated, they can be granted an explicitly trusted NG9-1-1 PCA PKI certificate. The PCA is the tier-1 root of trust Certificate Authority (CA) which becomes the root of trust for PKI. The PCA CA root is anchor of trust used to sign Intermediate Certificate Authority (ICA). The trusted CA role is currently provided by AT&T, which will be transitioned to leveraging DigiCert as the authorized Hosted ICA providing the hosted platform to manage, maintain, and protect the PCA content required for use by the AT&T ESInet. AT&T will update the current processes used to provide the digital certificates with the PCA approved EE certificates for any 3rd parties connecting to AT&T ESInet. As a multi-tenant solution with adjoining PSAPs already using AT&T ESInet, the AT&T ECRF is serving as a Forest Guide today. • At time the NFG is available, and ECRF receives a request for a location outside its coverage area, it will send a recursive (parent ECRF) or iterative (National Forest Guide) query to a parent/state ECRF or the National Forest Guide, once available. Absent a parent ECRF or the National Forest Guide, the ECRF is capable of supporting coverage areas for other ECRFs. When a request for a location that falls outside of its own coverage area is received, the ECRF will check to see if the location falls within another known coverage area and send a recursive query to that ECRF and per RFC 5222, pass that response along to the requesting system.	Complies.	Complies. INdigital supports NIOC PCA certificates for secure interoperability. In addition, INdigital has the capability to issue and exchange self-signed certificates between providers where appropriate. Both methods are fully supported within our NGCS environment, ensuring flexibility and compliance with credentialing requirements.
SR-CR006 Call Routing Configurations: **SR-CR006.a** The NG911 Service Provider shall implement call-routing configurations, rules, policies, and algorithms to distribute calls to the two environments (Regional and Non-Regional) and multiple hosts, similar to the current distribution model.	Complies. The following diagram depicts the AT&T NGCS solution. We describe each component in more detail below. **This information for this requirement was redacted by AT&T.** **Figure 2: NGCS Solution**	Complies.	Complies. Our NGCS uses NENA i3-compliant Policy Routing Function (PRF) logic to define and enforce routing behavior. This includes dynamic routing groups, overflow policies, time-of-day/day-of-week rules, and location-based algorithms that can be tailored to replicate the County's current call distribution model. In addition, INdigital supports policy-driven alternate routing to MEVO, backup PSAPs, or other designated endpoints to ensure no call is lost during outages or service degradation. Routing configurations are applied across redundant and geographically diverse NGCS hosts, ensuring resiliency and high availability. INdigital has deployed this model successfully in multiple states, including Florida, where both regional and county-level PSAPs are supported on the same ESiNet with seamless routing policies. All call-routing rules will be documented, reviewed, and validated with County stakeholders prior to activation. Any updates will follow a formal change management process, with full audit trails and version control available through the INdigital customer portal. This guarantees transparency, operational input, and alignment with the County's existing call distribution expectations while providing the benefits of a modern, geospatially enabled NG911 environment.

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SR-CR007 Services, Applications, and/or Functional Elements Anticipated: The NG911 Service Provider shall provide the following NENA i3-compliant Functional Elements as part of the overall NG911 System: **SR-CR007.1** Legacy Network Gateway (LNG)/Legacy Selective Router Gateway (LSRG) – An LNG provides a signaling and media interconnection point between callers in legacy wireline/wireless originating networks and the i3 architecture. The LNG logically resides between the originating network and the ESInet and allows i3 PSAPs to receive emergency calls from legacy originating networks. An LSRG provides an interface between a 911 selective router and an ESInet, enabling calls to be routed and/or transferred between legacy and NG911 networks. Both an LNG and an LSRG are transitional elements and are decommissioned once all legacy routing systems have transitioned to SIP-based traffic.	Complies. SR-CR007.1 Legacy Network Gateway (LNG) AT&T ESInet uses Legacy Network Gateways (LNG) at the interconnection point between the ESInet and a legacy network provider. • The LNG provides a bridge between existing 9-1-1 call origination networks and the ESInet. • The LNG provides a legacy selective router type interface towards the origination network (such as ISUP or CAMA) and provides a SIP interface towards ESInet. • The LNG performs TDM to IP protocol conversion which is an excellent security layer. MPLS is leveraged to segregate IP networks (VRFs) from the TDM ingress sites to the Core call processing sites. VRFs from the LNG to the Core are trusted and can communicate directly with the call processing functions. The LNG LIF will go through a firewall if supporting an external ALI for location queries. • The LNG supports i3 routing on the ESInet and will route calls according to the polygon boundaries in the ECRF and the routing policies in the ESRP. • The LNG supports location Interwork and uses the SIP/HELD interface for Location by Reference queries by the i3 functional elements supported by the AT&T ESInet. The LNG will be a standard component of the AT&T ESInet as long as legacy origination networks are deployed and require TDM access. Legacy Selective Router Gateways (LSRG) The Legacy Selective Router Gateway (LSRG) is a signaling and media interconnection point between callers in the legacy originating networks and AT&T ESInet. The LSRG converts calls from SIP to TDM signaling for egress from the ESInet to the Legacy Selective Routers. The LSRG provides an interface between a 9-1-1 selective router and the ESInet, enabling calls to be routed and/or transferred and/or handed-off between legacy and AT&T's ESInet. A call hand-off may be required when the ESInet receives a call that it deems should be rerouted to a legacy foreign selective router. The gateway function of the LSRG is housed in secure data centers in which only authorized agents of AT&T are allowed access. Externally facing TDM connections inherently mitigate TDOS impact to the core ESInet and NGCSs. AT&T ESInet interconnects to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information through the LSRG. Interconnections will also allow legacy PSAPs served by legacy selective routers to serve as the abandonment route for PSAPs served by the AT&T ESInet solution. Legacy PSAP Gateway (LPG) The Legacy PSAP Gateway (LPG) is deployed to support existing PSAPs that are operating with legacy 9-1-1 services to connect to and use ESInet services. In the AT&T solution, the Legacy PSAP Gateway (LPG) is used at the interconnection point between the ESInet and a PSAP that is not yet capable of i3 call handling. • The LPG is deployed to support existing PSAPs that are operating with legacy 9-1-1 services to connect to and use the ESInet services. • The LPG provides a SIP interface towards the ESInet and a selective router-based ALI interface towards the PSAP. • The LPG does not require the PSAP to upgrade to i3 NG 9-1-1 and does not require the PSAP to be GIS compatible with i3 NG 9-1-1 service. • LPG deployment may be considered a temporary measure until selective routing is discontinued and the PSAP modifies its infrastructure to accommodate NG 9-1-1.	Complies.	Complies. INdigital is offering a fully compliant Next Generation 9-1-1 service. All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard. All of the Functional Elements of the requirement are included in the Proposed Solution. **Please refer to fi le 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.**
SR-CR007.2 Border Control Function (BCF) – A BCF provides secure entry into the ESInet for emergency calls presented to the network. The BCF incorporates firewall, admission control, and may include anchoring of sessions and media as well as other security mechanisms to prevent deliberate or malicious attacks.	Complies. AT&T ESInet provides a Border Control Function (BCF) to interface with any non-trusted network components. The BCF provides session border control and border firewall functionality in accordance with the National Emergency Number Association (NENA) STA-010.3 specification. The BCF inspects, modifies and controls SIP signaling and associated media where Emergency Services IP Networks (ESInet) and agency networks interconnect and where the ESInet connects with service provider networks. The BCF mitigates security threats, resolves interoperability problems, and ensures reliable SIP-based communications. It is designed to protect and control real-time call sessions as they traverse IP networks between callers and Public Safety Answering Points (PSAPs). Highlights of the key functions provided are: • Border Firewall • Session Border Control functions • Media Anchoring • Stateful Network Firewall (as described in NENA STA-010.3 and 04-503) • VPN • IDS • Limiting access to critical components through the use of VLANs • Call admission control • Signaling protocol interworking • NAT • Support for QoS and priority markings • Media proxy • Codec negotiation • XML Gateway (Authentication and Authorization of XML transactions to the LIS, ADR, and ECRF in lieu of establishment of the PSAP Credentialing Agency (PCA) as described in NENA STA-010.3 Each core emergency call processing site includes border control and security functions including firewalls and intrusion detection systems. Security management personnel specialize in managing and operating these facilities and validate their operation. This security architecture employs defenses that include, but are not limited to, stateful packet inspection firewalls, IDS, multi-factor authentication, strong encryption, antivirus/ anti-malware, and vulnerability/patch management solutions. All inter-zone traffic is restricted to only the necessary protocols/destinations, for both ingress and egress. The network is capable of processing all traffic, but administratively denies protocols identified as a threat, or that otherwise fall outside of pre-defined parameters. This is partially managed via routing tables and/or Access Control Lists (ACLs). The solution incorporates physical, network, and application security principals. Traffic between Core emergency call processing sites and distributed sites (e.g., ingress call traffic, PSAPs, management capabilities) is route- and protocol-secure. A combination of route paths, IP address recognition, limited protocols, VPNs, session border controllers, and firewalls secure the various communication elements of the proposed solution. The following diagram depicts how AT&T ESInet's BCF is deployed. **This information for this requirement was redacted by AT&T.**	Complies.	Complies. INdigital is offering a fully compliant Next Generation 9-1-1 service. All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard. All of the Functional Elements of the requirement are included in the Proposed Solution. **Please refer to file 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.**

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SR-CR007.3 Emergency Services Routing Proxy (ESRP) – An ESRP provides a SIP proxy service that selects the next-hop routing within the ESInet based on location, service Uniform Resource Name (URN), and policy. The Originating ESRP receives calls from the BCF at the edge of the ESInet and one or more Intermediary ESRPs may exist that route to the Terminating ESRP.	Complies. The AT&T ESInet's Emergency Service Routing Proxy (ESRP) supports i3-compliant routing functionality including full integration with geographically determined routing, carrier grade voice quality, and demonstrated reliability. The ESRPs in the AT&T Routing solution are in private domains protected by the Border Control Function. Only authorized traffic is allowed to access the core call processing sites. Physical and administrative access is limited to authorized vetted employees of AT&T. The ESRP provides PSAPs with peace of mind by supporting multiple default routing fallback options until carriers transition to i3-compliant call delivery. Fallback to legacy ESN or No Record Found routing is supported to ensure every call is routed as accurately as possible even if VoIP or wireless carriers do not deliver or pre-provision routable location values or if carrier-provisioned records are error treated. If the ESRP has to utilize the fallback ESN or NRF routing scheme, it will continue to deliver the call and location information. This innovative solution provides extreme reliability for the routing of calls. The ESRP supports an option to configure PSAP routing by call type, supporting areas where wireless calls are routed to a different PSAP than would be otherwise determined by PSAP geographical boundaries, such as the State Patrol. Policy route determination includes evaluation of the PSAP-configured routing policy, the time of day, the caller's location (for geospatially determined alternate routing policies), the PSAP operational state, and the ring-no-answer timer configuration. The i3 SIP INVITE delivered to the PSAP (terminating ESRP) includes both geodetic/civic location, as available, and additional data conveyed by value and/or reference from the LIS and ADR interface responses. In addition to call delivery to i3-compliant PSAPs, the ESRP supports call delivery to legacy PSAPs. A sub-set of i3 routing policies can be provisioned for legacy PSAPs along with a 10-digit telephone number for delivery. The figure below illustrates the ESRP/PRF functional components and the interfaces with other AT&T ESInet i3 solution elements. **This information for this requirement was redacted by AT&T.** Figure 4: ESRP/PRF Diagram When the ESRP receives an ingress call, it evaluates the SIP INVITE geolocation header within the PIDF-LO. If the geolocation header contains location by reference, the ESRP queries the LIS or LDB via the HELD interface to dereference the location and obtain a routable location provided as a geodetic and/or civic location value. The ESRP then queries the ECRF via the LoST protocol with the caller's geodetic or civic address location to identify the destination URI for the call. Using the location-determined URI retrieved from the ECRF via the LoST protocol, the ESRP interacts with the Policy Routing Function to determine call routing.	Complies.	Complies. INdigital is offering a fully compliant Next Generation 9-1-1 service. All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard. All of the Functional Elements of the requirement are included in the Proposed Solution. **Please refer to file 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.**
SR-CR007.4 Policy-based Routing Function (PRF) – A PRF stores Policy Routing Rules (PRRs) that are used	Complies. The AT&T ESInet™ i3 policy routing will provide TC9-1-1 PSAPs 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. 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.	Complies.	Complies. INdigital is offering a fully compliant Next Generation 9-1-1 service. All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard. All of the Functional Elements of the requirement are included in the Proposed Solution. **Please refer to file 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.**

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SR-CR007.5 Emergency Call Routing Function (ECRF) – An ECRF provides a Location-to-Service Translation (LoST) protocol server where location information (either civic address or geo-coordinates) and a Service URN serve as input to a mapping function that returns a Uniform Resource Identifier (URI) used to route an emergency call to the appropriate PSAP for the caller's location or to a responder agency.	Complies. The redundant ECRF design and the overall redundant architecture of the AT&T ESInet solution allows for availability to meet or exceed 99.999%. The ECRFs exist within a highly available and geographically distributed application processing environment. A single hardware component failure at one of the application processing complexes will not interrupt processing of the ECRF. A single geographic site failure (either the communication to the site or elimination of the site itself) will not prevent further call processing from occurring. High availability is achieved through high-availability software design, redundant ECRF instances, and transactions using dynamic client/server connections with ECRF serving entities. The geographically diverse ECRFs use redundant data stores to support high availability. These systems are monitored 24x7x365 by the Network Operating Center (NOC) and supported through the Incident Command System. All transactions are logged. Errors are logged for reporting and analysis and directed to the NOC when immediate action is required. With the ECRF architecture including two separate servers at each geographically diverse location, upgrades and other maintenance can be performed one server at a time so that at no time will the system be one-sided. The ECRF supports the i3 standards and contains the geographic boundaries provided by the customer for 9-1-1 call routing and responder determination. The ECRF LoST protocol interface meets RFC 5222 and NENA STA-010.3 requirements. In addition, the ECRF supports the following: • Logging of all connections, connection attempts, data updates, ECRF query results and LoST transactions. • All transactions are logged. Errors are logged for reporting and analysis and directed to the NOC when immediate action is required. • Boundary updates from the SI in near real-time with no degradation of LoST services. The update must be error free • When time is critical, it is recommended that boundary updates are submitted independently of Site Structure/Address Point and Road Centerline updates as the validation process on these can take longer, depending on the number of changes that have been made since the previous data update. • Each ECRF element maintains two copies of each map layer, an active one that processes the LoST queries and an inactive one. New updates are applied to the inactive directory. • Once processing is complete for all ECRF computing elements (two per geographically diverse location), the ECRF system will notify the Spatial Interface that the load was successful and make the inactive map layer active. If for some reason the load was unsuccessful, alarm notifications are sent to relevant operations teams. If this occurs the previously active map layer will remain active. • ECRF prescribed functions that are not directly related to call-time activities (e.g., gap/overlap detection) are performed on separate servers to prevent any "administrative" oriented ECRF functions from interfering with the call-time functions. • Routing of calls based on geographic coordinates, geodetic shapes and civic addresses. • For expediency during call processing, the geodetic location, if available, is utilized by the ESRP for routing determination of using a point-in-polygon lookup. Latitude and longitude (XY) circle and sphere are the geodetic shapes currently supported. Other geodetic shapes will be considered in future developments as the market demands. Routing and other services can also be determined based on civic address when geodetic locations are unavailable. • Utilization of common GIS boundaries, including, but not limited to, PSAP, law enforcement, fire, and emergency medical services (EMS). • The GIS data layer(s) that are used to identify the PSAP, emergency, and additional service types are configured on a per-service basis, e.g., urn:service:sos. When there is only a civic location element available in the PIDF-LO, the ECRF will follow the LoST protocol to locate a matching address point feature or, if one cannot be determined from the address point layer, the ECRF will attempt to locate a matching Road Centerline feature. If either is located, the ECRF will return the URI associated with the URN also specified in the LoST request. • The ECRF supports provisioning of separate boundary layers for first responder service types for police, fire, and emergency medical services, as long as the polygon datasets are provided with the GIS data. The ECRF is not limited to these minimum data sets and will support additional boundary layers, each identified with a unique URN. The ECRF client may query the ECRF for additional service URNs associated with the location. • The ECRF and LVF are implemented independently even though they provide similar functions, due to the provisioning nature of the LVF function and the real-time call processing nature of the ECRF. This architecture ensures that the Location Validation Function does not interfere with the critical call routing functions provided by the ECRF. • Validation of GIS updates before they are provisioned into the ECRF • Any updates to the GIS data within the ECRF, whether to correct errors within the current data set or enhance it for any other reason, will be uploaded through the AT&T ESInet™ Spatial Interface branded EGDMS. • The GIS updates are provisioned through the Spatial Interface which has the additional ability to perform GIS validations, including validations to ensure routing integrity. The QA/QC processes provided during validation steps in the SI will prevent any unwanted data being provisioned in the ECRF that may introduce ambiguity in the data that would prevent the ECRF from being able to make a definitive response to certain requests. A change control system is established to monitor and manage data discrepancies and to track data change requirements. Validated GIS updates are normalized and applied to the ECRF production instances in a manner that preserves availability and coordinates with other ESInet scheduled updates and activities. • The SI validation engine refers errors back to the originating 9-1-1 Authority incomprehensive reports that are retrieved in the 9-1-1EGDMS portal. Validation errors must be corrected by the 9-1-1 Authority within their own GIS database and resubmitted to the Spatial Interface. Ongoing 9-1-1 EGDMS validations include road centerline, address point, and polygon for each data upload.	Complies.	Complies. INdigital is offering a fully compliant Next Generation 9-1-1 service. All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard. All of the Functional Elements of the requirement are included in the Proposed Solution. **Please refer to file 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.**

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SR-CR007.6 Location Validation Function (LVF) – A LVF provides a LoST protocol server where civic location information is validated against the authoritative GIS database information.	Complies. The LVF is a NENA-compliant LoST protocol server, compliant with RFC 5222. As part of the AT&T ESInet™ solution, the Location Validation Function (LVF) is available to OSPs operating in the State via the LoST protocol (RFC 5222). This will allow them to pre-validate customer records against GIS data to ensure that the civic addresses are 9-1-1 valid and will route and plot properly. The LVF is functionally identical to the ECRF but implemented 100% independently from the ECRF as to not interfere with the critical call path functions of the ECRF. Since the ECRF and LVF share a common code base, the customer is ensured that a location that has passed LVF validation will also route properly when the civic location element is presented to the ECRF because the exact same logic is used for both purposes. Functionally, the address elements that are presented in the LoST request are validated against the GIS data provisioned to the LVF. The LVF can be configured to look at the Address Point layer followed by the Road Centerline layer to locate a match OR to only look at the Address Points. While the LoST findService transaction with validate Location set to "true" only supports civic location validation, the LVF will also support findService transactions for routing and first responder URIs. As such, a "standard" routing query using the routing URN along with a geodetic location will return the PSAP URI if available. AT&T has developed a LoST interworking specification which identifies the specifics of the implementation along with LoST Request and Response examples to aid the carriers with their LVF client implementations. AT&T ESInet's LVF is secured, in lieu of the NENA PSAP Credentialing Agency (PCA), which does not exist at this time, AT&T will issue digital certificates to LVF clients for authenticated access to the LVF.	Complies.	Complies. INdigital is offering a fully compliant Next Generation 9-1-1 service. All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard. All of the Functional Elements of the requirement are included in the Proposed Solution. **Please refer to file 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.**
SR-CR007.7 Spatial Interface (SI) – The SI provides a standardized interface between the GIS data and the functional elements that consume GIS data (i.e., ECRF, LVF, and mapping data service).	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 A itself. The SI provides data validation, error reporting, and provisioning to the Emergency Services Network (ESInet) functional elements including Emergency Call Routing Function (ECRF) and Location Validation Function (LVF). The SI provides: • NG9-1-1 GIS data compliancy checks • Ongoing GIS data accuracy validation (QA/QC) • GIS data error reporting • Provisioning to i3 systems (ECRF/LVF) The SI undergoes data quality and data integrity checks that ensures that the data complies with all applicable requirements of NENA 02-010, NENA 02-014 and Appendix B of NENA 08-003. Where these requirements conflict with STA-010.2 and the NG9-1-1 GIS Data Model (draft), the newer requirements documents will be utilized. Any updates to the GIS data within the ECRF, whether to correct errors within the current data set or enhance it for any other reason, will be uploaded through the Spatial Interface. GIS provisioning is performed through the Spatial Interface, which has the additional ability to perform GIS validations, including validations to ensure routing integrity. The QA/QC processes provided during validation steps in the SI will prevent any unwanted data being provisioned in the ECRF that may introduce ambiguity in the data that would prevent the ECRF from being able to make a definitive response to certain requests. A change control system is established to monitor and manage data discrepancies and to track data change requirements. Validated GIS updates are normalized and applied to the ECRF production instances in a manner that preserves availability and coordinates with other ESInet scheduled updates and activities. Since there is not yet an established standard for the Spatial Interface to provision ECRFs with GIS data, internal or external, the mechanism for provisioning must be negotiated between AT&T, as the Spatial Interface provider, and non-AT&T ECRF providers. Provisioning of the LVF is identical to the ECRF provisioning. It is simply another provisioning target of the Spatial Interface. As such, it will always contain the same GIS data as the ECRF.	Complies.	Complies. INdigital is offering a fully compliant Next Generation 9-1-1 service. All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard. All of the Functional Elements of the requirement are included in the Proposed Solution. **Please refer to file 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.**
SR-CR007.8 Location Database (LDB) – The LDB provides the current information, functionality, and interfaces of legacy 911's ALI database but can also use the new protocols required in an NG911 deployment.	Complies. Currently, the AT&T LDB retains all of the current information, functionality, and interfaces of today's ALI, but also can support the new protocols required in an NG9-1-1 deployment. The LDB supports the protocols for legacy ALI query and ALI query service, the protocols required to obtain information for wireless calls by querying the mobile positioning center (MPC) or gateway mobile location center (GMLC), and the protocols required for i3 location information retrieval and conveyance, such as HTTP-Enabled Location Delivery (HELD) or other proprietary protocols. AT&T's Location Database Services (ALDS) provides a suite of feature rich services that allows for the eventual replacement of legacy ALI services, while continuing to support all legacy ALI services in the interim. AT&T Location Database Services, in conjunction with AT&T's Emergency Call Routing Services, provides all the necessary services to eliminate any need for a fully featured i3 end point to interface with a legacy ALI database. The AT&T transitional LIS solution supports HELD queries in conformance with RFC 5985 as well as Additional Data queries in conformance with RFC 7852. It leverages the legacy ALI database, which also functions as the LDB by providing the location information to the LIS Interface, which formats the HELD response to the LNG or PSAP CPE. Connectivity for E9-1-1 PSAPs remains unchanged. The LIS Interface receives and responds per the HELD protocol for i3-compliant CPE, allowing simultaneous support for both NG9-1-1/i3 and legacy standards for PSAPs throughout the migration timeline. The AT&T ESInet uses a Legacy Network Gateway (LNG) that provides a mechanism to obtain the caller's location at the time of the call by using the Location Interwork Function (LIF) to query the caller's appropriate Location Information Server (LIS) database. Interactions between the LIS interface and the LNG are secured within the ESInet. Interactions with external LIS systems will use digital certificate-based authentication as defined by NENA and managed by the PSAP Credentialing Agency (PCA), once available. Until that time, Credentialing and the issuance of digital certificates will be managed by AT&T to ensure protection and security. This mechanism will also be used for PSAP access to systems within the AT&T ESInet, including access to the LIS interface, ADR interface, and ECRF. During carrier transition to NENA i3 compliance, AT&T will maintain the HELD interface into the ALI platform to simultaneously support legacy PSAPs and i3 PSAPs. The HELD interface into the AT&T Location Database is leveraged by the LNG to retrieve PIDF-LO, by value and/or reference, to be delivered to the PSAP within the SIP messaging. The HELD interface is also presented to the PSAP CPE to provide dereferencing services and/or provide location updates for wireless calls. Note that not all ALI fields map to PIDF-LO, for example, Class of Service and Customer Name. As such, AT&T will also provide an ADR interface to retrieve this information to be included in the SIP signaling. For these fields, the LNG supports the	Complies.	Complies. INdigital is offering a fully compliant Next Generation 9-1-1 service. All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard. All of the Functional Elements of the requirement are included in the Proposed Solution. **Please refer to file 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.**

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	Additional Data protocol (draft-ietf-ecrit-additional-data-28) to provide these data fields via the Call Additional Data Repository (ADR), formerly known as the Call Information Database (CIDB). The Additional Data specification was recently finalized as RFC 7852. The differences between draft 28 and the final RFC are minor, and updates will be placed on the roadmap, as it is critical that the implementations are coordinated with the different i3 functional elements (ADR, LNG, Terminating-ESRP) that leverage this protocol. While the AT&T ALI/LDB previously supported NENA 04-005 which defines ALI Query Service (AQS), that service has been retired due to lack of market demand and increased demand for support of the i3 protocols. The AT&T LDB also supports all data retrieval protocols required to obtain information for wireless calls by querying the MPC, GMLC or VPC and returning the information retrieved in the format required by the PSAP CPE. Regardless of the legacy data source, the LIS Interface follows Appendix A of NENA STA-010.3-2021 Section 3 describing the mapping of data elements between legacy and NG9-1-1 when forming a HELD response for delivery to i3 compliant CPE.		
SR-CR007.9 Network Time Protocol (NTP) and Time Source – An NTP service synchronizes network time between servers, clients, and applications across a network. The time source provides consistent, credible, and accurate time synchronization to ensure system performance. This time shall also be synchronized with the internal CHE.	Complies. AT&T ESInet processing elements achieve time synchronization via Network Time Protocol (NTP) from redundant and geographically distributed sources within the NG9-1-1 domain. The Stratum 1 clock is self-contained within the ESInet and managed as part of the overall infrastructure. Time stamps are included in logs, system traces, and user reports. Notwithstanding anything contained in this RFP to the contrary, AT&T submits this Response subject to the terms of the Proposed Contract Documents. All provisions relating to SLAs must be mutually agreed to and are as set out in the Proposed Contract Documents and this Response. AT&T is proposing a well-established and industry leading AT&T service that will comply with the specifications, service levels, warranties and all other terms and conditions in this Response and the Proposed Contract Documents	Complies.	Complies. INdigital is offering a fully compliant Next Generation 9-1-1 service. All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard. All of the Functional Elements of the requirement are included in the Proposed Solution. **Please refer to file 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.**
SR-CR007.10 Master Street Address Guide (MSAG) Conversion Service (MCS) – An MCS is a service that provides conversion between Presence Information Data Format – Location Object (PIDF-LO) and MSAG data.	Complies. If required AT&T provides a MSAG Conversion Service that provides the capabilities as described in NENA-STA-010.3 but in a slightly different manner. We allow the OSPs to validate their data using geoMSAGs but still allow the calls to geospatially route via the customer-provided GIS data. As part of the implementation, we will train the Board on how to use our systems and solutions to validate, load, and maintain the GIS Database systems. We have provided our AT&T Appendix R - ESInet GIS Data Roles and Expectations document, which details how, in what format, and what data should be included in order to transition from an ESN/tabular-based deployment into the geospatial i3 routing solution. **This information for this requirement was redacted by AT&T.** **Figure 5: Location Database and GIS systems**	Complies.	Complies. INdigital is offering a fully compliant Next Generation 9-1-1 service. All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard. All of the Functional Elements of the requirement are included in the Proposed Solution. **Please refer to file 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.**
SR-CR007.11 Network-to-Network Interface (NNI) to Other Neighboring NG911 Systems – An NNI enables the interconnection and exchange of data between different distinct networks or NG911 systems typically operated by different service providers or organizations. An NNI allows disparate networks to seamlessly communicate with each other, facilitating the transmission of voice, data, and multimedia traffic. The NG911 Service Provider shall provide all services, applications, and functions as described above for the County, inclusive of all routing and call handling requirements outlined in the SOW.	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 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.	Complies.	Complies. INdigital is offering a fully compliant Next Generation 9-1-1 service. All NGCS components are developed and maintained by INdigital staff to meet or exceed the requirements defined in the NENA i3v3 standard. All of the Functional Elements of the requirement are included in the Proposed Solution. **Please refer to file 2.25 SR-EH001-NGCS SOW.pdf for more details on NGCS services.**
SR-CR010 Emergency Call Routing: SR-CR010.a The NG911 Service Provider shall implement call-routing configurations, rules, policies, and algorithms to change the distribution of calls to the two environments (Regional and Non-Regional) and multiple hosts for the emergency routing scenarios.	Complies. AT&T confirms that it will meet Broward County's requirements for emergency call routing as outlined in SR-CR010. The AT&T ESInet™ platform is designed to implement advanced call-routing configurations, rules, policies, and algorithms to support dynamic distribution of calls between Regional and Non-Regional environments and multiple+B131 hosts during emergency scenarios. AT&T will collaborate with Broward County to define and configure routing policies that align with the County's operational needs. This includes geospatial routing, alternate routing, overflow routing, and failover mechanisms to ensure uninterrupted call delivery during emergencies. The Policy Routing Function (PRF) integrated with the Emergency Services Routing Proxy (ESRP) will enable precise and flexible call routing based on predefined criteria. Additionally, the AT&T Customer Management Portal (CMP) will provide authorized users with real-time access to manage and modify routing configurations as needed, ensuring adaptability to changing emergency scenarios. By leveraging these capabilities, AT&T ensures that Broward County's NG911 system remains resilient, reliable, and capable of handling complex emergency routing requirements.	Complies.	Complies. Emergency routing policies may include load balancing, priority-based routing, overflow routing, and automatic failover to alternate PSAPs, MEVO, or backup environments. All routing logic will be fully documented, tested with stakeholders, and subject to a formal change management and validation process to guarantee accuracy and transparency. This approach ensures that during emergency events, Broward County maintains uninterrupted 9-1-1 service with resilient and flexible call-routing options across both Regional and Non-Regional environments.

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SR-CR012 Overflow Notification: The NG911 System shall provide overflow notification to backup/alternate PSAPs that an incoming call is being routed to the alternate PSAP due to the primary PSAP(s) being unable to handle the incoming call load. The NG911 Service Provider shall describe what information will be displayed to the call taker with call delivery.	Complies. AT&T will provide all of the originating caller information to the alternate PSAPs that are on-net and/or support i3 ESInet-to-ESInet delivery. In addition to the standard call information, History info will be provided within the i3 format to alert the CPE that the call is a "re-routed" call. Most CPEs are configurable to display a special message, flash, or ring using the history info as a trigger. For those PSAPs off net and/or legacy, the caller's TN is provided a key for the legacy solution. If that caller's TN is a Pseudo ANI, the Pseudo ANI can be used as a query key to retrieve address information. For bordering legacy areas, AT&T will work with the legacy provider to dual provision Pseudo ANIs to enable the functionality.	Complies. Motorola's call routing service complies with the NENA i3v3 standard and provides the "History-Info" data and reroute reasoning based on the section 10.20 "Route Cause" Registry, which is included in the signaling. Broward County would be able to configure the VIPER system to display any of the information desired from that standards-based data set.	Complies. INdigital supports metadata conveyance alongside the SIP INVITE that delivers the emergency call. When a call is overflow routed, the call signaling can include additional data objects: Call Reason or equivalent indicators in SIP headers / PIDF-LO extensions Event information in the SIP Reason header (example, "overflow routing") Here is an example from a production system serving Lee County FL. History-Info: <sip:sos@leecoemerdispatchcenter.lee.fl .us.msi911.net?Reason=NENAI3v3%3Bcause%3D200%3Btext%3DNormal%20Route>;index=1 History-Info: <sip:sos@leecoso.lee.fl .us.msi911.net?Reason=NENAI3v3%3Bcause%3D402%3Btext%3DCongestion%20or%20RTO>;index=2 This particular call was routed to a secondary route because of Congestion at the first destination.
SR-NR Network Redundancy and Resiliency	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SR-NR001 Redundant Circuits into the VIPER Load Balancers: The NG911 Service Provider shall provision two redundant circuits into each location to terminate at the VIPER load balancers.	Complies. AT&T acknowledges the requirement to provision two redundant circuits into each location terminating at the VIPER load balancers. We confirm that AT&T will comply with this requirement to ensure redundancy and reliability in the NG911 system.	Complies.	Complies. These diverse circuits will be engineered to provide high availability and resiliency, ensuring no single point of failure. Circuit paths will be geographically and logically separated to the extent possible, with continuous monitoring and failover capabilities to maintain uninterrupted 9-1-1 call delivery.
SR-NR002 Redundant Circuits into the VIPER Servers: The NG911 Service Provider shall provision two circuits into two locations in each environment (Regional and Non-Regional) to terminate at the VIPER servers.	Complies. AT&T acknowledges the requirement to provision two redundant circuits into each location terminating at the VIPER servers. We confirm that AT&T will comply with this requirement to ensure redundancy and reliability in the NG911 system.	Complies.	Complies.
SR-NR003 Diverse Power: All power shall be redundant and diverse (i.e., at least two separate circuits) with a UPS system and generator backup for each component of the NG911 System.	Complies. AT&T confirms that it will meet Broward County's requirements for diverse and redundant power as outlined in SR-NR003. The AT&T ESInet™ platform is supported by a robust infrastructure that includes multiple power circuits, Uninterruptible Power Supply (UPS) systems, and generator backups for each critical component of the NG911 system. AT&T's geographically diverse core sites are designed to ensure continuous operation even during power disruptions. Each site is equipped with redundant power sources and failover mechanisms to maintain system reliability. Additionally, AT&T's Network Operations Center (NOC) and Security Operations Center (SOC) monitor power systems 24x7x365, ensuring rapid response to any issues. This commitment to power redundancy and diversity aligns with Broward County's vision for a resilient and reliable NG911 system.	Complies.	Complies.
SR-NR004 Diverse and Redundant Circuits: All voice and data circuits shall be redundant and delivered via diverse entrances into all facilities.	Complies. Core sites include redundant network transport and redundant network interfacing elements to ensure optimal operation and availability. Network interfacing elements include switches, routers, SBCs, firewalls, and other security devices. AT&T has designed the host connections with diverse access paths utilizing existing dual entrances at all Broward County locations. As the industry adoption has evolved and new threats emerged, it is recommended to deploy two diverse circuits to each Host site. Diversity can only be achieved by fully engineering the entire physical and logical paths to the customer sites. Multi-vendor network solutions may not guarantee actual diversity. Particularly if the vendors are leasing common conduit at any point in the delivery path. While there may be two separate carriers providing circuits to the end point, if there is a cable cut at any point where the two carriers are sharing a common leased conduit, all ESInet service to the host would be severed. AT&T's proposal includes two AVPN connections per Host that have been engineered with Access Path Diversity and will take advantage of the County's existing dual entrances to the facilities. The dual AVPN circuits per Host will terminate on two separate managed and monitored routers. In addition, AT&T has looked further into the network and designed these network services to utilize diverse Serving Wire Centers, Layer 2 and Layer 3 POPs, thus providing the greatest level of resiliency offered. **This information for this requirement was redacted by AT&T.**	Complies.	Complies.
SR-NR006 Maintain Active Calls: When the IP circuits between the NGCS and PSAPs fail for any reason during an active call, the voice or data shall failover to the redundant IP circuit without dropping the call.	Complies. AT&T confirms that it will meet Broward County's requirements for maintaining active calls during IP circuit failures as outlined in SR-NR006. The AT&T ESInet™ platform is designed with fully redundant IP circuits and advanced failover mechanisms to ensure that active calls are not dropped in the event of a circuit failure. When an IP circuit between the NGCS and PSAPs experiences a disruption, the system automatically reroutes the voice or data traffic to the redundant IP circuit in real time, ensuring seamless continuity of the call. This failover process is managed by AT&T's robust network architecture, which includes geographically diverse core sites and a fully meshed MPLS network. Additionally, AT&T's Network Operations Center (NOC) monitors the system 24x7x365 to proactively address any issues, ensuring uninterrupted service and alignment with Broward County's operational needs.	Complies.	Complies. INdigital implement routing resiliency consistent with NENA i3 (NENA-STA-010.3-2021) requirements for survivable ESInets. The ESInet shall employ: • Dynamic routing protocols (OSPF or IS-IS) with Bidirectional Forwarding Detection (BFD) for sub-second detection and rerouting of IP path failures. • BGP with BFD at ESInet boundaries to ensure diverse path continuity between networks. • SIP signaling over SCTP multi-homing where supported, or equivalent methods, to allow session continuity during circuit failover. • DNS SRV/NAPTR failover for SIP proxy and ESRP redundancy. This will allow for SIP sessions not be dropped during a single circuit or node failure, and that associated call metadata is preserved during reroute.
SR-NR008 Circuits Monitored: SR-NR008.a All circuits shall always be monitored to ensure they are available when needed.	Complies. AT&T confirms that it will meet Broward County's requirements for circuit monitoring as outlined in SR-NR008. All circuits supporting the NG911 system will be continuously monitored 24x7x365 by AT&T's Network Operations Center (NOC) and Security Operations Center (SOC). These centers utilize advanced monitoring tools and processes to ensure that all circuits remain operational and available when needed. In the event of any anomalies or potential issues, AT&T's proactive monitoring systems will generate immediate alerts, enabling rapid identification and resolution. This approach ensures the reliability and availability of the NG911 system, aligning with Broward County's expectations for a resilient and dependable emergency communication infrastructure.	Complies.	Complies.

Response Matrix

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NG911 Call Delivery	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SR-DL 911 Call Egress/Call Delivery to All PSAPs			
SR-DL002 NG911 Circuit Bandwidth: The NG911 Service Provider shall provide bandwidth to the CHE at each host to be capable of operating the entire system plus 25% growth. The NG911 Service Provider shall ensure that in the event of a failure of the ESInet or CHE, a single connection to a single host will be large enough to handle all traffic.	Complies. AT&T ESInet is built to support bandwidth growth at both the core sites and the network. The AT&T ESInet™ implements twice the amount of bandwidth required to serve the total number of simultaneous calls that traverse the network. For example, a PSAP that requires 10 call paths will be provisioned with two access facilities that can support 10 simultaneous call paths. Should one access facility fail, the second one continues to provide the full call capacity required. Ingress and egress capacity is not oversubscribed. The AT&T ESInet™ calculation of bandwidth takes into account a N+1 design, a 120kps per call standard, and a 200% capacity capability at each element. Our backbone network has the scalability to adjust bandwidth by 50 percent or more. It scales to changing needs easily, quickly, and with minimal operational impact. Specifically for the AT&T ESInet design for Broward County, we have included the following network connectivity for each of the Host locations. **The remaining information for this requirement was redacted by AT&T.**	Complies.	Complies.
SR-DL003 Interface to VIPER: The NG911 Service Provider shall interface the NGCS into the County's VIPER 7 platform to allow the NGCS and CHE to exchange routing and activity data, including all	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**	Complies. Motorola's 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 ● Ruidoso Police Department, NM	Complies. INdigital will work cooperatively with stakeholders to implement ACD and IVR functionality for the VIPER system. These are standards-based interfaces, fully supported within an i3-compliant environment. VIPER is an i3-compliant CHE system, and INdigital is an i3-compliant NGCS provider. While VIPER 7 currently has a limited deployment footprint, we do not anticipate any compatibility issues with the standard interfaces requested in this RFP.
SR-DL005 Policy-based Rules: **SR-DL005.a** The NG911 Service Provider shall provide a policy-based rules function and a user-accessible tool to manage the policy rule's function.	Complies. AT&T confirms that it will meet Broward County's requirements for a policy-based rules function as outlined in SR-DL005. The AT&T ESInet™ platform includes a robust Policy Routing Function (PRF) that enables the creation, management, and execution of policy-based rules for call routing. To support this functionality, AT&T provides a secure, user-friendly tool—the Customer Management Portal (CMP)—that allows authorized users to define, modify, and manage policy rules in real time. This tool ensures flexibility and transparency, enabling Broward County to adapt routing policies to meet operational needs efficiently. By leveraging this capability, AT&T ensures that Broward County's NG911 system remains dynamic, reliable, and aligned with the County's requirements for advanced call management.	Complies.	Complies.
SR-DL008 Early Media and Ring Back: To permit the functions in the VIPER, the NGCS shall support early media and ring back from the CHE. The NG911 Service Provider shall provide at least three other VIPER 7 implementations where the proposed NG911 System has been successful.	Complies. The standard VIPER configuration is to provide a 183 (early media) ring back for all calls into the VIPER system. AT&T has successfully deployed 421 PSAPs initially using this configuration. The VIPER system is a dynamic system, and sometimes unique configurations may apply. It was discovered during some of the early OSP IP deployments, that OSPs have different SIP-based failover configurations and timeout scenarios on their side. In some cases, particularly around longer wait times (2+minutes), an additional CPE configuration of replying with a 200 answer message may be more beneficial to the PSAP, allowing them to retain the call within their IVR, while resources become available, versus having the OSP retry or reroute a call. These options for configuration will be discussed during the architecture, and implementation phases of the project with Broward and fully tested prior to go-live. AT&T and VIPER will support the necessary changes to allow for the best and most desirable outcome for Broward County.	Complies. Motorola currently does not have any VIPER customers using early media or ring back today.	Complies. This is a common configuration request across multiple CHE manufactures and not unique to VIPER.
SR-DL009 Early Media and Ring No Answer: The NG911 Service Provider shall coordinate configuration of the Regional environment to include early media and ring no answer to not impact the ACD in use. The NG911 Service Provider shall provide at least three other VIPER 7 implementations where the proposed NG911 System has been successful.	Complies. The standard VIPER configuration is to provide a 183 (early media) ring back for all calls into the VIPER system. AT&T has successfully deployed 421 PSAPs initially using this configuration. A list of VIPER 7 deployments can found in: AT&T Attachment K – VIPER 7 i3 Deployments. Additionally, a Ring no answer configuration is set for every PSAP. These times are configurable by PSAP to allow for longer failover times for some, and shorter for others. THE RNO (Ring no Answer) configuration has proved to be vital feature for areas with longer wait times and/or CPE failure scenarios where the network has acted normally, but additional messaging has been blocked from an equipment, network, or application perspective from the PSAP.	Complies. Motorola currently does not have any VIPER customers using these features today.	Complies. INdigital supports SIP 183 messaging to deliver early media during call setup, ensuring that ring-no-answer conditions do not negatively impact the ACD in use within the Regional environment. While VIPER 7 currently has a limited deployment footprint nationwide, INdigital has successfully demonstrated interoperability with VIPER systems in both lab and production environments through NENA ICE events and industry testing. These validations confirm full compatibility between INdigital's NGCS and VIPER 7 using i3-compliant standard interfaces.
SR-DL010 Call Back and Bridging: The NGCS shall support the ability to call back 911 callers and to bridge the calls to various agencies within and outside of Broward County.	Complies. AT&T confirms that it will meet Broward County's requirements for call back and bridging functionality as outlined in SR-DL010. The AT&T ESInet™ platform is designed to support the ability to call back 911 callers seamlessly, ensuring that emergency responders can re-establish contact with callers if a call is disconnected. Additionally, the system enables bridging of calls to various agencies within and outside of Broward County, facilitating effective coordination and communication across jurisdictions. This functionality is supported by the platform's adherence to NENA i3 standards, which ensure interoperability and compatibility with other NG911 systems. By leveraging advanced call routing and management capabilities, AT&T ensures that Broward County's NG911 system can handle complex call scenarios while maintaining the highest levels of reliability and operational efficiency.	Complies. Motorola currently does not have any VIPER customers using this today.	Complies. The proposed solution includes OSP callback services where they have made this feature available. The FEs in the ESiNet provide extensive call (and SIP bridging services for all media types.
SR-DL011 Call Back and Transfer: The NG911 Service Provider shall provide an Outbound Call Interface Function (OCIF) to permit the call back and transfer of calls. The NG911 Service Provider shall describe how this function has been integrated to VIPER 7 implementations to enable the transfer of calls to various agencies within and outside Broward County.	Complies. The Outbound Call Interface Function (OCIF) is responsible for handling calls originating from i3 PSAPs over their serving ESInet/NGCS, including call back calls, official calls from one public safety agency to another (on the same or different ESInet), and administrative calls that have been promoted to emergency calls, as described in NENA-STA-010.3f-2021. OCIF to support 911 call back is a road-mapped capability for AT&T ESInet and is planned for 2026. AT&T would like to discuss use cases of OCIF with Broward during contract negotiations. AT&T ESInet currently supports transfers via i3 protocols. When receiving a transfer request via a SIP refer, AT&T ESInet will examine the URI (SIP or TEL) to identify the destination. These destinations can include both on-net and off-net locations including transfers to PSAPs on legacy selective routers and other ESInets. AT&T ESInet also supports call transfers to services that utilize the PSTN such as poison control or language lines. This functionality has been tested and deployed for all PSAPs using Intrado VIPER.	Complies. Motorola currently does not have any VIPER customers using this today.	Complies. OCIF is an i3-standard interface delivered through the NGCS. All i3-compliant CHE, including VIPER 7, are fully compatible with this service.

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SR-DL012 Bridging: The NG911 Service Provider shall provide a bridging function that will allow the conferencing of at least five callers. The NG911 Service Provider shall describe how this function has been integrated to VIPER 7 implementations.	Complies. The AT&T ESRP supports N-way bridging and call transfers using i3 SIP REFER and subscribe/notify messaging. i3 PSAPs can transfer calls to both i3 and non-i3 PSAPs. Subscribe/notify messaging allows the PSAP or secondary PSAP to take control over the call bridge once the call has been transferred. AT&T has enabled PSAPs to transfer calls to PSAPs both on-net (connected to AT&T ESInet) and PSAPs off-net (connected to an LSR or ESInet). The bridging function has been integrated to VIPER 7 using the prescribed i3 protocols. AT&T ESInet uses the conference-aware UA method to support bridging. When a bridge or transfer request is initiated by the call taker, VIPER 7 will send an i3-compliant SIP-REFER message to the AT&T ESInet. AT&T ESInet will inspect the URI delivered and support both SIP URI and TEL URIs. SIP URIs typically identify another PSAP. The AT&T ESInet's conference-aware UA will start a new leg to the call to bridge in the destination identified in the SIP REFER message. AT&T ESInet can support more than five participants for each call. This functionality is tested during Operational Readiness Testing and is utilized by all i3 PSAPs connected to AT&T ESInet.	Complies. Motorola currently does not have any VIPER customers using this today.	Complies. INdigital provides i3-compliant bridging and conferencing services that excel this capability. All interfaces seamlessly interoperate with all working major CHE and NNi platforms that support i3 protocols
SR-DL013 Legacy Selective Router Retirement: The NG911 Service Provider shall coordinate and execute plans to remove the legacy selective routers from the call delivery call flow to reduce future costs. The NG911 Service Provider shall describe the process used to accomplish this.	Complies. As a telecommunication provider, AT&T is uniquely qualified to coordinate the migration of OSPs from the legacy Selective Router to the AT&T ESInet. AT&T provides 9-1-1 Services in over 25 other states across the USA. AT&T has the appropriate agreements, relationships, licenses, and interconnection agreements necessary to provide 9-1-1 services statewide. All terms, conditions, and procedures follow applicable State guidelines and rules as well as applicable telephone industry practices, NENA standards, and all applicable US telecommunication law. AT&T will work with Broward to develop a joint communication plan to each PSAP, government organization, and appropriate Originating Service Providers (OSPs) outlining the scope of services to be implemented, a high-level implementation schedule, and key contact information for each entity. AT&T can distribute this communication on behalf of Broward. A data collection effort is conducted to gather information from the Originating Service Provider (OSP). Much of this information is first obtained from public or proprietary industry databases and subsequently augmented and annotated with feedback from service provider representatives. Information collected from or validated with OSP representatives during the Solution Definition phase includes: • Comprehensive Inventory of OSPs serving ACOG; ILECs; Independent Operating Companies (ICOs); CLECs; Wireless; VoIP; Private Switch Customers • OSP Contact Information; Network Planning; Trunk Ordering; ALI Data • OSP Code Sets; CLLI Codes; Point Codes; ACNAs; OCN; NENA IDs • OSP Switch Information; Type, CLLI Codes; Rate Centers Served • OSP Trunk Information; Quantities; SS7; CAMA; PRI; SIP • Embedded existing 9-1-1 service provider system interconnection • Tariff Information • Interconnection Agreements Most OSPs are likely to order trunk groups in quantities and configurations that replicate their existing connectivity to the legacy selective routers. OSPs may be able to aggregate more trunk groups on fewer overall facilities due to changes in the number and location of the LNGs. OSPs will be instructed to order diverse (primary and alternate) trunk groups to the next generation Points of Interconnect (POI). OSPs will be instructed to configure their primary and alternate call paths so as to achieve a balance between the AT&T ESInet point codes in order to distribute the load between the pairs. AT&T will facilitate the establishment of OSP communication guidelines with Broward and adhere to these guidelines for the project implementation and service duration. AT&T establishes expectations with each OSP and manages communication to the OSP for items related to the AT&T ESInet services on behalf Broward. AT&T has commercial agreements with most major OSPs to allow them to connect to AT&T ESInet. AT&T will execute a commercial agreement with any OSP or aggregation provider that does not already have an agreement in place. The parties will work together on the migration, timelines, and implementation process. AT&T will manage the OSP migrations after contract execution and upon receipt of the Letter of Authorization from the PSAP. The Interconnection agreements include but not limited to the following: • Roles and responsibilities of the Parties • Terms and Conditions • Establishing facilities and Exchange traffic • Point of Interconnection (IP locations) • Call transfers • Split rate centers • Call transfers • Database • Troubleshooting • Fault Management and escalation procedures AT&T ESInet supports both TDM and SIP ingress to the ESInet. While AT&T's preference is that all OSPs connect via IP, AT&T ESInet also includes TDM POIs for OSPs not currently capable of IP. OSPs utilizing TDM will connect to the local TDM POIs. OSPs utilizing transitional protocols such as Basic SIP or OSPs ready to deploy i3 will connect to the IP POIs. Basic SIP allows OSPs to utilize IP connections which are not mileage sensitive like TDM circuits and continue to use tabular based routing using ANI/pANI. AT&T ESInet will work with OSPs to determine the most appropriate connection type. AT&T's Originating Service Provider Network SIP Interconnection Specification outlines the use of both Basic SIP and i3 SIP including interconnection alternatives, interface methods, SIP profile, SIP invite examples, and other details to assist OSPs on a smooth transition to IP ingress. AT&T ESInet utilizes the core site locations as well as in-state locations as the IP POIs and recommends OSPs connect to at least two of the POIs. AT&T will work with each OSP to determine mutually agreed upon core site locations for IP ingress. As OSPs are migrated to the AT&T ESInet POIs, the OSPs will disconnect their trunks to the Selective Routers. Once all OSPs have been migrated to the AT&T ESInet, the Selective Router will no longer be used as an aggregation point for OSP traffic.	Complies. Motorola tracks OSP migrations very closely and once they have all been migrated Motorola monitors the analog trunks for any activity. Once activity has stopped Motorola starts the decommissioning process.	Complies. INdigital will migrate all interconnecting OSPs to SIP. In alignment with the FCC requirement in order PSBHSB 25-143, all carriers are mandated to interconnect via SIP to NG-ready PSAPs. Once this migration is completed within the FCC's 6–12 month timeline, all legacy selective router services and LNGs can be decommissioned (unless required for a non-qualified MLTS provider granted authority by the County.

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SR-DL014 Call Delivery Monitoring and Notifications: **SR-DL014.a** The NG911 Service Provider shall monitor the processing of 911 calls through the Functional Elements of the NG911 System to the PSAPs.	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.	Complies.	Complies.
SR-AF Alternate Call Routing/Failure	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SR-AF001 Activation of Alternate and Failover Routing: The NG911 System provided by the NG911 Service Provider shall permit the activation of alternate and failover routing to, at a minimum, mirror the current County routing by using passive (e.g., CHE status, etc.) and active (e.g., abandonment switch) methods. The NG911 Service Provider shall describe the proposed methods to accomplish this requirement.	Complies. All redundancy mechanisms for core applications and network elements that support delivery of emergency 9-1-1 calls across the AT&T ESInet solution (Routing LNG, ESRP, and ESInet components, LIS, ECRF, ADR, and ALI) employ "failover" procedures which are automatic and do not require human intervention. AT&T leverages the use of Bidirectional Forwarding Detection (BFD) on all network backbone links for fast failover purposes. 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.	Complies. Motorola provides a rigorous call flow design meeting to define all contingency routing plans. These plans will consider PSAP availability and or queue status, if it is available, for overflow routing. These pre-defined Policy Routing Rules activate upon failure to route to the primary destination PSAP, with no required action from PSAP personnel (passive). Policy Routing Rules are also set up for the customer to activate (e.g., PSAP abandonment) manually.	Complies. INdigital will coordinate PRF strategies with the County and the PSAPs to defi ne rollover plans for common impairments such as congestion, busy signals, or service unavailability. Additional routing actions may be executed through our PSAP Re-Route Tool (PRRT), which provides a secure web-based interface that allows PSAP personnel to log in and redirect calls to alternate locations as needed. For further support, INdigital's Network and Security Operations Center (NSOC) is available 24x7 to assist with re-route requests and ensure calls are delivered without interruption.
SR-AF002 Regional Environment Failover: The NG911 System provided by the NG911 Service Provider shall support the activation of a Regional PSAP failover for a single PSAP or two PSAP failures with VIPER in service. Calls shall have tags or other methods of identification for the VIPER to be able to route the call appropriately. CAD failure scenarios will be managed by VIPER as it is now. The NG911	Complies. AT&T ESInet has multiple capabilities to allow failover from the primary PSAP to another PSAP, including those designated as an alternative or for failover. AT&T ESInet supports multiple route lists such as a Primary/Alternate Route list as well as separate route lists for Abandonment, Backup Routing, or even special event routing. AT&T ESInet provides two ways to mark the calls for failover routing. The first involves the marking of the call to route to the failover PSAP. The second involves marking the call to indicate this was a failover call from one PSAP to another. AT&T ESInet accomplishes the routing by using SIP URIs as prescribed by NENA STA-010.3 to indicate which PSAP the call is directed to. If a call needs to failover to another PSAP, AT&T ESInet updates the URI being sent to the CHE. AT&T ESInet also includes the NENA STA-010.3 prescribed History-Info Header with the call. Should a call need to failover to another PSAP, the History-Info header provides additional information that VIPER can utilize to notify the PSAP that the call was an alternately routed call and not originally intended for them. AT&T ESInet has utilized the described markings in all of our i3 deployments nationwide. AT&T's largest experience of alternate routing to destinations across multiple PSAPs was during the 2024 Hurricane Helene disaster in North Carolina. During this catastrophic event, AT&T was able to successfully alternate route calls throughout the County for PSAPs impacted by the hurricane. This included routing calls from PSAPs in the western portion of the County to PSAPs on the eastern portion that were not impacted. The flexibility of the route lists allowed the County to update these specifically for this event and in a timely fashion in order to allow for PSAPs to failover to PSAPs they do not normally utilize.	Complies. Motorola's call routing service complies with the NENA i3v3 standard and provides the "History-Info" data and reroute reasoning based on the section 10.20 "Route Cause" Registry, which is included in the signaling. Broward County would be able to configure the VIPER system to utilize any of the information provided from that standards based data set for the appropriate internal routing of the call.	Complies. INdigital utilizes tags and reason codes within call signaling that can trigger specific actions by the VIPER 7. In addition, the NGCS can update the SIP URI to designate alternate destinations, enabling the VIPER 7 to make accurate call delivery decisions. These methods are standard call presentation practices for CHE platforms shared by multiple PSAPs and are fully supported in INdigital's NG911 architecture.
SR-AF003 Non-Regional Environment Failover: The NG911 System provided by the NG911 Service Provider shall support the activation of a Non-Regional PSAP failover for a single PSAP not functioning with VIPER in service; it will be managed by VIPER as it is now. Calls shall have tags or other methods of identification for the VIPER to be able to route the calls appropriately. The NG911 Service Provider shall describe the method of marking the calls, and list other locations where this has been accomplished.	Complies. AT&T ESInet has multiple capabilities to allow failover from the primary PSAP to another destination, including PSAPs not part of the County environment. AT&T ESInet route lists used for failover can have destinations on other ESInets, legacy Selective Routers, or even PSTN destinations. AT&T ESInet provides two ways to mark the calls for failover routing for i3 PSAPs. The first involves the marking of the call to route to the failover PSAP. The second involves marking of the call to indicate this was a failover call from one PSAP to another. AT&T can use steering digits to alternately route calls to a PSAP on a legacy selective router and can also route to a 10-digit number via the PSTN. AT&T ESInet accomplishes the routing for i3 PSAPs by using SIP URIs as prescribed by NENA STA-010.3 to indicate which PSAP the call is directed to. If a call needs to failover to another PSAP, AT&T ESInet updates the URI being sent to the CHE. AT&T ESInet also includes the NENA STA-010.3 prescribed History-Info Header with the call. Should a call need to failover to another PSAP, the History-Info header provides additional information that VIPER can utilize to notify the PSAP that the call was an alternately routed call and not originally intended for them. AT&T ESInet has utilized the described markings in all of our i3 deployments nationwide. AT&T allows for alternate routing to destinations not on ESInet and this has been implanted nationwide in various capacities.	Complies. Motorola's call routing service complies with the NENA i3v3 standard and provides the "History-Info" data and reroute reasoning based on the section 10.20 "Route Cause" Registry, which is included in the signaling. Broward County would be able to configure the VIPER system to utilize any of the information provided from that standards-based data set for the appropriate internal routing of the call.	Complies. The ESiNet can accept re-routed calls from the VIPER 7, when it is presented with the appropriate SIP URI. The NGCS then re-routes the call to the designated PSAP based on the provided information. The ESiNet is also capable of re-routing calls outside of the VIPER environment, depending on the rejection codes received from the VIPER. For example, 4xx, 5xx, and 6xx rejection codes can trigger alternate PRF strategies to ensure calls are delivered to the proper destination without interruption.

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	AT&T	Motorola Solutions	INdigital
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SR-AF004 Automatic Activation of Call Routing to the Other Environment: The NG911 System provided by the NG911 Service Provider shall permit the automatic activation of call routing from one environment to the other environment when VIPER in one environment (Regional or Non-Regional) is unable to process 911 calls (e.g., no users logged in, equipment failure, manual switch, etc.). The NG911 Service Provider shall describe the method of accomplishing this requirement to include how the routing is signaled to the NG911 System from the PSAP and list where this has been implemented.	Complies. AT&T ESInet is configured to automatically failover calls in the event that a PSAP and/or their CHE is unable to process a call. AT&T ESInet's Primary/Alternate Route list allows for the PSAP to have up to ten destinations to route the call to. If the primary PSAP is unavailable, the ESInet can route the call to the remaining nine destinations. PSAPs do not have to fill all nine alternate destinations, but this allows PSAPs to customize their route lists to their choosing. Destinations can include PSAPs on the same CHE, PSAPs on-net (AT&T ESInet) or off-net which includes other ESInets, Legacy Selective Routers, or even destinations on the PSTN (such as admin lines). During implementation, the assigned Project Manager will work with each PSAP to define their Primary/Alternate Route list. This list can be modified at any time after implementation to allow the PSAP's route lists to evolve. Automatic routing to another PSAP can be triggered by many different situations including but not limited to the following scenarios: • Ring No Answer Timers – AT&T ESInet can define a Ring No Answer timer setting that allows the call to automatically route to a different destination if the call is not answered within a predetermined amount of time • PSAP busy – VIPER allows the PSAP to configure how many concurrent calls they would like to take. Once this limit is achieved, the VIPER will send back a SIP busy message back to AT&T ESInet to indicate the call should automatically reroute to another destination • PSAP unreachable – if a remote PSAP is not reachable by the PSAP's CHE system, VIPER will send an error message which allows the AT&T ESInet to reroute the calls to a different destination in the route list • CHE unreachable – if the AT&T ESInet cannot reach the PSAP's CHE because of a network issue, the calls with automatically failover to the next destination in the route list. These can be based on a network error received in response to our network invite or a timeout. These are some of the scenarios that would cause the AT&T ESInet to automatically reroute a call to another destination. During the data collection process, AT&T works with each PSAP to define the route lists. Automatic alternate routing is used by every PSAP on AT&T ESInet and is tested during Operational Readiness Testing to insure that the failover routing is working to the destinations in the route list. As changes are made to the route list, AT&T uses test call functionality to validate changes.	Complies. This is completed in the PRF and is functioning at every one of Motorola's customer sites. Alternate routing through the PRF occurs when CHE is down, calls are not answered, overflow occurs when agents aren't available, or manual abandonment is enabled. It is also enhanced by the use of location-based alternate routes, where all calls go to multiple PSAPs based on where they occur in the County.	Complies. INdigital implements alternate routing strategies based on the SIP response codes received from the VIPER 7 system. For example, specific 4xx, 5xx, or 6xx response codes can trigger predefined PRF policies to redirect calls to alternate destinations. In the event of a complete VIPER failure where no SIP messaging is received, INdigital employs custom timers within the NGCS. Once the timer expires, the system automatically executes an alternate routing decision, ensuring calls are delivered to a designated backup destination without requiring interaction with the VIPER. 2.11
SR-AF005 Activation of Call Routing to Other NG911 Systems: The NG911 System provided by the NG911 Service Provider shall permit the activation of call routing to other jurisdictions and can be implemented using interconnectivity to neighboring counties. The NG911 Service Provider shall describe the method of marking the calls and routing the calls to other jurisdictions and list other locations where this has been accomplished.	Complies. AT&T ESInet supports alternate routing to other NG911 systems. AT&T ESInet supports alternate routing to both on-net (PSAPs on AT&T ESInet) and off-net (PSAPs on other NG911 systems). Routing to PSAPs on a different NG911 system are configured differently within the AT&T ESInet, but activation to use this route is similar to any other alternate routing destination on AT&T ESInet. Call routing to other NG911 systems can be done automatically if the PSAPs on the NG911 system are provisioned in the Primary/Alternate route list. As calls are not able to be delivered to the primary PSAP, calls can automatically route to a PSAP on another NG911 system. AT&T ESInet also allows Broward to provision PSAPs on a different NG911 system in the Abandonment and Backup Route lists. Abandonment and Backup routing has multiple options to activate the route list. This can be done by calling the AT&T Resolution Center who will activate Abandonment or Backup routing. In addition, AT&T provides the Customer Management Portal (CMP) to allow PSAPs to activate Abandonment or Backup Routing. Authorized users can access the CMP via a web browser. The CMP provides dual factor authentication and supports user-based roles meaning that giving users access to enable abandonment or backup routing is login-specific. Broward can select certain users to have access to activate these route lists while others do not.	Complies. This is completed in the PRF and is functioning at every one of Motorola's customer sites. Adjacent agencies can be part of the PRF alternate route plans. Just as Motorola can transfer to neighboring jurisdictions, Motorola uses the same URIs to direct reroutes and include the original destination PSAP in the SIP header so they are aware that they are not the original intended destination. This is a normal part of the development of the Policy Routing Rules at all of Motorola's customer sites. Motorola's call routing service includes i3v3 standard headers, including "History Info" and root cause reasoning as markers. To date, Motorola's customers are using discrete CHE queue URI's to accomplish this functionality which enables the receiving PSAP to understand that any calls Motorola delivers to those discrete queue URI's are calls from another jurisdiction. This approach permits the PSAP to visualize and or treat those calls differently based on their operational needs	Complies. INdigital would update the History-Info and Reason Parameter within the SIP PIDFLo messaging of the call. This allows for i3 compliant CHE systems to present the reason this out of jurisdiction call was presented to the alternate PSAP.
SR-AF006 Legacy Selective Router Connectivity to Neighboring Agencies: The NG911 Service Provider shall coordinate and execute connectivity to legacy selective routers to support call transfers to neighboring agencies not served by the County's or other NG911 Systems. The NG911 System should support the use of star codes and provide the ability to modify star codes. A list of star codes will be provided by the County. The NG911 Service Provider shall describe how this requirement will be accomplished.	Complies. For PSAPs still on a legacy Selective Router (L-SR), AT&T will establish TDM trunks to the L-SR. During the setup, AT&T will work with the L-SR provider to determine routing digits for each PSAP that is still on the L-SR for which Broward needs to send calls. These routing digits will be sent with the call from AT&T ESInet to the L-SR to provide the necessary routing instructions allowing the L-SR to steer the calls. The AT&T ESInet also supports transferring calls from a PSAP on an L-SR to the AT&T ESInet. In this case, the L-SR sends routing digits to the AT&T ESInet for the PSAP on ESInet they would like to transfer the call to. For a PSAP deployed with i3, they will no longer use star codes but follow the NENA prescribed methods of SIP-REFER with a URI. In this use-case, we provide URIs for both PSAPs on the ESInet as well as PSAPs on a L-SR that will be provisioned into the PSAPs CHE. If the PSAP needs to transfer to a PSAP on a L-SR, the SIP REFER will contain the associated URI. Once this URI is received, AT&T ESInet will recognize this PSAP URI is associated with an L-SR. AT&T ESInet will then send the corresponding routing digits to the L-SR which will recognize the associated PSAP and send the call to the legacy PSAP. The reverse works similarly. The legacy PSAP will use a star code that is associated with the AT&T ESInet PSAP. The L-SR will recognize this star code and send the calls with the associated routing digits over the trunks between L-SR and AT&T ESInet. AT&T ESInet will recognize the routing digits, associate this with an i3 PSAP, and convert the call to i3 and send to the PSAP. AT&T is uniquely qualified to support transfers to/from a PSAP on the L-SR as they both provide Legacy Selective Router services and have completed interoperability with other L-SR providers. This solution has been tested across the nation for all AT&T ESInet PSAPs with neighboring agencies on a L-SR.	Complies. At the time of deployment all surrounding counties, including Orange and Hillsborough, will have connectivity on an i3 system so there will not be the need for an LSRG. Star Codes are a function of the selective router and, as such, are not supported in i3. Transfers occur by sending a URN specific to the agency you are trying to reach and the location, through the ECRF determines the transfer agency just as the ESN functions.	Complies. INdigital supports code transfers to the LSRG via LPG services. The code is intercepted by the LPG and updated with the associated SIP messaging for the NGCS and LSRG to make the appropriate translation to complete the transfer to the Legacy Selective Router. Although this is supported, it is unlikely to remain necessary given our fast pace of NG 911 deployments in Florida. But we can support those who choose the legacy technology of AT&T.

Response Matrix

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Project Questionnaire Vendor Response Matrix

	AT&T	Motorola Solutions	INdigital
Project Questionnaire Matrix			
SR-AF007 NG911 System Connectivity to Neighboring Agencies: The NG911 Service Provider shall coordinate and execute connectivity to neighboring NG911 systems to support call transfers and alternate routing to neighboring agencies not served by the County's NG911 System. The NG911 Service Provider shall describe how this requirement will be accomplished.	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 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.	Complies. Motorola currently has connectivity to all NGCS providers surrounding Broward County. A Network to-Network Interface (NNI) is used to define how calls will be processed between the providers. Motorola will assist the CHE provider on configuring transfer buttons that are not location-based.	Complies. All working NGCS providers in Florida (and adjacent states) have interconnection agreements with each other for the transfer, presentation and general interoperability of NG9-1-1 systems. INdigital has active bi-directional agreements with AT&T / Intrado, Lumen, and MSI that operate in Florida. (We also have agreements with Comtech.) SIP URI translations are made between systems vendors. INdigital would also support the use of a Forest Guide if one is established for Florida.
NG911 Call Delivery			
SR-CP Call Processing	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SR-CP001 Integrate with VIPER 7: The NG911 Service Provider shall integrate with VIPER 7 in both environments (Regional and Non-Regional).	Complies. AT&T confirms that it will meet Broward County's requirements for integration with VIPER 7 as outlined in SR-CP001. The AT&T ESInet™ platform is designed to seamlessly integrate with Intrado VIPER 7 call handling systems in both Regional and Non-Regional environments. This integration ensures compatibility and interoperability, enabling efficient call routing and management across Broward County's NG911 system. AT&T's vendor-agnostic architecture and adherence to NENA i3 standards facilitate smooth integration with VIPER 7, ensuring that all system functionalities, including geospatial call routing, text-to-911, and call bridging, operate seamlessly. Additionally, AT&T will work closely with Broward County and Intrado to validate the integration through rigorous testing and ensure alignment with the County's operational requirements. This commitment guarantees a reliable and future-ready NG911 solution for Broward County. Today, AT&T ESInet is deployed using i3 call delivery to over 400 Intrado VIPER call handling PSAPs. AT&T has provided three reference customers within this response that are currently deployed using VIPER 7 connected to AT&T ESInet: • Brevard County, FL • Capital Area Emergency Communications District • State of North Carolina **See AT&T Attachment K – VIPER 7 i3 Deployments**	Complies.	Complies.
SR-CP001.1 Integrate with VIPER 7 in the Regional Environment: The NG911 Service Provider shall integrate with the VIPER 7 in the Regional environment to ensure that all current functions of VIPER continue to function, including the load sharing and ACD functions. The NG911 Service Provider shall describe how this is accomplished.	Complies. AT&T is uniquely qualified to support integration with VIPER as completed more VIPER i3 integrations than any other supplier. AT&T ESInet supports VIPER 7 in multiple configurations whether the PSAP has purchased VIPER as a Service, maintains a regional VIPER or even a standalone VIPER for one specific location. AT&T has integrated with over 500 PSAPs using the Intrado VIPER CHE. VIPER 7 is tested in AT&T Labs to validate interoperability with AT&T ESInet. In addition, updates to both AT&T ESInet and VIPER are tested in the lab when new releases are available for either ESInet or VIPER. AT&T also completes Operational Readiness Testing (ORT) for each PSAP that is deployed. During ORT, test calls validate both sunny day and rain day scenarios to ensure both systems are functioning as expected.	Complies. Motorola's call routing service is CHE-agnostic. Motorola develops a plan with the CHE provider to enable SIP delivery of calls and associated HELDADR information. Motorola works closely with them on schedule, matching up PSAP URIs with call queues and plan alternate routing scenarios, and the processes which enable them. All functionality of VIPER 7 SP3 has been tested with Motorola's routing platform for ensuring continued operation.	Complies. INdigital would extend the ESiNet connections to the VIPER host POIs. Establishing a new trunking interface to the VIPER would allow for the system to be extensively tested without disrupting current 9-1-1 traffic. Once testing is completed, we would interface to the legacy network using LPG and LSRGs. This makes the new SIP NG service in production and ready for carrier conversions. We would then coordinate with carriers individually for the turn up of NG911 services from each OSP. This would continue until all carriers have turned down legacy interfaces to the SR and have migrated to NG9-1-1 at the INdigital POI's.
SR-CP001.2 Integrate with VIPER 7 in the Non-Regional Environment: The NG911 Service Provider shall integrate with the VIPER 7 in the Non-Regional environment to ensure that all current functions of VIPER continue to function, including the load sharing functions. The NG911 Service Provider shall describe how this is accomplished.	Complies. AT&T ESInet actively supports PSAPs using a regionalized solution of VIPER as well as standalone. While network setup can vary between the two setups, at an application level the functionality is very similar. AT&T follows similar processes for both Regional and Non-Regional deployments and modifies setup of the application and network as necessary. AT&T is uniquely qualified to support integration with VIPER as completed more Viper i3 integrations than any other supplier. AT&T ESInet supports VIPER 7 in multiple configurations whether the PSAP has purchased VIPER as a Service, maintains a regional VIPER or even a standalone VIPER for one specific location. AT&T has integrated with over 500 PSAPs using the Intrado VIPER CHE. VIPER 7 is tested in the AT&T Labs to validate interoperability with AT&T ESInet. Updates to both AT&T ESInet and VIPER are tested in the lab when new releases are available for either ESInet or VIPER.	Complies. Motorola's call routing service is CHE-agnostic. Motorola develops a plan with the CHE provider to enable SIP delivery of calls and associated HELDADR information. Motorola works closely with them on schedule, matching up PSAP URIs with call queues and plan alternate routing scenarios, and the processes which enable them. All functionality of VIPER 7 SP3 has been tested with Motorola's routing platform for ensuring continued operation.	Complies. INdigital would extend ESiNet connections directly to the non-regional PSAPs. If these PSAPs are served by a 3rd party 911 provider, we would provide interoperability via LSRG trunking or a direct ESiNet to ESINet NNI SIP interoperability connection arrangement.

Response Matrix

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	AT&T	Motorola Solutions	INdigital
Project Questionnaire Matrix			
SR-CP002 Data Supports VIPER 7 Functions: **SR-CP002.a** The NG911 Service Provider shall work cooperatively with the CHE vendor to ensure that the data provided meets the needs of the CHE to continue to provide all current functions. The NG911 Service Provider shall provide documentation on the configurations and data exchanges to the CHE vendor and work cooperatively to interconnect.	Complies. AT&T confirms that it will meet Broward County's requirements for supporting VIPER 7 functions as outlined in SR-CP002. AT&T will work collaboratively with Intrado, your current Call Handling Equipment (CHE) vendor, to ensure that all data provided by the NG911 system meets the functional requirements of the VIPER 7 platform. This includes maintaining compatibility with current functions and enabling seamless data exchanges. AT&T will provide detailed documentation on configurations, data formats, and exchange protocols to Intrado, ensuring clarity and alignment with operational needs. Additionally, AT&T will actively participate in the interconnection process, conducting rigorous testing and validation to confirm that all functionalities are preserved and optimized. This cooperative approach ensures that Broward County's NG911 system operates reliably and efficiently, supporting the County's public safety objectives.	Complies.	Complies. INdigital has a full depth of experience interfacing to all major CHE providers. This includes VIPER, Solacom, Vesta (legacy, DMS, and Nxt), as well as many others.
SR-IT Interfaces	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SR-IT001 Interface Documentation: The NG911 Service Provider shall provide interface documentation on the configurations and data exchanges to the other interface vendors and work cooperatively to interconnect. These include but may not be limited to: • Incoming POIs • Legacy Systems • Other NG911 Systems • PSTN, Wireless and VoIP systems • VIPER EIDO Server • TCC The NG911 Service Provider shall provide an example of interface documentation and list all interfaces that have been implemented from the proposed NG911 System.	Complies. AT&T has created interface specifications for interaction with external entities outside the AT&T ESInet. The following is a list of interface specifications that are provided to external entities. The specifications cover OSPs, other ESInet providers, and CHE vendors. These specifications do not conflict with existing standards such as NENA-STA-10.3 but provide additional detail, clarity, and examples that the standards do not cover. See AT&T Attachment P – OSP Interface Specifications The following interface specifications are available for external entities that connect to ESInet. AT&T can provide copies of these agreements if requested by the County under non-disclosure. • AT&T ADR-Additional Data Interface Specification • AT&T ECRF-LoST Interface Specification • AT&T ESInet IP Interface Options for PSAPs • AT&T ESInet to ESInet Interconnection Specification • AT&T ESInet to ESInet Interface Specification SIP Basic • AT&T ESRP-Terminating ESRP Interface Specification • AT&T LIS-HELD Interface Specification • AT&T LVF-LoST Interface Specification • AT&T Network to Network Interface Standards for OSP Networks and Foreign ESInets • AT&T Originating Service Provider Network SIP Interconnection Specification • AT&T Request for Assistance Interface (RFAI) Specification • AT&T Service Capability Specification for Network Connectivity for Third Party Service Integration • AT&T Foreign Selective Router (FSR) Interface Specification • AT&T Originating Service Provider (OSP) Interface Specification	Complies. **See Exhibit 10 VESTA NXT Router NNI - i3 OSP and Neighbor Interface Specification regarding Network-to-Network Interface, which dictates how calls and associated HELDADR information are processed.**	Complies.
SR-IT002 Interfaces: The following interfaces are expected to be impacted by the NG911 implementation. For each interface, the NG911 Service Provider shall describe the process used to implement and test. **SR-IT002.1 Incoming POIs** **SR-IT002.2 Legacy systems** **SR-IT002.3 Other NG911 systems** **SR-IT002.4 PSTN, wireless, and VoIP systems** **SR-IT002.5 VIPER EIDO server** **SR-IT002.6 TCC**	Complies. As part of the implementation of a PSAP onto ESInet, AT&T works with all entities that will be connecting to network. This includes connections from incoming POIs (both TDM and IP), Legacy Systems (such as legacy Selective Routers), other NG911 systems (such as non-AT&T ESInets), and Originating Service Providers (PSTN, wireless, VoIP providers), TCC providers, and Call Handling Systems. At a high level, similar steps are followed in order to connect and test with each entity. The following is a high-level outline of methodology we follow for integrating external entities into the ESInet: Definition Stage • Initial outreach to 3rd party (i.e. OSP, ESInet, Legacy System Provider, CHE provider, etc) • Complete commercial agreement • Commercial agreements can vary depending on which interface we are connecting. Example is a interconnection agreement between AT&T and each OSP connecting to the ESInet. • Sharing of Interface Specifications specific to the interface • Example: When connecting OSPs to ESInet, we share the "AT&T Originating Service Provider (OSP) Interface Specification" to provide assistance to the OSP • Discussions as necessary to move to Architecture Stage Architecture Stage • Network Design • AT&T works with any outside entities to define how they will connect to the system. This includes determination of physical and logical connections. Functionality Design • This step involves completing the necessary data collection forms to configure the system. • Example: when onboarding a new PSAP, AT&T works with the PSAP to determine primary/alternate routing, CHE specific IP addressing, failover configurations, etc. Integration Stage • This stage includes all preparation activities in order to integrate the 3rd party onto the system. Network Setup • Application Configurations (external entity and AT&T ESInet) • Deployment Stage Operational Readiness Testing (ORT) • Specific test cases designed based on entity type. OSP integration and PSAP integrations have separate test plans specific to the design coordinated in the Architecture Stage Cutover/Migration • Only after ORT is passed with 100% of the test cases passing do we move to the cutover of life 9-1-1 traffic • Cutover of 9-1-1 traffic and services are coordinated by the AT&T Project Manager • Once live traffic is enabled, entity and configuration specific test is completed. • Failure of test cases would result in reverting the changes until issues are resolve and can be retested. AT&T has existing documents for each stage of the integration process. Each document is specific to the integration being completed. These included but are not limited to: • Interconnection Agreements • Data Collection Forms • Configuration Processes/Forms • Operational Readiness Test Plans • Cutover Procedures and Test Plans	Complies. Motorola provides and executes a suite of detailed test plans, including the NG9-1-1 Test Plan, Functional Specification Test Plan, System Acceptance Test Plan, and a 30-Day Reliability Test. These plans are meticulously designed to verify functionality, performance, and security. SR-IT002.1 Incoming POIs: Motorola's design for incoming POIs ensures high availability and resilience. Motorola contacts all Originating Service Providers (OSPs) operating in the customer's service area to determine the number and type of interfaces (TDM or IP) to be established. The NG9-1-1 ESInet test plan comprehensively covers the testing of incoming POIs. This includes a detailed description of each interface, specific testing goals, and how testing is conducted. It outlines test case criteria, expected results, and verification processes for each component and interface. The plan also explicitly indicates how testing is conducted to include and accept other vendors or carriers connecting to the ESInet, ensuring seamless integration. SR-IT002.2 Legacy systems: For TDM interfaces, redundant and diverse Legacy Network Gateways (LNGs) are deployed. The network is fully redundant with OSP traffic terminated on multiple ports to prevent a single point of failure. Traffic is also load-balanced across dual POIs for ingress traffic, preventing outages from network link or destination failures. SR-IT002.3 Other NG911 systems: Motorola currently has connectivity and transfers traffic to all NGCS providers in Florida except Lumen, which only takes TDM. SR-IT002.4 PSTN, wireless, and VoIP systems: These are closely related to Legacy Systems as PSTN, wireless, and VoIP systems often connect to NG9-1-1 via legacy infrastructure during a transitional phase. Motorola currently has connectivity to all major wireless and VoIP OSPs and can migrate them very quickly, versus Local Exchange Carriers, which aggregate many smaller telephonecompanies. SR-IT002.5 VIPER EIDO server: Motorola will deliver EIDO to the VIPER call handling equipment, but it is the responsibility of the call handling system to manage the storage of EIDO information with their Incident Data Exchange (IDX) server. Providing credentialled access to the ESInet will allow the transport of EIDOs between jurisdictions. SR-IT002.6 TCC: Motorola's Call Routing Service natively supports Real Time Text (RTT) and MSRP-based text messaging, negating the need for a separate transition plan. Text messages to 9-1-1 will be delivered directly through the Motorola Call Routing Service to the VIPER 7 call handling equipment, similar to voice calls. This aligns with FCC Report & Order 24-78, which will require wireless carriers to deliver text messages directly to the NGCS service provider, thereby eliminating the need for existing over-the-top or TCC delivery solutions.	Complies. INdigital has a full depth of experience interfacing to all major CHE providers. POI interfaces will follow standard industry practices, testing methods and turn up. Legacy systems will follow standard industry practices, testing methods and turn up. Other NG911 Systems are currently interconnecting and operating in production. PSTN and VoIP systems will follow standard industry practices, testing methods and turn up. VIPER EIDO server will follow Intrado's provisioning methods and procedures. TCC services are part of our Proposed Solution, and will follow standard industry practices, testing methods and turn up.
RPT - Reports	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*

Response Matrix

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Project Questionnaire Vendor Response Matrix

	AT&T	Motorola Solutions	INdigital
Project Questionnaire Matrix			
RPT002 Reporting Platform PSAP Functions: **RPT002.a** The single reporting platform shall have a dashboard and portal for access by each PSAP manager, County staff, and others as approved by the County to run the below reports. All reports shall be able to be run for specific dates and times. These reports shall be able to run for specific PSAPs and be able to limit to specific PSAPs for specific users.	Complies. AT&T confirms that it will meet Broward County's requirements for a single reporting platform with PSAP-specific functionality as outlined in RPT002. The AT&T ESInet™ platform includes a robust reporting solution that provides a dashboard and portal accessible to PSAP managers, County staff, and other authorized users as approved by the County. This platform enables users to generate detailed reports tailored to specific dates, times, and PSAPs. The reporting platform ensures flexibility by allowing reports to be filtered and limited to specific PSAPs for designated users, maintaining data security and relevance. Additionally, the platform supports a wide range of report types, providing actionable insights into call handling, system performance, and operational metrics. By delivering these capabilities, AT&T ensures that Broward County's NG911 system remains transparent, efficient, and aligned with the County's operational and reporting needs. AT&T's standard reporting suite provides the following reports through a web-based interface, the Customer Management Portal (CMP). • Event Count Reports per Hour. Provides metrics for total calls by hour for a day, week or month. • Event Count by Routing Reason and Destination. Provides metrics for total calls in which the Customer PSAP participated as the Primary versus Alternate route per route type (ESN and GIS), broken out by hour for day, week, or month. • Event Count by Type. Provides metrics for total calls by call type (wireless, wireline, VoIP) broken out by hour for day, week, or month. • Event Count by Incoming Trunk Group. Provides metrics for total calls by trunk group with an hourly breakout. • Bridge Call Summary. Provides metrics for calls bridged in or out by bridge type (fixed, selective, manual). Call details are available for each bridged call. • Routing Database Processing. Provides a breakout of initial calls where the Customer PSAP was Primary by selectively routed versus default routed with a No Record Found (NRF) breakout. • Event Setup Time. Provides statistics on the time to route and deliver calls where the Customer PSAP is Primary, including the minimum, maximum, median and average times • Event Count Reports per Hour. Provides metrics for total calls in which Customer's PSAP participated by hour for a day, week or month The AT&T tool gives users the ability to drill down and capture additional contextual information that can be used to more efficiently manage ongoing 911 operations. Users can also download raw data from the standard reports web portal to create customized reports and data and trend analysis. AT&T gives 911 officials the ability to convert static data into actionable information anywhere and at any time. In addition to the standard reporting suite, AT&T provides access to CDR data for every PSAP. This is available through the CMP and allows the PSAP to pull specific, detailed information for every call. The PSAP can export this information into a data file and manipulate/create their own reports as they see fit. The CMP also allows for detailed call trace information on a per call basis. This includes, but is not limited to, callback number, individual NGCS element time stamps. GPS fix type, address, and X/Y information with Radius Value processing. Below are three examples of standard call reports and screenshots of the CDR Export tool as well as the Call Trace tool.	Complies.	Complies. **See also 2.25 SR-GN021 reporting platform.**
Initial Deployment	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SD001 General Requirements: All installation and setup of hardware, software, and interfaces shall be completed without impact to PSAP operations. The NG911 Service Provider staff shall ensure that all activities associated with this project are completed without disrupting PSAP daily operations. All work areas assigned to NG911 Service Provider staff must be maintained and kept in working order throughout the entire project.	Complies. AT&T confirms that it will meet Broward County's general requirements for installation and setup as outlined in SD001. AT&T is committed to ensuring that all hardware, software, and interface installations are completed without any disruption to PSAP daily operations. The AT&T project team will work closely with Broward County to coordinate all activities, ensuring minimal impact on ongoing emergency communication services. Additionally, AT&T staff will maintain all assigned work areas in a clean, organized, and functional state throughout the duration of the project. By adhering to these standards, AT&T ensures a seamless implementation process that prioritizes the operational integrity and efficiency of Broward County's PSAPs.	Complies.	Complies.
SD002 Site Survey: The NG911 Service Provider shall perform a site survey at each PSAP (South, Central, North, Coral Springs, Plantation, and EOC) within seven business days following the Project Kickoff meeting. During the site survey, the NG911 Service Provider shall: • Determine the interface cable lengths • Determine the power requirements • Determine hardware installation requirements at each PSAP—six (6) total • Provide a copy of the site survey, site summary, and recommendations within five (5) business days after completion of all sites surveys and data gathering meetings. • Determine rack usage space at each PSAP—six (6) total Any recommended or remediation actions by the NG911 Service Provider shall be completed before beginning hardware installations. The NG911 Service Provider shall gather configuration and other data inputs for system design, configuration, and installation. The NG911 Service Provider shall gather this information by conducting onsite meetings within 14 business days of the	Complies. AT&T confirms that it will meet Broward County's requirements for site surveys as outlined in SD002. Within seven business days following the Project Kickoff meeting, AT&T will perform a comprehensive site survey at each PSAP location, including South, Central, North, Coral Springs, Plantation, and the Emergency Operations Center (EOC). During the site survey, AT&T will: • Determine interface cable lengths and power requirements. • Assess hardware installation needs and rack usage space at each of the six PSAPs. • Gather configuration and other data inputs necessary for system design, configuration, and installation. • Conduct onsite meetings with the County's E911 and Operations staff within 14 business days of the Project Kickoff meeting to gather additional data. AT&T will provide a detailed site survey report, including a site summary and recommendations, within five business days after completing all site surveys and data-gathering meetings. Any recommended remediation actions will be completed prior to the start of hardware installations, ensuring a smooth and efficient implementation process. This approach ensures that Broward County's NG911 system is designed and installed to meet operational requirements without disruption to PSAP operations.	Complies.	Complies.
SD003 Design Meetings: The NG911 Service Provider shall conduct onsite in-depth design session meetings with the County ORCAT E911 team to develop and formalize the NG911 system design.	Complies. AT&T will conduct onsite, in-depth design session meetings with the County's ORCAT E911 team to collaboratively to discuss the NG911 system design. These sessions will ensure that the system architecture, functionalities, and configurations align with Broward County's operational needs and objectives. By fostering close collaboration and transparency, AT&T ensures that the NG911 system is tailored to support the County's vision for a modern, reliable, and efficient emergency communication infrastructure.	Complies.	Complies. Job one will be to get the E911 team some new SWAG that says NG911 on it.
SD004.a Design Specifications: The NG911 Service Provider shall provide a design specifications document to the County. This document shall include the hardware, software, and networking required to implement the design requirements along with updated architecture diagrams. This document shall be reviewed by the County and approved by the County before being implemented.	Complies. AT&T will provide a comprehensive design specifications document to the County, detailing the hardware, software, and networking components required to implement the NG911 system. This document will also include updated architecture diagrams to ensure clarity and alignment with the County's design requirements. AT&T will collaborate closely with Broward County to review the design specifications, address any feedback, and obtain formal approval before proceeding with implementation. This approach ensures that the NG911 system is designed to meet the County's operational needs while maintaining transparency and alignment throughout the process.	Complies.	Complies.

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SD005 Implementation Strategy: The NG911 Service Provider shall provide an implementation strategy document for each environment (Regional and Non-Regional). The implementation strategy shall include a step-by-step implementation plan with specific locations of components. The implementation strategy shall be cooperatively developed with the County. This document shall be reviewed by the County and approved by the County before being implemented.	Complies. AT&T confirms that it will meet Broward County's requirements for an implementation strategy as outlined in SD005. AT&T will provide a detailed implementation strategy document for both the Regional and Non-Regional environments. This document will include a step-by-step implementation plan, specifying the locations of all components and outlining the sequence of activities to ensure a seamless transition to the NG911 system. AT&T will work collaboratively with Broward County to develop the implementation strategy, incorporating the County's input and addressing any specific operational needs. The final document will be submitted to the County for review and approval prior to implementation. This cooperative approach ensures that the implementation process is transparent, well-coordinated, and aligned with Broward County's objectives for a reliable and efficient NG911 system.	Complies.	Complies. INdigital provided an attachment that illustrates our typical strategy/approach with examples. As stated in that document, the finalized implementation plan will incorporate input from the county for all environments and the entire project. **See also: 2.11 PS001.1 - Project Management Plan**
SD006 NGCS Preparation and Configuration: The NG911 Service Provider shall configure the hardware and software required for the NG911 System in accordance with the agreed-to design document.	Complies. AT&T confirms that it will meet Broward County's requirements for NGCS preparation and configuration as outlined in SD006. AT&T will configure all hardware and software components of the NG911 system in strict accordance with the design specifications document approved by the County. This process will ensure that the system is set up to meet Broward County's operational needs and aligns with the design requirements agreed upon. AT&T's experienced technical team will follow a structured approach to configuration, including rigorous testing and validation to ensure system functionality and reliability. By adhering to the approved design document, AT&T guarantees that the NG911 system is prepared for seamless integration and optimal performance, supporting Broward County's vision for a modern and resilient emergency communication infrastructure.	Complies.	Complies.
SD007 Engineering and Ordering of IP Circuits as Necessary: The NG911 Service Provider shall design, order, and implement IP circuits to the various required PSAPs and POIs.	Complies. AT&T confirms that it will meet Broward County's requirements for engineering and ordering IP circuits as outlined in SD007. AT&T will design, order, and implement IP circuits to connect the required Public Safety Answering Points (PSAPs) and Points of Interconnection (POIs) as part of the NG911 system deployment. AT&T's experienced engineering team will ensure that the IP circuits are designed to meet the County's operational needs, including redundancy, scalability, and compliance with NENA i3 standards. The implementation process will include rigorous testing and validation to ensure seamless connectivity and optimal performance. By delivering reliable and resilient IP circuits, AT&T supports Broward County's vision for a modern and interconnected NG911 infrastructure.	Complies.	Complies.
SD008 Procurement and Pre-configuration of Equipment to be Installed at the PSAPs: The NG911 Service Provider shall procure and pre-configure equipment to be installed at the PSAPs.	Complies. AT&T confirms that it will meet Broward County's requirements for procurement and pre-configuration of equipment as outlined in SD008. AT&T will procure all necessary hardware and software components required for the NG911 system and pre-configure them prior to installation at the Public Safety Answering Points (PSAPs). The pre-configuration process will ensure that the equipment is fully prepared for seamless integration into the NG911 system, minimizing installation time and reducing potential disruptions to PSAP operations. AT&T's technical team will follow rigorous testing and validation procedures to confirm that all equipment meets the County's design specifications and operational requirements. This approach ensures a smooth and efficient deployment process, supporting Broward County's vision for a reliable and future-ready emergency communication system.	Complies.	Complies.
SD009 Site Preparation and Circuit Delivery: The NG911 Service Provider shall prepare the site and deliver the circuits into the PSAPs.	Complies. AT&T confirms that it will meet Broward County's requirements for site preparation and circuit delivery as outlined in SD009. AT&T will ensure that all PSAP sites are fully prepared to accommodate the NG911 system, including necessary infrastructure modifications, power requirements, and rack space allocation. Additionally, AT&T will deliver and install the required IP circuits into the PSAPs, ensuring seamless connectivity to the NG911 system. This process will include rigorous testing and validation to confirm that the circuits meet performance and reliability standards. By adhering to these requirements, AT&T guarantees a smooth and efficient implementation process that aligns with Broward County's operational needs and objectives.	Complies.	Complies.
SD010 Equipment Delivery to the PSAPs: The NG911 Service Provider shall be responsible for the delivery and installation of the equipment. The County is not responsible for equipment shipped to a County facility. The equipment to be installed at the PSAPs will need to be shipped to a location for the NG911 Service Provider to access and then install at each PSAP.	Complies. AT&T confirms its commitment to meeting Broward County's requirements for equipment delivery and installation as outlined in SD010. AT&T will take full responsibility for the delivery, handling, and installation of all equipment required for the NG911 system. This includes ensuring proper management and preparation prior to installation at each Public Safety Answering Point (PSAP). AT&T's experienced technical team will oversee the entire process, ensuring that all equipment is installed in accordance with Broward County's design specifications and operational requirements. This approach aligns with Broward County's vision for a reliable and modern NG911 system, minimizing disruptions to PSAP operations and ensuring a seamless deployment process.	Complies.	Complies. INdigital will make arrangements for all equipment shipments to be at its own facility and risk.
SD011 Installation at the Regional PSAPs: The NG911 Service Provider shall install the required	Complies. AT&T confirms that it will meet Broward County's requirements for equipment installation at the Regional PSAPs as outlined in SD011. AT&T will install all required hardware and software components at the Regional PSAPs, ensuring seamless integration with the NG911 system. The installation process will be conducted by AT&T's experienced technical team, following a structured and detailed implementation plan. This plan will include rigorous testing and validation to ensure that all equipment functions as intended and aligns with the County's operational requirements. By adhering to these standards, AT&T guarantees a smooth and efficient installation process that supports Broward County's vision for a reliable and future-ready NG911 system.	Complies.	Complies.
SD012 Connectivity between the PSAP and NGCS at the Regional PSAPs The NG911 Service Provider shall interconnect, configure, and test the Regional PSAP installed equipment to communicate with the NGCS data centers.	Complies. AT&T confirms that it will meet Broward County's requirements for connectivity between the PSAP and NGCS at the Regional PSAPs as outlined in SD012. AT&T will interconnect, configure, and rigorously test the equipment installed at the Regional PSAPs to ensure seamless communication with the NGCS data centers. This process will include validating all connections, ensuring compliance with NENA i3 standards, and conducting end-to-end testing to confirm system functionality and reliability. By leveraging its proven expertise and robust infrastructure, AT&T guarantees that the connectivity between the Regional PSAPs and NGCS data centers will meet Broward County's operational needs and support a resilient and efficient NG911 system.	Complies.	Complies.

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SD013 Configuration of the CHE and Other Interfaced Systems at the Regional PSAPs: The NG911 Service Provider shall interconnect the NG911 components to the Regional CHE that receives call data and are both configured to receive new data.	Complies. AT&T confirms that it will meet Broward County's requirements for the configuration of the Call Handling Equipment (CHE) and other interfaced systems at the Regional PSAPs as outlined in SD013. AT&T will interconnect the NG911 components with the Regional CHE to ensure seamless integration and the ability to receive and process new call data. This process will involve configuring both the NG911 components and the CHE to support the exchange of data in compliance with NENA i3 standards. AT&T will work collaboratively with the CHE vendor to validate configurations, conduct rigorous testing, and ensure that all systems are fully operational. By adhering to these requirements, AT&T guarantees that the Regional PSAPs will be equipped to handle NG911 call data efficiently and reliably, supporting Broward County's vision for a modern and interconnected emergency communication system.	Complies.	Complies.
SD014 Installation at the Non-Regional PSAPs: The NG911 Service Provider shall install the required equipment at the Non-Regional PSAPs.	Complies. AT&T confirms that it will meet Broward County's requirements for equipment installation at the Non-Regional PSAPs as outlined in SD014. AT&T will install all necessary hardware and software components at the Non-Regional PSAPs, ensuring seamless integration with the NG911 system. The installation process will be carried out by AT&T's experienced technical team, following a detailed implementation plan that includes rigorous testing and validation. This ensures that all equipment functions as intended and aligns with the County's operational requirements. By adhering to these standards, AT&T guarantees a smooth and efficient installation process that supports Broward County's vision for a reliable and future-ready NG911 system.	Complies.	Complies.
SD015 Connectivity between the PSAP and NGCS at the Non-Regional PSAPs: The NG911 Service Provider shall interconnect, configure, and test the Non-Regional PSAP installed equipment to communicate with the NGCS data centers.	Complies. AT&T confirms that it will meet Broward County's requirements for connectivity between the PSAP and NGCS at the Non-Regional PSAPs as outlined in SD015. AT&T will interconnect, configure, and rigorously test the equipment installed at the Non-Regional PSAPs to ensure seamless communication with the NGCS data centers. This process will include validating all connections, ensuring compliance with NENA i3 standards, and conducting end-to-end testing to confirm system functionality and reliability. By leveraging its proven expertise and robust infrastructure, AT&T guarantees that the connectivity between the Non-Regional PSAPs and NGCS data centers will meet Broward County's operational needs and support a resilient and efficient NG911 system.	Complies.	Complies.
SD016 Configuration of the CHE and Other Interfaced Systems at the Non-Regional PSAPs: The NG911 Service Provider shall interconnect the NG911 components to the Non-Regional CHE that receives call data and are both configured to receive new data.	Complies. AT&T confirms that it will meet Broward County's requirements for the configuration of the Call Handling Equipment (CHE) and other interfaced systems at the Non-Regional PSAPs as outlined in SD016. AT&T will interconnect the NG911 components with the Non-Regional CHE to ensure seamless integration and the ability to receive and process new call data. This process will involve configuring both the NG911 components and the CHE to support the exchange of data in compliance with NENA i3 standards. AT&T will collaborate with the CHE vendor to validate configurations, conduct rigorous testing, and ensure that all systems are fully operational. By adhering to these requirements, AT&T guarantees that the Non-Regional PSAPs will be equipped to handle NG911 call data efficiently and reliably, supporting Broward County's vision for a modern and interconnected emergency communication system.	Complies.	Complies.
Testing	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
TS001 System Testing: NG911 System Testing confirms that the new NG911 System has been installed and configured as requested by the County. This testing is performed by the NG911 Service Provider prior to the commencement of the Preliminary Acceptance Testing. The NG911 Service Provider shall provide the County with the System Test plan 60 calendar days prior to testing and written testing results within five calendar days of completion.	Complies. AT&T confirms that it will meet Broward County's requirements for NG911 System Testing as outlined in TS001. AT&T will conduct comprehensive system testing to confirm that the NG911 system has been installed and configured in accordance with the County's specifications. This testing will be performed prior to the commencement of Preliminary Acceptance Testing to ensure all components are functioning as intended. AT&T will provide Broward County with a detailed System Test Plan at least 60 calendar days prior to the start of testing. Following the completion of the testing, AT&T will deliver written testing results to the County within five calendar days. This structured approach ensures transparency, thorough validation, and alignment with Broward County's operational requirements, supporting the successful deployment of the NG911 system.	Complies.	Complies. INdigital has extensive experience in this type of deployment and testing regime. We will work with Broward on a test plan, and fully welcome the county's participation. **See also: 2.11 TS001 - System Test Plan and 2.11 PS001.1 - Project Management Plan**
TS002 Preliminary Acceptance Testing (PAT): Preliminary Acceptance Testing will allow the County to verify all configuration requirements, interfaces, and functional specifications. Preliminary Acceptance Testing will be conducted by the County and commence immediately after installation and notification by the NG911 Service Provider that the system has successfully passed System Testing, coupled with the actual test results. The County will develop a comprehensive test plan and strategy with consultation and onsite meeting participation from the NG911 Service Provider's designated technical project lead. The NG911 Service Provider shall provide written notification that the system is ready for Preliminary Acceptance Testing. The NG911 Service Provider shall provide the onsite technical lead and project manager during the entire Preliminary Acceptance Testing-allocated time to ensure that issues are resolved in a timely manner.	Complies. AT&T confirms its commitment to meeting Broward County's requirements for Preliminary Acceptance Testing (PAT) as outlined in TS002. AT&T will collaborate closely with the County to ensure all configuration requirements, interfaces, and functional specifications are met. Following successful System Testing, AT&T will provide written notification to the County that the system is ready for PAT, along with the actual test results. AT&T will actively participate in the development of Broward County's comprehensive test plan and strategy, including onsite meetings and consultation with the designated technical project lead. During the PAT process, AT&T will provide an onsite technical lead and project manager to ensure prompt and efficient resolution of any issues identified. This approach aligns with Broward County's operational needs and supports the successful deployment of the NG911 system.	Complies.	Complies. INdigital has extensive experience in this type of deployment and testing regime. We will work with Broward on a test plan, and fully welcome the county's participation. See attachments **2.11 TS001 - System Test Plan and 2.11 PS001.1 - Project Management Plan** for communication of plan and results. INdigital understands, and as stated above expects to work closely with the county to ensure successful testing and required testing. It is understood that development of these plans will require onsite participation. The provided test plan sample also accounts for logging, communicating, remediation and re-testing.
TS003 Provide Test Environment: The NG911 Service Provider shall provide access to the NG911 System in a testing environment. This should be the actual hardware and software that is not interconnected to the live environment.	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 many large customers. These test PSAPs are used for AT&T and Customer Operational Readiness Testing, exercising, and training purposes. AT&T can work with Broward and their call 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 six core data centers (ECMCs) and Aggregation Sites. Integration testing was performed with Intrado VIPER, Motorola Vesta, Carbyne APEX and Solacom Guardian call handling systems and supported voice (CAMA, RFAI and i3) and text-to-911 interfaces. The AT&T ESInet platform and call handling testing is ongoing as new software and hardware are released, and circuits are added to the system.	Complies. The production system can be used to direct calls to Broward County's VIPER lab system, or Motorola 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.	Complies. INdigital will create a lab (isolated testing environment) that is segmented from the solution's production environment with the same hardware and software versions.

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TS004 Final Acceptance Testing (FAT): Final Acceptance Testing shall be performed by NG911 Service Provider resource(s) and the County. The NG911 Service Provider shall be responsible for resolving any issues encountered during this phase. After successful Preliminary Acceptance Testing and Go-Live, the County shall conduct Final Acceptance Testing alongside NG911 Service Provider personnel. Final acceptance will not be granted until the respective PSAPs operates for sixty (60) calendar days without encountering Severity Level 1-through-Level 3 events on the NG911 System. If a Severity Level-1-through-3 event occurs, the 60 calendar-day period shall restart from the successful resolution of the event.	Complies. AT&T confirms that it will meet Broward County's requirements for Final Acceptance Testing (FAT) as outlined in TS004. AT&T will collaborate closely with the County to conduct FAT following successful Preliminary Acceptance Testing (PAT) and Go-Live. During this phase, AT&T will provide the necessary resources to address and resolve any issues encountered, ensuring the system meets all operational and functional requirements. Final acceptance will be contingent upon the NG911 system operating for 60 consecutive calendar days without any Severity Level 1, 2, or 3 events. In the event such an issue arises, AT&T will promptly resolve it, and the 60-day period will restart from the date of successful resolution. This structured approach ensures that Broward County's NG911 system is thoroughly validated, reliable, and ready for full operational deployment.	Complies.	Complies. See compliance statement above to requirement TS002 for planning, coordination, and documentation. INdigital understands the County's requirements for acceptance criteria.
Go-Live and Post Go-Live	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
GL001 Go-Live (Cut Over): **GL001.a** Cutover shall occur after the successful completion of Preliminary Acceptance Testing. The NG911 Service Provider technical lead and project management resources shall be onsite during this phase. The NG911 Service Provider shall provide a cutover plan (i.e., MOP) a minimum of 60 calendar days prior to the Go-Live for each PSAP to allow the County time to review and approve. The plan must be a step-by-step event plan with every activity along with the expected duration of each activity. • The NG911 Service Provider will coordinate all required parties for the cutover • PSAP and County representatives will make the final determination to back out or tentatively accept the Go-Live. • The County reserves the right to determine when a backout procedure is initiated.	Complies. AT&T confirms that it will meet Broward County's requirements for Go-Live (Cut Over) as outlined in GL001. AT&T will ensure that the cutover occurs only after the successful completion of Preliminary Acceptance Testing (PAT). During this critical phase, AT&T's technical lead and project management resources will be onsite to oversee and support the process, ensuring a smooth transition. AT&T will provide a detailed cutover plan, or Method of Procedure (MOP), at least 60 calendar days prior to the Go-Live for each PSAP. This plan will include a step-by-step sequence of activities, specifying the expected duration of each task. AT&T will coordinate with all required parties to ensure alignment and readiness for the cutover. Additionally, AT&T acknowledges that PSAP and County representatives will have the authority to make the final determination to proceed with the Go-Live or initiate a backout procedure, with the County reserving the right to decide when a backout is necessary. This collaborative and structured approach ensures a seamless and controlled transition to the NG911 system, aligning with Broward County's operational needs and expectations. This aligns with the information provided in the contexts, particularly regarding AT&T's commitment to providing a detailed cutover plan, coordinating with stakeholders, and ensuring readiness through testing and backout procedures.	Complies.	Complies. **See also: 2.11 TS001 - System Test Plan and 2.11 PS001.1 - Project Management Plan**
GL002 Go-Live by Environment: The NG911 Service Provider shall perform cut over for each environment (Regional and Non-Regional) separately. After the Regional PSAPs are cut over successfully, the NG911 system will be in place for a period to be determined by the County. The County will notify the NG911 Service Provider when the Non-Regional PSAP cut over may occur.	Complies. AT&T confirms that it will meet Broward County's requirements for Go-Live by Environment as outlined in GL002. AT&T will perform the cutover for each environment—Regional and Non-Regional—separately, ensuring a phased and controlled transition to the NG911 system. The cutover for the Regional PSAPs will be completed first, and the system will operate for a period determined by the County to validate its performance and stability. AT&T acknowledges that the County will notify the NG911 Service Provider when the Non-Regional PSAP cutover may proceed. During each phase, AT&T's technical lead and project management resources will be onsite to oversee the process, address any issues, and ensure alignment with the County's operational requirements. This phased approach minimizes risk, ensures system reliability, and supports Broward County's vision for a seamless and efficient NG911 implementation.	Complies.	Complies.
GL003 Post Go-Live Support: The NG911 Service Provider shall provide onsite and remote support during the post Go-Live period to meet all SLAs. For up to the first 15 business days, support shall be onsite for the Regional and Non- Regional environments. This period may restart at the discretion of the County if there are any issues during the post Go-Live period.	Complies. AT&T confirms that it will meet Broward County's requirements for Post Go-Live Support as outlined in GL003. AT&T will provide both onsite and remote support during the post Go-Live period to ensure compliance with all Service Level Agreements (SLAs). For the first 15 business days following the Go-Live for both Regional and Non-Regional environments, AT&T will have dedicated onsite support resources available to address any issues promptly and ensure system stability. AT&T acknowledges that the County reserves the right to restart the 15-business-day support period at its discretion if any issues arise during the post Go-Live phase. This commitment ensures that Broward County's NG911 system operates reliably and efficiently, with AT&T providing the necessary expertise and resources to support a smooth transition and ongoing system performance.	Complies.	Complies.
Training	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
TRN001 Train-the-Trainer Training: The NG911 Service Provider shall provide minimum three onsite train-the-trainer training sessions of up to fifteen (15) people per session on the dashboard/portal, PRF, incident reporting, ticketing tools, and other provided interfaces and applications to County staff.	Complies. AT&T's will provide Train-the-Trainer training sessions as required. The training will be conducted by experienced AT&T personnel and will include hands-on demonstrations, interactive learning, and detailed documentation to support ongoing use. By delivering comprehensive training, AT&T ensures that Broward County's staff are fully prepared to leverage the capabilities of the NG911 system, aligning with the County's operational needs and objectives.	Complies.	Complies.
TRN002 Dashboard/Portal Training: The NG911 Service Provider shall provide minimum three onsite user training sessions on the dashboard/portal to County and PSAP staff.	Complies. AT&T confirms that it will meet Broward County's requirements for Dashboard/Portal Training as outlined in TRN002. AT&T will provide a minimum of three onsite user training sessions tailored to County and PSAP staff. These sessions will focus on the functionality and use of the dashboard/portal, ensuring that staff are equipped to manage and utilize the system effectively. The training will be conducted by experienced AT&T personnel and will include hands-on demonstrations, interactive learning, and detailed documentation to support ongoing use. By delivering comprehensive training, AT&T ensures that Broward County's staff are fully prepared to leverage the capabilities of the NG911 system, aligning with the County's operational needs and objectives.	Complies.	Complies.
TRN003 GIS Tool Training: The NG911 Service Provider shall provide minimum one onsite training session on the GIS tools provided.	Complies. AT&T confirms that it will meet Broward County's requirements for GIS Tool Training as outlined in TRN003. AT&T will provide a minimum of one onsite training session focused on the GIS tools included in the NG911 system. This training will be tailored to ensure that County staff are proficient in using the tools to manage and upload GIS data effectively. The session will include hands-on demonstrations, practical exercises, and detailed documentation to support ongoing use. Conducted by experienced trainers, the training will ensure that Broward County's staff are equipped to leverage the GIS tools for accurate geospatial call routing and data management, aligning with the County's operational needs and objectives.	Complies.	Complies.

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TRN004 Incident Reporting and Ticketing Tool Training: The NG911 Service Provider shall provide minimum three onsite training sessions on incident reporting, the retrieval of service request data, and ticketing tools.	Complies. AT&T confirms that it will meet Broward County's requirements for Incident Reporting and Ticketing Tool Training as outlined in TRN004. AT&T will provide a minimum of three onsite training sessions focused on incident reporting, retrieving service request data, and utilizing ticketing tools. These sessions will be conducted by experienced personnel and will include hands-on demonstrations, interactive exercises, and comprehensive documentation to ensure that County and PSAP staff are proficient in managing incidents and service requests. By delivering this training, AT&T ensures that Broward County's staff are equipped to effectively use the tools provided, supporting efficient system management and alignment with the County's operational needs. This aligns with the training services AT&T offers, which includes Network Status Reports, Help Desk, Trouble Ticketing, and Root Cause Analysis/Review, which provides training on change management systems, processes, and tools. Additionally, AT&T's commitment to providing user interface training on web-based portals for accessing documentation and reviewing reports, further supporting the County's operational requirements.	Complies.	Complies.
TRN005 PRF Management Training: The NG911 Service Provider shall provide minimum two onsite training sessions on PRF management.	Complies. AT&T confirms that it will meet Broward County's requirements for PRF Management Training as outlined in TRN005. AT&T will provide a minimum of two onsite training sessions focused on the management of the Policy Routing Function (PRF). These sessions will equip County and PSAP staff with the knowledge and skills needed to define, modify, and manage routing policies effectively. The training will include hands-on demonstrations, interactive exercises, and detailed documentation to ensure participants are proficient in using the PRF tools. Conducted by experienced personnel, these sessions will ensure that Broward County's staff can adapt routing policies to meet operational needs, supporting the County's vision for a flexible and reliable NG911 system.	Complies.	Complies.
TRN006 Change Management Training: The NG911 Service Provider shall provide minimum one onsite training session on change management requests, processes, and tools, including SOI updates and ALI discrepancy procedures.	Complies. AT&T confirms that it will meet Broward County's requirements for Change Management Training as outlined in TRN006. AT&T will provide a minimum of one onsite training session focused on change management requests, processes, and tools. This training will include detailed instruction on Service Order Interface (SOI) updates, Automatic Location Identification (ALI) discrepancy procedures, and other relevant change management activities. The session will be conducted by experienced personnel and will include hands-on demonstrations, interactive exercises, and comprehensive documentation to ensure that County and PSAP staff are proficient in managing change requests and processes. By delivering this training, AT&T ensures that Broward County's staff are equipped to handle change management effectively, supporting the County's operational needs and ensuring the reliability of the NG911 system.	Complies.	Complies.
TRN008 Training Materials and Curriculum: TRN008.a Training materials and curriculum shall be provided minimum 60 business days prior to the respective training.	Complies. AT&T confirms that it will meet Broward County's requirements for Training Materials and Curriculum as outlined in TRN008. AT&T will provide comprehensive training materials and a detailed curriculum at least 60 business days prior to the respective training sessions. These materials will include user guides, step-by-step instructions, and reference documentation tailored to the specific training topics, such as dashboard/portal usage, PRF management, incident reporting, and change management processes. By delivering these resources well in advance, AT&T ensures that Broward County's staff have ample time to review and familiarize themselves with the content, supporting effective and engaging training sessions. This proactive approach aligns with AT&T's commitment to equipping County and PSAP personnel with the knowledge and tools needed to operate and manage the NG911 system efficiently.	Complies.	Complies.
Maintenance and Support	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SR-MR001 Maintain Compliance with the Current Industry Standards: As industry standards evolve, the NG911 System shall be upgraded to maintain compliance with the current version of established industry standards. The NG911 System should support applicable new IP network and security industry standards within twenty-four (24) months of ratification. Compliance requirements apply to the supporting standards referenced within each standard. As updates are made to maintain compliance, the NG911 System shall not abandon services or feature functionalities in place at the time of the upgrade. The NG911 Service Provider shall uncover any performance or feature changes prior to the upgrade and report them to the County for approval. The NG911 Service Provider shall describe the process used to identify, develop, test, and implement new standard components, functions, and applications.	Complies. AT&T confirms that it will meet Broward County's requirements for maintaining compliance with current industry standards as outlined in SR-MR001. AT&T is committed to ensuring that the NG911 system remains aligned with the latest versions of established industry standards, including NENA i3, IP network protocols, and security frameworks. The system will be upgraded to support applicable new standards within 24 months of their ratification, while ensuring that no existing services or feature functionalities are abandoned during the upgrade process. AT&T employs a structured process to identify, develop, test, and implement new standard components, functions, and applications. This process includes: 1. Standards Monitoring: AT&T actively monitors updates to industry standards through participation in organizations such as NENA, APCO, and other relevant bodies. 2. Impact Analysis: Once a new standard is ratified, AT&T conducts a thorough analysis to assess its impact on the NG911 system, including potential performance or feature changes. 3. Development and Testing: AT&T develops and rigorously tests the necessary updates in a controlled lab environment to ensure compatibility, reliability, and compliance with the new standard. 4. Customer Communication: AT&T provides Broward County with detailed reports on any performance or feature changes uncovered during the testing phase, seeking the County's approval before proceeding with implementation. 5. Implementation and Validation: After receiving approval, AT&T implements the updates in the production environment, followed by validation to ensure seamless integration and functionality. This proactive and collaborative approach ensures that Broward County's NG911 system remains compliant with evolving industry standards while maintaining the reliability and functionality required for public safety operations.	Complies. Motorola is deeply committed to maintaining compliance with current industry standards for Next Generation 9-1-1 (NG9-1-1) systems, ensuring their solutions are consistently reliable, secure, and interoperable. Motorola's NG9-1-1 solutions, including the call routing service, are designed for full compliance with all applicable NENA standards that are considered final at the time of proposal submission, such as NENA-STA010.3f-2021. Motorola does not use proprietary standards or protocols in its solutions, fully complying with open standards requirements. Identification of new standards is straightforward, as Motorola actively participates in NENA standards bodies and industry collaboration events (ICE) to stay informed and ensure high levels of interoperability and compliance with i3 standards. Motorola had participated in all ICE events from ICE 1 to ICE 12. Motorola also engages in iCERT (Industry Council of Emergency Response Technology) working groups which allows us to guide development ahead of adoption of the standards. As new upgrades are developed, they go through rigorous testing to validate functionality and interoperability with all call handling systems that Motorola serves. Motorola's Call Routing Service employs a microservices architecture, consisting of small, independent software services deployed within multiple Availability Zones across geographically diverse regions. This framework enhances agility, responsiveness, and resilience, allowing for upgrades without interrupting live call processing. Before going live with any migration or upgrade, Motorola uses the following test plans to ensure continuity of business: ● NG9-1-1 Test Plan: It provides an overview of testing for each interface and system component. ● Functional Specification Test Plan: This plan documents how each functional specification, including those for ESInet, NGCS, and Hosted Call Handling, will be tested. ● Final Acceptance Test Plan (FATP): This is the final validation of the proposed solution and includes test scenarios covering the successful implementation of the statewide ESInet, NGCS, and Hosted Call Handling. ● 30-Day Reliability Test Criteria: This test is conducted at the completion of each phase to demonstrate the operational capability and reliability of the system under live operational conditions.	Complies. INdigital is an active participant in the development and testing of NENA i3 standards. As new standards are adopted, INdigital will create product specifications for software development. Once the software is developed it is QA/QC via an automated test toolset to ensure forward and backward compatibility. With the previous established requirement that Broward will not be an FOA site, once QA/QC testing is completed, INdigital will coordinate with the county for an upgrade to either the A side or the B side of the system to test in production for a period time as specified by the County. This allows for the system to be reverted back to the pre-existing configurations without the need to uninstall upgrades. Once the production testing is completed with a soak period, the upgrade will then be deployed throughout the infrastructure of the previous software version following the same protocols.

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SR-MR003 Configuration Management: The configuration management process shall include the following: • Frequency of scheduled software releases and the decision-making processes involved in determining what features and defect resolutions to include in a scheduled release. • Maintenance releases and feature releases shall be provided to the County at no cost while a maintenance agreement is in place. The NG911 Service Provider shall describe the frequency of defect-resolution software releases, and the decision-making processes involved in selecting which software defects to fix. • The NG911 Service Provider shall provide access to the defect tracking system to allow the County to track the progress of defect resolutions. • The NG911 Service Provider shall provide a detailed description of the defect tracking and resolution process and provide training to County staff prior to final NG911 System acceptance. • The NG911 Service Provider must have a procedure to manage and track changes made to the system. This is especially important when changes affect the performance of a particular device that needs to be returned to its former configuration. The configuration management procedure shall be available to maintenance personnel and County staff.	Complies. Our solution configuration tools provide version control and “rollback” functionality to all elements. This allows the restoration of previously “known good” configurations or timely restoration of stored configurations in the event of equipment failure or disaster recovery. To provide consistent levels of service, the NOC maintains a full suite of operations metrics and statistics. The NOC tests and implements new products, performs updates to existing products and is responsible for creating and archiving production system backups. Our network configuration tools provide version control and “rollback” functionality to all network elements, with backups of all network configurations performed daily. This allows the restoration of previously “known good” configurations or timely restoration of stored configurations in the event of equipment failure or disaster recovery. Using the above process, our network configuration management tools perform the following functions: • Detect and report on configuration policy violations or configuration backup failures to ensure compliance with corporate standards. • Use configuration and command templates, custom scripts, and configuration changes to provide consistent implementation of network configurations across similar site types. • Simultaneously modify configurations, change community strings, update ACLs, and block MAC addresses across many devices. • Compare start-up and running configuration files to troubleshoot device configurations issues. • Automatically check all network elements for changes and perform backups for all changed network device configurations on a daily or ad hoc basis, as needed. The frequency of defect-resolution varies greatly depending on the size and complexity of the software, the resources available for development and testing, and the priorities of the development team and stakeholders, but typically involves several key factors: • Severity of the defect: The most critical and disruptive defects are usually given the highest priority for resolution. • Impact on users: Defects that affect a large number of users or have a significant impact on their experience are often given priority. • Business priorities: The development team may prioritize defect resolution based on the needs and goals of the business, such as meeting a deadline or releasing a new feature. • Feedback from users and stakeholders: Feedback from users and stakeholders can provide valuable information about the impact of specific defects and help prioritize resolution efforts. Ultimately, the goal of the defect-resolution process is to deliver a stable and reliable software product that meets the needs of users and stakeholders. To achieve this, we balance the need to fix critical defects with the available resources and the priorities of the business. As an integral part of the customer relationship, we provide routine issue tracking and review sessions with our partners and customers, during which time defects and remediations are discussed and timelines are agreed upon.	Complies. Motorola employs a detailed IT Infrastructure Library (ITIL)-based Change Management process for network configuration management and change management policies. This process aims to ensure standardized methods and procedures are followed for completing project changes efficiently and promptly. The primary goal is to improve service quality and reduce risk. Key aspects of Motorola's configuration and change management process include: • Agreement on Changes • Collaboration and Impact Assessment • Preventing Operational Disruption • Process Components ◦ Planned Outage Process. ◦ Unplanned Outage Process. ◦ Incident Escalation. • Service Request Coordination • Request For Change (RFC) Steps ◦ Create a service RFC. ◦ Review and assess the RFC. ◦ Develop an implementation plan for the change. ◦ Test the change. ◦ Determine a rollback plan. ◦ Approve change. ◦ Review change performance. ◦ Close the change process. • Management of Moves, Adds, Changes, and Deletions (MACD) • Maintenance Notifications • IT Service Management Tool • Continuous Improvement During the finalization process, the Project Manager will analyze each identified risk and the performance of the Risk Management process. This analysis helps identify improvements for future projects, captured as part of the "lessons learned" knowledge base. This structured approach ensures that Motorola maintains effective change management throughout the project implementation and service delivery, capturing the impact of proposed changes and minimizing disruption.	Complies. As described previously all maintenance will be planned, scheduled and implemented according to the INdigital change management process with an IWSP. The IWSP’s track changes being implemented and the process followed will include backout procedures to return to the previous state should there be problems identified through implementation and testing that were unforeseen in preimplementation testing. Our software development team utilizes the JIRA platform for workflow and documentation of the development process throughout a systems development life cycle (SDLC). Defects or issues during project implementation will be logged in our RAID log & Issue tracker which will be shared and communicated with the County project team. **See also: 2.11 PS001.1 - Project Management Plan** for more details on tracking during project implementation. After project implementation the issue or defect would be captured and communicated/shared with the County through our help desk ticketing system Team Support. The team will evaluate and determine the mitigation strategy depending on the severity and impact of the defect identified. In lieu of any identified critical or emergency release to counter high risk vulnerability or severely impacted systems the routine release or patching would be performed quarterly with cumulative packages. Note that new functionality created by INdigital or major software releases would not follow this routine cycle, but would follow the change management / update processes as described above.
SR-MR006 Manage OSP Moves, Adds, and Changes: The NG911 Service Provider shall manage all adds, moves, changes, and deletions of connections to OSPs, both TDM and IP-based, in accordance with the Federal Communications Commission (FCC) Report and Order Facilitating Implementation of NG911 Services (FCC 24-178); monitor these connections; and proactively work with the respective OSPs to resolve problems as they occur. The NG911 Service Provider shall describe the process used to accomplish this requirement.	Complies. AT&T provides 9-1-1 Services in over 25 other states across the USA. AT&T has the appropriate agreements, relationships, licenses, and interconnections agreements necessary to provide 9-1-1 services statewide including managing adds, moves, changes, and deletions of connections from OSPs. All terms, conditions, and procedures follow applicable State guidelines and rules as well as applicable telephone industry practices, NENA standards and all applicable US telecommunication law. The AT&T ESInet solution provides interconnection to a variety of networks and physical locations. This includes all wireline, wireless, VoIP, and MLTS OSPs. AT&T will work with Broward to develop a joint communication to all OSPs outlining the scope of services to be implemented, a high-level implementation schedule, and key contact information for each entity. AT&T can distribute this communication on behalf of the Broward. When requested, Broward shall grant AT&T documented authority (e.g., a Letter of Authorization or other similar documentation) in order to act on PSAP's behalf in, among other things: notifying affected OSPs that AT&T is the new provider of emergency call routing services to PSAPs; designating the AT&T ESInet POIs as the PSAP's point of delivery of 9-1-1 traffic; notifying OSPs as to any new requirements for the OSPs' delivery of 9-1-1 traffic to the AT&T ESInet POIs, including trunking requirements (IP or TDM); and notifying affected OSPs of the terms and conditions pertaining to their delivery of 9-1-1 traffic to the AT&T ESInet POIs. AT&T has multiple years of experience deploying ESInets and has worked with PSAPs across the nation to complete a Letter of Authority. AT&T has a LOA template that can be a starting point for the LOA used for Broward. AT&T will execute a commercial agreement with ingress carriers. The parties will work together on the migration, timelines and implementation process. AT&T will manage the OSP migrations after contract execution and upon receipt of the Letter of Authorization from the PSAP. The Interconnection agreements include but not limited to the following: • Roles and responsibilities of the Parties • Terms and Conditions • Establishing facilities and Exchange traffic • Point of Interconnection (IP locations) • Call transfers • Split rate centers • Call transfers • Database • Troubleshooting • Fault Management and escalation procedures AT&T will facilitate the establishment of OSP communication guidelines with Broward and adhere to these guidelines for the project implementation and service duration for both TDM and IP-based connections. AT&T establishes expectations with each OSP and manages communication to the OSP for items related to the AT&T ESInet services on behalf of Broward. AT&T will escalate to Broward as appropriate regarding OSP initiatives. The AT&T ESInet accepts 9-1-1 calls from OSPs at Points of Interconnection (POI) sites and routes them over the ESInet to the appropriate PSAP. AT&T recommends that each OSP connect their network to the ESInet via at least two separate and independent trunking facilities (diverse routed). AT&T works with each OSP to validate their connections are installed and basic connectivity tested successfully. If this is the first time an OSP has connected to the AT&T ESInet, extensive testing is completed with a test PSAP to ensure basic functionality. Prior to the commencement of the cutover event from the legacy selective router the project team members hold a cutover meeting, and OSPs are provided a set of methods and procedures for the switch transition. The purpose of this meeting is to discuss the progress of activities, cutover readiness, and the cutover plan. During the scheduled cutover, all parties both on- and off-site join a bridge that will be managed by an AT&T ESInet Project Manager. At the scheduled time and in accordance with the transition plan, the OSP translations representative executes a predefined set of switch translations (script) to redirect calls from their legacy trunks to the new connections to the AT&T ESInet. AT&T applies similar procedures for moves and changes including removal of OSP connections (for those decommissioned or replaced by new connections). AT&T will manage the interactions with the OSPs on behalf of Broward.	Complies. As Motorola migrates OSPs off of the selective routers, Motorola will monitor activity on the legacy trunks. Once Motorola and Broward County are convinced that there is no longer any traffic on these trunks Motorola can request the decommissioning of those trunks. Motorola works closely with and track the migration status of all OSPs delivering traffic to Broward County and manage an agreed upon schedule for migrating one carrier at a time.	Complies. The FCC provides an online portal to notify the Originating Service Providers of the request to invoke the provisions of FCC 24-178. (a/k/a PSHSB 25-143) This is a simple web form filled out by the PSAP or at the direction of an authorized person of the 911 jurisdiction. The 911 authority provides a list of PSAPs, location of NGCS POIs and certification the CHE is ready to accept SIP based calls for phase 1 compliance. There is a second phase of compliance called phase 2 which requires OSPs to provide location via PIDFLo with the SIP call. In our experience with over 56 filings of this type, we recommend requesting phase 1 first, then request phase 2 later. Many of the OSPs are scrambling to just complete phase 1 interconnection. Making a phase 1 and phase 2 request simultaneously increases the implementation difficulty considerably for all stakeholders.

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SR-MR007 Legacy System Monitoring: After completion of Final Acceptance Testing, the legacy systems shall remain in place for at least 30 additional days. The legacy systems shall be monitored from Go-Live to ensure no traffic is processed by the legacy systems. If traffic is processed by the legacy systems, the NG911 Service Provider shall troubleshoot and identify the OSP and migrate the traffic to the NG911 System, and the 30-day period will begin again.	Complies. AT&T confirms that it will meet Broward County's requirements for Legacy System Monitoring as outlined in SR-MR007. After the completion of Final Acceptance Testing, AT&T will ensure that the legacy systems remain in place for at least 30 additional days while monitoring them to confirm that no traffic is processed by these systems. During this period, AT&T will utilize its Network Operations Center (NOC) to continuously monitor the legacy systems. If any traffic is detected on the legacy systems, AT&T will promptly troubleshoot the issue, identify the Originating Service Provider (OSP) responsible, and migrate the traffic to the NG911 system. Once the issue is resolved, the 30-day monitoring period will restart to ensure compliance. This approach guarantees a seamless transition to the NG911 system while maintaining operational integrity and alignment with Broward County's requirements.	Complies.	Complies.
SR-MR008 Removal of Legacy Systems and Circuits (Move to Maintenance and Support): After 30 days of no traffic, the NG911 Service Provider shall manage the termination of the unused legacy systems and circuits. The NG911 Service Provider should coordinate the removal of unused equipment from the PSAPs.	Complies. AT&T confirms that it will meet Broward County's requirements for the removal of legacy systems and circuits as outlined in SR-MR008. After 30 consecutive days of no traffic being processed by the legacy systems, AT&T will manage the termination of the unused systems and circuits. This process will include coordinating with Broward County and relevant stakeholders to ensure the orderly removal of unused equipment from the PSAPs. AT&T will follow a structured approach to decommissioning legacy systems, including validation to confirm that all traffic has been successfully migrated to the NG911 system, documentation of the removal process, and disposal or return of equipment as required. By adhering to these procedures, AT&T ensures a smooth transition to maintenance and support for the NG911 system, aligning with Broward County's operational needs and objectives.	Complies.	Complies.
SR-MR010 Scheduled Maintenance: The NG911 Service Provider shall coordinate all scheduled maintenance using the change management process. This shall include: • Scheduled downtime • Preventative maintenance	Complies. AT&T confirms that it will meet Broward County's requirements for Scheduled Maintenance as outlined in SR-MR010. AT&T will coordinate all scheduled maintenance activities using the established change management process to ensure transparency, minimize disruptions, and maintain system reliability. This process aligns with AT&T's documented change management processes for submitting, approving, and reporting change requests. Additionally, AT&T is committed to providing advanced notice of maintenance events when there is potential customer impact, ensuring collaboration and minimizing disruptions. By adhering to these procedures, AT&T ensures that all maintenance activities are performed in a controlled and collaborative manner, supporting the operational integrity and reliability of Broward County's NG911 system.	Complies.	Complies. The scheduling of maintenance will be performed according to our Change Management policy which requires INdigital Work Safety Plans (IWSP's) ensuring service availability through coordination and communication with the County and identified stakeholders. **See also: 2.11 SR-GN007 - IWSP / maintenance operations plan**
SR-MR011 Mandatory Meetings: The NG911 Service Provider shall attend the following meetings with the County in person: • Executive Meetings – Semi-annual to review performance with the NG911 Service Provider's executive team.	Complies. AT&T confirms that it will meet Broward County's requirements for Mandatory Meetings as outlined in SR-MR011. AT&T will actively participate in the following in-person meetings with the County: • Executive Meetings: Conducted semi-annually, these meetings will involve AT&T's executive team to review overall performance, address strategic objectives, and ensure alignment with Broward County's operational goals. • Performance Review Meetings: Held monthly or quarterly, these meetings will focus on reviewing system performance, addressing any issues, and discussing ongoing improvements to the NG911 system. AT&T is committed to fostering open communication and collaboration with Broward County through these regular meetings, ensuring transparency, accountability, and continuous improvement in service delivery.	Complies.	Complies. INdigital will provide a dedicated Market Manager (CSR.) This market manager will be fully knowledgeable with the solution provided, its operation and current state through the helpdesk, reporting, and regular communications with the County. This individual will facilitate and/or lead these meetings.
SR-MR012 GIS Maintenance: The NG911 Service Provider shall provide a method to upload regularly scheduled County GIS data updates to the NGCS with clearly documented data requirements. The NG911 Service Provider shall describe the process.	Complies. The 9-1-1 Enterprise Geospatial Database Management System (9-1-1 EGDMS) is a web application that serves as the front-end user interface for the NENA Spatial Interface (SI). GIS data is submitted to the AT&T ESInet via the web-based SI portal. The portal provides secure GIS file transfer. 9-1-1 Authorities can maintain their local database schema and configure database changes using the attribute field mapping tools. The SI portal provides: • Secure file transfer via the SI portal using secure 2 factor authentication. • Updates submitted to the SI will be comprised of one or more complete feature classes. • GIS file format support for File Geodatabase and Shapefile. • Automated schema change detection and error notification. • Attribute field mapping configuration driven by the 9-1-1 Authority/local data source. • Automated email notifications for upload, error, and processing status. • Logging of uploads and any associated errors and provisioning status (succeeded/failed). • GIS data upload and validation report retrieval. • Data validations include Gap/Overlap detection, reporting and error logging. • A configurable threshold for triggering gap and overlap alarms/reports The SI validation engine logs errors and refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the NG 9-1-1 geospatial portal. Validation errors must be corrected by the 9-1-1 Authority within their own GIS	Complies. The current process for uploading the County and City data to the repositories will be maintained, preserving the County's current investment in GIS data management. Motorola will provision the data from the Spatial Interface to the ECRF/LVF once it passes all validations without critical errors.	Complies. The method to provide GIS data updates will adhere to the established protocol via SFTP or other Broward approved methods to ensure consistency and reliability throughout the data exchange process. The frequency of GIS data updates will be determined by the GIS authority based on their operational needs and update schedules. This approach allows each authority the flexibility to manage updates in alignment with their internal processes, data maintenance cycles, and resource availability. Data dropped off via the designated transfer method will be automatically processed by the system. Before use in production, INdigital will perform the following checks on the GIS data: ● All polygon layers completely fill, but do not extend outside of the Provisioning Polygon ● All polygon layers (except the Provisioning Polygon) have no gaps or overlaps in their set of polygons beyond the agreed-upon tolerance setting. ● The accuracy of the geodetic components of the RCL and Site Structure layers will not be verified as it is assumed that the GIS provider has curated the data. ● Using the attributes of the RCL layer, no road-centerline range will overlap another ● All addresses in the Site/Structure layer are included in an RCL segment. (Due to validation considerations, the NENA

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	database. Updates are submitted and processed on an on-going basis. Ongoing NG 9-1-1 geospatial portal validations include road centerline, address point, and polygon for each data upload. AT&T provides NG9-1-1 GIS Onboarding services, which delivers services, training, and support needed to successfully deploy NG9-1-1 GIS data within the EGDMS prior to NG9-1-1 go-live. AT&T will provide the EGDMS system access, account creation, remote training, and assistance with the initial GIS data upload. AT&T provides NG9-1-1 GIS Onboarding services, which delivers services, training, and support needed to successfully deploy NG9-1-1 GIS data within the EGDMS prior to NG9-1-1 go-live. AT&T will provide the EGDMS system access, account creation, remote training, and assistance with the initial GIS data upload and field mapping configuration. AT&T provides a GIS roles and Expectations document along with an EGDMS User Guide to provide additional information to aid in the PSAPs efficient onboarding onto the Spatial Interface. AT&T's NG9-1-1 GIS onboarding delivers the essential services, training, and support needed to successfully deploy NG9-1-1 GIS data and EGDMS within a NG9-1-1 environment. AT&T will provide web-based training and setup of the EGDMS system and assist with the initial GIS data load, clarifying the role of EGDMS as the NENA Spatial Interface, and defining its features and functionality. NG9-1-1 GIS onboarding services establish communication between the GIS Authority, the AT&T i3 GIS coach, and the NG9-1-1 service provider throughout the GIS onboarding phase and EGDMS implementation. NG9-1-1 GIS onboarding includes EGDMS setup and the following services: • Assignment of an i3 GIS Coach • NG9-1-1 GIS onboarding kickoff meeting • EGDMS overview, user training, and field mapping training (web-based) • EGDMS report interpretation and error correction consultation training (web-based) • ALI-to-GIS report review and error correction consultation training (web-based) • GIS data testing and remediation • General NG9-1-1 GIS Q&A support • EGDMS and NG9-1-1 GIS go-live support		standards allow for Sites that are not included in an RCL, but until all agencies are fully i3, INdigital recommends avoiding this situation. The RCL segment may be in an adjoining Provisioning Polygon.)
Service Level Expectations	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
SR-SLA001 Availability: The NG911 Service Provider shall maintain 99.999% availability for all components of the NG911 System for each PSAP. Availability will be calculated by the total downtime at the PSAP divided by the total available time per month.	Complies. The AT&T solution maintains 99.999% availability. AT&T ESInet achieves 99.999% service availability 24x7x365 for call processing and has no single point of failure that will disrupt the ability to provide on-going call processing. All i3 functions necessary for call processing are deployed in a highly available configuration. Each i3 element has multiple instances within a single core to provide redundancy for that core. The same redundant configuration is replicated at each of the six geo-diverse core sites. The nine Aggregation sites use the same design approach of redundancy within each individual site mirrored at the other sites. Transactions or call traffic divert to available components on failure or degradation of service of a given functional component or loss of a physical site. IP transport paths for critical service components are redundant and designed for multipath IP packet delivery so the failure of a given IP transport mechanism does not affect overall service availability. The AT&T ESInet components are designed and configured for continuous operation. AT&T ESInet availability is calculated from the time the outage begins that impacts call processing ability, until such time that the AT&T ESInet call processing ability is restored. This includes all AT&T ESInet downtime for the end-to-end service.	Complies.	Complies.
SR-SLA002 Equipment and Support Staff Availability: The NG911 Service Provider shall maintain adequate equipment including spares, and trained staff available remotely and/or onsite as required 24/7/365 to resolve issues and failures within the response and resolution times outlined in the SLA in Tables 1 and 2 shown in Scope of Work document. The NG911 Service Provider shall list the locations where equipment and staff will be located during the terms of the contract.	Complies. AT&T has local field technicians trained on AT&T ESInet and NG911 technologies within Broward County. Additional AT&T personnel assigned to the Broward County account are located within Florida, Texas, Oklahoma, Delaware and other states around the nation. AT&T ESInet is provided as a service and all AT&T supplied hardware will be replaced in the event of a component failure. AT&T manages spare equipment deployed at the PSAP in a store depot located in Colorado and employs an advanced vendor replacement strategy. Should a device at the PSAPs location go out of service, an AT&T technician will be dispatched with a preconfigured spare to replace the faulty equipment. Careful coordination is carried out with the PSAP to ensure no call impact will be experienced in the replacement process.	Complies.	Complies.
SR-SLA003 Response and Resolution Times: **SR-SLA003.a** The NG911 Service Provider shall resolve all issues and failures within the agreed upon response and resolution times.	Complies. AT&T will resolve all issues and failures within the agreed upon response and resolution times provided in this RFP.	Complies.	Complies.
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.	Complies. This question highlights the importance of selecting a provider that has the financial strength, resource depth and expertise in navigating large scale events like the COVID-19 pandemic. Beginning in March 2020, when the pandemic lockdown began, through December 2021, AT&T successfully implemented 694 PSAPs across the nation to the AT&T ESInet platform, with 19 PSAPs deployed in Florida. No other NGCS provider in the nation accomplished that milestone during the pandemic. AT&T has a well-documented Pandemic Plan with an established Global Crisis Council that includes the Executive Leadership Team, Crisis Management Team, Crisis Management Program Office, Office Response Teams, and Business Segment Leaders. This team is tasked with IT Service Continuity to ensure essential business operations and supporting technologies are restored in compliance with regulatory and contractual requirements. In addition, the AT&T Corporate Business Continuity Planning (C-BCP) team manages Supplier Business Continuity and Business Continuity Management (BCM) Risk Management. C-BCP partners with the Business Units to identify, assess, and mitigate Supplier BCM risks and partners with Global Supply Chain (GSC) to ensure Supplier agreements contain language requiring a Business Continuity Plan for the products and/or services provided to the Business Units.	Complies. Motorola has addressed this issue previously by purchasing components in advance of orders. Currently, Motorola is not seeing supply chain issues, but Motorola 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 a stock of enough spares for all of Motorola's customers.	Complies. INdigital maintains inadequate inventory of equipment to provide NGCS services. We operate as a national provider for NG9-1-1 services covering over 100 million people in North America. We use only US based equipment manufacturers and have policies in place to limit the impact of supply chain issues to the greatest extent possible.
SR-SLA005 Reason for Outage and Root Cause Analysis (RCA): **SR-SLA005.a** After any issues are reported, the NG911 Service Provider shall provide a preliminary reason for outage (RFO) and restore service immediately through failover options. The final RFO/RCA report shall include detailed outage causation, callers impacted, duration of outage, date and time of the outage, and any short- and/or long-term countermeasures implemented to prevent a recurrence.	Complies. In the event of an outage, AT&T applies immediate and sustained effort, 7x24, until the service is restored. Upon restoration of normal 9-1-1 service, AT&T will prepare a preliminary RFO report within three business days which will include an overview of all information known at that time. AT&T will prepare and submit a final detailed report to the customer, including root cause analysis, that describes the impact of the event, the cause, resolution and any preventative steps that may be taken to eliminate future events.	Complies.	Complies.

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SR-SLA006 RFO/RCA Follow Up: RFO/RCA reports that include any short- and/or long-term remedies, including implementation schedules, shall include follow-up reporting. The County shall be notified by the NG911 Service Provider regularly (at minimum daily or weekly until fully resolved) and as actions are completed.	Complies. AT&T acknowledges the requirement that RFO/RCA reports include both short- and long-term remedies with implementation schedules, along with regular follow-up reporting. We confirm that AT&T will comply fully with this obligation and will ensure that the County is notified regularly—at least on a daily or weekly basis—until the issue is fully resolved, with updates provided as actions are completed.	Complies.	Complies.
Final Acceptance Criteria	*Vendor's Response*	*Vendor's Response*	*Vendor's Response*
FAC001 Final Acceptance: After successful Preliminary Acceptance Testing and Go-Live, the County shall conduct Final Acceptance Testing alongside NG911 Service	Complies. AT&T acknowledges and agrees to the process whereby, following successful Preliminary Acceptance Testing and Go-Live, Final Acceptance Testing will be conducted jointly with County personnel. We commit to supporting the County in ensuring that Final Acceptance will only be granted after the PSAPs in both Regional and Non-Regional environments have operated for a continuous 60-calendar-day period without any Severity Level 1 through Level 3 events on the NG911 System. In the event such an event occurs, AT&T agrees to restart the 60-day period upon successful resolution, as specified.	**No Response.**	Complies.