Response Matrix

Solicitation No: GEN2129421P1, Next Generation 911	Vendor Name and Responses
	AT&T
General Compliance Response Matrix	
Vendor General Requirements	*Vendor's Response*
VN001 NG911 Service Provider General Information: The NG911 Service Provider should provide the length of time that the NG911 Service Provider has been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover (percent of employees who resigned in the last full calendar year compared to the number of employees at the beginning of the year). The NG911 Service should provide the provider's subcontractor length of time that have been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover	Complies. AT&T employs 140,990 employees. AT&T has been in business since 1885 and also has a dedicated NG911 team that has been in operation since 2008. During the last full calendar year, AT&T has had zero employees resign in the dedicated AT&T Public Safety Solutions/NG911 organization. AT&T's subcontractor, Intrado Life & Safety, Inc., has been in operation since 1979. Intrado employs 978 employees and employee turnover rate is 13.7%.
VN003 Provide a List of the Top 50 Metropolitan Statistical Areas (MSAs) that are NG911 Clients: The NG911 Service Provider should provide a list of all the top 50 MSAs for which it provides NG911 services. For each MSA, the NG911 Service Provider shall list the following: • Agencies/PSAPs • Types of Service • General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version • Is it part of a statewide or regional system?	Complies. AT&T currently provides NGCS/ESInet services to 17 of the top 50 Metropolitan Statistical Areas (MSAs). In addition, AT&T also provides legacy 911 call routing to 11 additional MSAs. Due to Federal Customer Proprietary Network Information (CPNI) regulations, AT&T is not able to provide the additional data being requested: 911 calls processed, number of PSAPs, CHE system and version, and VRS and version. **Please see table for this requirement in the Vendor proposal, page 35.** AT&T ESInet has been recognized for its market leadership in the Next Generation 911 (NG911) sector by Frost & Sullivan for six consecutive years. With a market share of approximately 30% and direct contracts covering over 80 million people, AT&T continues to lead the NG911 market in the United States.
VN004 Be Active in NG911 Standards Development: The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as the Association of Public-Safety Communications Officials (APCO) International, NENA, the Alliance for Telecommunications Industry Solutions (ATIS), etc. List all committees, work groups, and projects that the NG911 Service Provider participates in and note if any are chaired or lead by NG911 Service Provider staff.	Complies. AT&T is committed to the advancement and adoption of open standards in the public safety communications ecosystem. All applications, equipment, services, and systems that perform NG9-1-1-related functions within the AT&T ESInet environment are built on open, non-proprietary standards to ensure interoperability, scalability, and long-term sustainability. AT&T actively participates in key standards development organizations (SDOs), including: • NENA (National Emergency Number Association) – Participation in the i3 architecture working group, cybersecurity task forces, and interoperability testing initiatives. • APCO International – Engagement in standards development for public safety communications protocols and operational best practices. • ATIS (Alliance for Telecommunications Industry Solutions) – Involvement in NG911 interface specifications and network reliability standards. AT&T contributes to these organizations through committee membership, working group participation, and leadership roles. Specific examples include chairing subcommittees focused on NG911 call routing and contributing to the development of the NENA i3 standard. This active engagement ensures that the AT&T NG911 solution remains aligned with evolving industry standards and regulatory expectations, while also contributing to the broader advancement of public safety communications nationwide. We continue to play a key role in developing emerging technologies and defining new standards in support of public safety as evidenced in our partnerships with NENA, NENA Industry Collaboration Events (ICE), Next Generation Partner Program (NGPP), APCO, ATIS and FCC CSCIC working groups. Currently, AT&T has members on the following NENA committees and work groups. **Please see table for this requirement in the Vendor proposal, page 37.**

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VN005 NG911 Service Provider Description: The NG911 Service Provider should include a brief description of its company background, including history, experience, products, capabilities, and vision for the future, as well as any distinguishing characteristics that delineate its solution from other companies' solutions. The NG911 Service Provider's description should include at a minimum: • Background and experience • Company vision • Company financial stability statement • Distinguishing System characteristics • Pending litigation	Complies. Background and experience AT&T Enterprises, LLC is a Delaware limited liability company formed on May 2, 2024. It is a wholly owned subsidiary of AT&T Inc., a corporation that is traded on the New York Stock Exchange and has been in business for more than 143 years. At any given time, AT&T and its affiliates employ nearly 140,990 employees. You can find additional corporate information at the following link: **https://about.att.com/pages/corporate-profile**. AT&T is uniquely qualified to perform the work described in this Request for Proposal. AT&T, a $207B company and a recognized leader in National Public Safety solutions. A major part of the AT&T Corporation is our Commercial, Consumer, Enterprise and Government Leadership. AT&T has a robust Public Safety Solutions practice that nationally serves Public Safety Agencies with Legacy and Next Generation 911 call routing (ESInet), Call Handling, Logging Recorder, Location Services, Computer Aided Dispatch (CAD), GIS, Records Management, Jail Management, AVL, Security, Cloud solutions, IP Networks, Wireless solutions, Internet of Things (IoT), Unified Communications and many more applications and services. AT&T is driving the convergence and integration of communication technologies and applying them to the Public Safety sector to more quickly and effectively manage emergency response. AT&T was one of the first carriers to implement the original 911 service, Enhanced 911 and now Next Generation 911. In 2015, AT&T made a bold national product announcement that detailed our vision for a national i3 compliant Next Generation Core Services and ESInet solution. This solution is built by AT&T to support twice the busy hour 9-1-1 call volume for the entire United States. AT&T is the industry leader in terms of ESInet systems contracted and delivered. At the time of this writing, AT&T has more than 2,086 PSAPs connected and/or contracted to ESInet solutions. These systems and contracts cover more than 83 million U.S. residents in aggregate. No other provider has the same depth of experience in architecting and delivering mission critical Next Generation 9-1-1 solutions. AT&T provides both Legacy E9-1-1 and NG9-1-1 services nationwide, including ANI/ALI network services, Legacy CAMA 9-1-1 Call Handling, NG9-1-1 ESInet-based 9-1-1 Call Handling, Logging Recorder solutions and CAD/RMS/JMS solutions. As a premier channel partner for the leading NG9-1-1 Call Handling suppliers, we maintain 9-1-1 Call Handling services for over 1,900 PSAPs today. For Broward County, our solution leverages the vast experience of AT&T in the following areas: • A NG9-1-1 provider in 25+ states • An OSP provider of Wireline, VoIP and wireless service • AT&T owned/operated network and facilities • The provider of FirstNet for all 50 states with over 7 million subscribers across approximately 27,500 agencies • AT&T is the leading NGCS provider in the US with 30% market share. • AT&T supports some of the largest PSAPs in the US Company Vision AT&T's mission statement is "Connecting people to greater possibility – with expertise, simplicity, and inspiration". It reflects our corporate values, which are • Live true • Think big • Pursue excellence • Be there • Stand for equality • Make a difference Company financial stability statement With more than 146+ years of experience, AT&T draws on its expertise to champion innovation and develop comprehensive, reliable solutions. As the U.S. market leader in Next Generation 911, AT&T has developed a next generation offering of advanced call routing features, functions, and highly secure public safety network. Our D&B rating, which is 5A2. Our rating has been 5A2 every year from 2004 to the present. From 2021 to 2024, AT&T's annual operating revenue was • 2024: $122.33 billion • 2023: $122.42 billion • 2022: $120.74 billion • 2021: $134.03 billion The most recent Annual Report for AT&T can be found in the Investor Relations section of our website at: https://investors.att.com/. Distinguishing Solution Characteristics AT&T is a recognized leader in National Public Safety with major investments in 911 Call Handling CPE, FirstNet and our nationwide build out of AT&T ESInet. AT&T has a robust Public Safety Solutions practice that nationally serves public safety agencies with Legacy and Next Generation 911 call routing (ESInet), Call Handling, Location Services, Computer Aided Dispatch (CAD), GIS, AVL, Security, Cloud solutions, IP Networks, Wireless solutions, Internet of Things (IoT), Unified Communications and many more applications and services. AT&T is driving the convergence and integration of communication technologies and applying this experience to the Public Safety sector to more quickly and effectively manage emergency response. FirstNet and our AT&T ESInet platform are examples of our commitment to Public Safety. AT&T is an active member of the Public Safety Community and the products and services we provide and maintain conform to NENA i3 standards. We participate at the highest level on industry boards and development forums ensuring our offers are in step with the industry we are associated with. Our experience delivering Call Handling applications highlights our ability to deploy the talent, investment and technology necessary to manage the complex infrastructures our public safety clients require. AT&T has a proven track record of innovation, leadership and commitment to public safety. We continue to play a key role in developing emerging technologies and defining new standards in support of public safety as evidenced in our partnerships with NENA, NENA Industry Collaboration Events (ICE), Next Generation Partner Program (NGPP), APCO, ATIS and FCC CSRIC working groups. Pending Litigation AT&T is a multibillion-dollar company worldwide and is recognized as an industry leader in telecommunications with service levels and customer service second to none. To our knowledge, no current litigation, arbitration, investigation, dispute or any other proceeding would prevent AT&T from providing the products and services in compliance with our response to this RFP. Our Securities and Exchange Commission (SEC) 10-K and 10-Q filings address pending material litigation and are available on our investor relations website at the following link: https://investors.att.com/financial-reports/sec-filings AT&T is prevented by litigation strategy, privilege and privacy concerns from discussing pending litigation, especially in the context of an RFP response open for public viewing.
VN006 Vendor's Experience and Reference Projects: Describe Prime Vendor's experience on projects of similar nature, scope and duration, along with a detailed description of satisfactory completion, both on time and within budget, for the past three years. Provide a minimum of five (5) projects with references. Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to Vendor Reference Verification Form and submit as instructed or within three business days after County's request. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor's past performance. Including, but not limited to, the information outlined in the General Compliance section VN006	Complies. **Please see AT&T Attachment A** - Vendor Reference Verification Forms. Additional references can be provided at the request of the County.

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VN007 Alternate Options and Systems: The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all requirements stated in the form of a "should" requirement only.	Complies. **APEX Continuity** APEX Continuity is a collaborative solution between Carbyne and AT&T designed to enhance emergency response communications. It integrates Carbyne's advanced real-time communication and incident management platform with AT&T's robust, reliable network infrastructure. This synergy ensures continuous, secure, and scalable connectivity for first responders and emergency centers, improving situational awareness, response times, and coordination during critical incidents. The partnership leverages Carbyne's innovative technology with AT&T's nationwide network to provide resilience and uninterrupted service even under high-demand or adverse conditions. **FirstNet Wireless Backup** FirstNet Wireless Backup is a specialized solution designed to ensure uninterrupted emergency communication services for Public Safety Answering Points (PSAPs) and other public safety entities. It is part of AT&T's commitment to providing resilient, reliable, and secure connectivity for mission-critical operations. Key features of FirstNet Wireless Backup include: 1. **Seamless Integration:** FirstNet integrates seamlessly with AT&T ESInet™, providing reliable backup for call routing and data transmission in case of primary network failure. 2. **Priority and Preemption:** FirstNet prioritizes public safety communications over commercial traffic, ensuring reliable connectivity even during network congestion or emergencies. 3. **Dedicated Core Network:** Built exclusively for public safety, FirstNet offers enhanced security, reliability, and performance tailored to the needs of first responders. 4. **Resiliency and Redundancy:** It provides an additional layer of redundancy for NG911 systems, ensuring continuous operation during primary network outages or disruptions. 5. **Geographically Diverse Infrastructure:** Supported by diverse sites and deployable assets, such as portable cell sites, FirstNet maintains connectivity in disaster-affected areas. **24x7 Monitoring and Support**: The network is monitored around the clock to ensure optimal performance and rapid issue resolution.
VN008: Mean Time Between Failures (MTBF): The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama.	Complies. With AT&T ESInet's redundant and geo diverse, high-availability architecture, there is a very low equipment failure rate. For our customers in Florida and Georgia (AL is not serviced by AT&T), our MTBF was for the past 24 months. • Total Operational Time: • Failure Duration: • Number of Failures: • Mean Time Between Failures (MTBF): **The information for the " Mean Time Between Failures" was redacted by AT&T.** AT&T has not had any service impacts with our OSP IP interfaces that have affected live traffic. This connectivity is routinely monitored and maintained and employs automatic reroute capabilities tested with the OSP at time of implementation. AT&T requires redundant diverse IP links with all its IP deployments.
VN009 Latency and Mean Opinion Score (MOS): The NG911 Service Provider should provide Call delivery (NGCS to PSAP) network metrics for latency and Mean Opinion Score (MOS) for the last 24 months for its customer base in Florida, Georgia, and Alabama.	Complies. The AT&T ESInet average MOS score is monitored every minute for each Core to each router through AT&T's APVN connections. AT&T's average MOS score of 4.34 or better for the past 24 months. The average roundtrip latency for AT&T's AVPN connections has been less than 40ms for the past 24 months.
Professional Services Requirements	
PS001 Project Management: **PS001.a** The Project Manager (PM) and Senior Technical Lead should remain with the project until all PSAPs are transitioned to the NG911 ESInet and Geospatial Routing. The expectation is that there is continuity and a transition period with any change that is made. The expectation is that there will be a single point of contact with the vendor post implementation.	Complies. AT&T is dedicated to ensuring seamless project management and technical leadership throughout the transition to NG911 ESInet and Geospatial Routing, as well as during post-implementation operations. In the event of personnel changes, AT&T will work closely with Broward County to ensure a smooth transition, minimizing any potential disruptions. Following implementation, AT&T will assign a dedicated Service Manager as the County's primary point of contact, ensuring consistent support and coordination. Additionally, Broward County will continue to benefit from the expertise of AT&T account team members who have supported the County for years, providing continuity and familiarity in service delivery.
PS001.b: The PM should have project-related decision-making authority and be the primary point of contact between the County and the NG911 Service Provider. The County will review and approve the PM and, if the PM needs to be replaced, the County will review and approve the replacement. The PM should have at minimum, the following qualifications: • Demonstrate the knowledge, skills, and experience as a Program and/or PM. • A minimum of five (5) years of experience managing large NG911 programs and/or projects. • A minimum of three (3) years employed by the NG911 Service Provider. • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's. • A certification or credential on Project Management.	Complies. AT&T's response aligns with Broward County's requirements for a Project Manager (PM) to oversee the transition to NG911 ESInet and Geospatial Routing. The AT&T PM will serve as the primary point of contact, ensuring effective communication, coordination, and decision-making throughout the project lifecycle. The proposed PM will meet the County's requirements.
PS001.c : The NG911 Service Provider should provide the proposed PM's resume.	Complies. **Please see AT&T Attachment B – AT&T Project Manager Resume**

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PS002.b Project Plan: The plan should describe the schedule, processes, communications, risk and mitigation factors, and detailed integration of functional elements including features that may be staged for implementation such as geospatial routing. The plan should include the following: 1. Implementation Schedule 2. Continuation of Operations (COOP) Plan, including, at a minimum: a) Lists of critical systems b) Restoration procedures c) Exercise or testing procedures 3. Post-deployment Operational and System Security Plans 4. Detailed description of the activities, personnel, schedule, standards, and methodology 5. Acceptance Test Plan, including, at a minimum: a) Test scripts and method b) Strategy and procedure c) Expected results for each element 6. Project Plan Change Management process 7. Communication Plan, including, at a minimum: a) Adequate measures to communicate with vendors to resolve issues b) Communicate resolution end-to-end 8. Incident Response Plan 9. Incident Communication Plan 10. Escalation Procedures 11. Risk Register and Mitigation Plans 12. Lifecycle Management Plan a) System Security Plan b) Plan of Action and Milestones 13. Product Roadmap The NG911 Service Provider should provide an example of project plan and the expected project schedule.	Complies. **1. Implementation Schedule:** **• See AT&T Attachment F - Implementation Schedule** **2. Continuation of Operations (COOP) Plan, including, at a minimum:** **• See AT&T Attachment G – Continuity of Operations Plan (COOP)** **3. Post-deployment Operational and System Security Plans:** **• See AT&T Attachment S – AT&T Business Continuity & Emergency Management** **• See AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide** **4. Detailed description of the activities, personnel, schedule, standards, and methodology:** **• For the Broward County implementation plan, the following documents and information will be included as part of the overall plan:** **o AT&T Attachment A - Vendor Reference Verification Forms** **o AT&T Attachment B - AT&T Project Manager Resume** **o AT&T Attachment C - Technical Lead Resume** **o AT&T Attachment D - AT&T Service Manager Resume** **o AT&T Attachment F - Implementation Schedule MS Project** **o AT&T Attachment F - Implementation Schedule** **o AT&T Attachment G - Continuity of Operations Plan (COOP)** **o AT&T Attachment H - ORT-Acceptance Test Plan** **o AT&T Attachment I - Example Monthly Status Report** **o AT&T Attachment J - Example MOP** **o AT&T Attachment K - VIPER 7 i3 Deployments** **o AT&T Attachment L - ESInet Cutover Plan** **o AT&T Attachment M - AT&T Training Plan** **o AT&T Attachment N - Example Backup Management Guidelines** **o AT&T Attachment O - NENA NG-SEC ATT ESInet Audit Checklist** **o AT&T Attachment P - OSP Interface Specifications** **o AT&T Attachment Q - Viper 7 PSAPs With Text** **o AT&T Attachment R - OSP Tracking Report Template** **o AT&T Attachment S - AT&T Business Continuity & Emergency Management** **o AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide** **o AT&T Attachment U - AT&T ESInet Incident Communication Plan** **5. Acceptance Test Plan, including, at a minimum:** **• See AT&T Attachment H – ORT-Acceptance Test Plan** **6. Project Plan Change Management process:** **The AT&T Change Management plan includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact.** **Planning:** **AT&T will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs.** **The standard AT&T ESInet maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.-6 a.m. Central.** **MOPs (Methods of Procedures) are written, peer reviewed, and Risk Assessed prior to scheduling any event.** **Review:** **AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted.** **All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling:** **• A Risk Assessed MOP that includes a step-by-step guide of the changes being made.** **• Clear definition of scope** **• Clearly stated impacts, if any** **• Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration.** **• All event resources are clearly listed (includes escalation lists)** **• All event resources are clearly listed (includes escalation lists)** **Approval:** **This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service.** **Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and make decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required.** **Notification:** **AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center.** **Execution:** **The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms.** **Post Execution:** **The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored.** **See AT&T Attachment J – Example MOP** **7. Communication Plan, including, at a minimum:** **Communication Plan** **To ensure effective collaboration and timely resolution of issues with vendors, our communication plan encompasses the following key measures:** **a. Adequate Measures to Communicate with Vendors to Resolve Issues** **• Designated Points of Contact (POCs): We assign dedicated POCs on both sides (project team and vendor) to streamline communication and ensure accountability.** **• Multi-Channel Communication: We utilize a combination of email, phone calls, and secure collaboration platforms to facilitate prompt and clear communication.** **• Issue Tracking System: A centralized issue tracking tool will be implemented to log, monitor, and prioritize vendor-related issues. This system allows all stakeholders to view issue status in real time.** **• Regular Status Meetings: Scheduled weekly or bi-weekly meetings will be held to discuss ongoing issues, progress updates, and upcoming milestones.** **• Escalation Protocols: Clear escalation paths are defined to promptly address unresolved or critical issues, ensuring that they are escalated to higher management when necessary.** **b. Communicate Resolution End-to-End** **• Issue Lifecycle Transparency: From identification through resolution, each issue will be documented in the tracking system with timestamps, actions taken, and responsible parties.** **• Resolution Confirmation: Upon resolving an issue, confirmation will be communicated to all relevant stakeholders, including a summary of the resolution steps and any preventive measures.** **• Post-Resolution Review: For significant issues, a review session will be conducted with vendors to analyze root causes and improve future processes.** **This comprehensive communication plan ensures that vendor issues are efficiently managed, with clear visibility and accountability throughout the process, promoting a successful project outcome.** **8. Incident Response Plan:** **In the event of an unplanned outage, or intermittent outage of a system, network component, or application that has the potential to cause an adverse impact to production services, AT&T immediately engages the Incident Command System, which is based on the FEMA Incident Command Structure. The incident team, led by a qualified Incident Commander and supported by technical and operations resources, evaluates the information received, determines the problem statement, categorizes the problem severity level, and manages/works the incident until the incident objectives are met.** **9. Incident Communication Plan:** **• See AT&T Attachment U - AT&T ESInet Incident Communication Plan** **10. Escalation Procedures:** **AT&T ESInet support includes documented escalation procedures should customers feel the need to raise incident visibility with management personnel. Please see the "escalation procedures" table on page 26 for further detail.** **11. Risk Register and Mitigation Plans**

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	11. Risk Register and Mitigation Plans To proactively manage potential risks throughout the project lifecycle, we maintain a comprehensive Risk Register coupled with a robust Mitigation Plan. This approach ensures early identification, assessment, and resolution of risks to minimize impact on project objectives. • Risk Register o Risk Identification: Potential risks are identified through collaboration with stakeholders, historical data analysis, and expert judgment. Risks may include technical, operational, financial, compliance, and external factors. o Risk Description: Each risk is clearly described, specifying its nature, cause, and potential consequences. o Risk Assessment: Risks are evaluated based on their likelihood of occurrence and potential impact on the project. This assessment helps prioritize risks for focused management. o Risk Owner: Assigning ownership ensures accountability for monitoring and managing each risk. o Risk Status: The register tracks the current status of each risk (e.g., open, monitored, mitigated, closed). Mitigation Plan o Preventive Actions: For each identified risk, specific actions are planned to reduce the likelihood of occurrence. This may include additional testing, design reviews, or process improvements. o Contingency Plans: Strategies are developed to minimize impact if a risk materializes, such as backup resources, alternative workflows, or escalation procedures. o Monitoring and Reporting: Risks are continuously monitored through regular reviews and updates to the Risk Register. Key risks and mitigation status are reported to stakeholders during project meetings. o Escalation Protocol: Critical risks are escalated promptly to higher management for decision making and resource allocation. o Continuous Improvement: Lessons learned from risk occurrences are documented and integrated into future risk management practices. This Risk Register and Mitigation Plan framework enables proactive risk management, fostering project resilience and increasing the likelihood of successful delivery. 12. Lifecycle Management Plan AT&T employs a solution lifecycle implementation methodology to ensure that all project areas of change are properly defined, designed, integrated, and deployed. The solution lifecycle implementation methodology has been developed and refined based on experience and the lessons learned migrating hundreds of systems to Next Generation 9-1-1. The methodology provides a blueprint for managing system migration and includes a project plan, templates, examples, diagrams, forms, and project communications. These project tools are tailored during the Solution Definition phase to address the specific attributes of each Next Generation system implementation and then refined during the subsequent project phases. • The AT&T Solution Delivery Lifecycle (SDLC) approach to plan, configure, network engineer, implement, test, document, train, and support AT&T services follows the AT&T time-proven Solution Delivery methodology. The lifecycle begins with Solution Definition and Architecture activities. During these initial phases, the joint AT&T and customer team members verify system application and implementation requirements, refine the solution architecture, and finalize the plan for solution deployment. Following Definition and Architecture phases, the team orders, installs, configures, tests, and trains users on customer-facing solution components as part of solution integration and deployment effort. Following successful deployment, the maintenance phase begins. The figure below provides a high-level illustration of a typical implementation. The specific timeline will be defined with Broward County and is backed by the AT&T SLA for on time delivery. Information was redacted by AT&T. The project supports Broward County and the PSAPs in transition to AT&T services and in the migration to i3. The project team will also collaborate with the customer on the following designs and plans: o ESInet design and implementation including call overflow and management o Text and Enhanced Data traffic analysis and demand o GIS routing data implementation and deployment plans The primary goal of the lifecycle methodology is that the project aligns with overall customer expectations and is tailored to fit the needs of the County. Please see the Solution Lifecycle table image. The Project Plan phases are described below. Solution Definition The first phase in the solution lifecycle is the Solution Definition phase, which begins with the kickoff and alignment process and is critical to the overall success of the 9-1-1 initiative. During this process, key members of the joint project team unite to identify roles, responsibilities, critical success factors, project challenges, elaborate on specific strategies and project options, confirm project scope, and finalize plans to expedite solution delivery plans and resources. The proposed solution is reviewed to align each primary stakeholder with a common vision and strategy for unified team design and planning. The AT&T team conducts current systems, processes, and site studies to understand the current system and user environment more clearly, allowing the team to plan the most effective migration path to the new system. Solution Architecture During the Solution Architecture phase, the detailed solution design is finalized based on confirmed requirements. During this phase, the team analyzes the current systems, operations, and operational procedures, identifies the human factors needs, considers implementation options, and with the Customer, commits the detailed solution design and implementation schedule. Stakeholder participation in identifying processes and standard operating impact is critical in this process to support the successful integration of the new system. It is vital that current procedures, connectivity, and routing policies are examined so that the appropriate practices are carried forward to the new system environment. Examples of critical areas to consider include load balancing philosophies and default routing rules. Initial planning for connectivity from the telephone service providers to the Points of Interconnection (POI) also begins in the architecture phase. Key solution architecture planning activities include: Detailed solution design and schematics (onsite, site-to-site, site-to-AT&T, firewalls, routers, etc.) ESInet and IP specifications • Originating service provider connectivity specifications • Physical requirements (e.g., equipment room design, floor loading) • Call transfer requirements Training plan and schedule • Refined project plan and timeline Solution Integration During the Solution Integration phase, the components of the solution, including processes, applications, servers, network components, and data flow, are engineered and ready for deployment. All network, regional, and customer premise components are delivered, and the equipment rooms and other facilities are readied. Coordination with wireline, wireless, and VoIP telephone service providers is an essential part of this stage to plan for the 9-1-1 services management transition. Originating service providers receive all necessary information and detail to obtain connectivity to the AT&T systems and the service provider's connectivity to the POIs is engineered and ordered. Collaborating closely with stakeholder groups, the project team designs customized provisioning plans (including incoming trunk route plans, bridge lists, and dialing plans). Additionally, the documentation and training developers customize the user and process documents and various training courseware, if needed, to meet the needs of Broward County. Solution Deployment During the Solution Deployment phase, all network components and equipment connectivity are validated, and acceptance tests are performed, metrics tracking and reporting is initiated, and training is provided. After completed non-live call testing, the system begins supporting live 9-1-1 traffic. In preparation for deployment and in partnership with Broward, the AT&T Project Manager finalizes the cutover plan, including procedures for notification concerning schedule specifics. Prior to the commencement of cutover, the project team members will hold a cutover meeting with Broward County and the telephone service providers. The purpose of this meeting is to discuss the progress of activities and the cutover readiness. PSAP training is provided in accordance with the detailed training rollout plans. The system will then undergo a system acceptance test and quality walkthrough. Once complete, and in agreement with the Broward County, a live-traffic cutover will then commence. Once live traffic has moved to the system, the maintenance period begins. Solution Maintenance The Solution Maintenance phase begins once live traffic is transferred onto any part of the system. During this phase, AT&T provides ongoing tiered support services to monitor service level performance, manage help desk requests, escalate support procedures, and support Broward County to reach the highest level of operational excellence. The solution support team is in place to receive, analyze, and rectify problems and information requests throughout the term of the contract. AT&T takes great pride in our well-honed processes and procedures, and, as a result, we are a well suited, trusted partner. Our hardened process for delivering products to market leverages a proven project approach based on our extensive industry experience in successfully completing projects similar in scope to the project outlined in this RFP. Our skilled project team will work closely with you to ensure your project goals are not only met but exceeded. See AT&T Attachment T - AT&T Information & Network Security Customer Reference Guide See AT&T Attachment F - Implementation Schedule 13. Product Roadmap • AT&T ESInet™ Roadmap Vision Next Generation 9-1-1. Smarter. Faster. More Connected. Empowering Public Safety with Innovation AT&T ESInet™ is leading the transformation of emergency communications with a roadmap focused on delivering smarter, faster, and more reliable 9-1-1 services. Upcoming enhancements will allow citizens to send real-time photos and videos directly to 9-1-1 call centers, giving first responders instant visual context to emergencies. Select 2026 Toyota vehicles will automatically transmit crash data—including airbag status and precise location—directly to AT&T-connected Public Safety Answering Points (PSAPs), helping emergency teams respond with greater speed and

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	precision. **Built for the Future of Emergency Response** **Behind the scenes, AT&T is integrating cloud-native call handling emergency backup, predictive AI, and advanced multimedia routing to streamline operations and reduce response times. These innovations ensure PSAPs are equipped to handle modern communication formats, mitigate threats like telephony denial-of-service (TDOS) attacks, and stay ahead of evolving public safety needs. With AT&T ESInet™, communities gain a future-ready emergency network that enhances safety, saves lives, and builds trust when it matters most.**
PS006.b Monthly or weekly progress reports should contain details relating to the following tasks: • Activities to include: o Accomplishments since the previous reporting period o PSAP data gathering o Staging and lab testing o Installation, set up, and configuration o Device and circuit installation progress at each site o Connectivity information for CHE provider o ALI/Location Database (LDB) transition o GIS data readiness o NGCS provisioning status • Updated schedule and comparison to baseline • Issue tracking with classification of issues (i.e., critical, major, and minor) • Pre-cutover testing • Cutover schedule plans The NG911 Service Provider should provide an example of a monthly status report.	Complies. Project management involves planning, organizing, and managing of resources to achieve specific goals and objectives. Progress status reports are a key part of project management and provide a way to track and communicate the progress of a project to stakeholders. Progress Reports and status information are provided at regular intervals coordinated with customers. We will facilitate weekly project calls followed by a written progress report, that will be distributed within 24 hours of the call, and that captures the minutes and action item updates from the prior biweekly project call. Our progress status reports are designed to: Monitor the project's progress: Progress reports allow project managers to monitor the progress of a project and identify any areas that need improvement • Keep stakeholders informed: Progress reports keep stakeholders informed about the project's status, including its goals, timeline, budget, and any issues that may arise. • Facilitate decision-making: Progress reports provide the information needed to make informed decisions about the project, such as changes to the project plan or budget. • Foster accountability: Progress reports hold team members accountable for their progress and ensure that everyone is working towards the project's goals. A typical progress status report includes the following information: • Project overview: A summary of the project's goals, timeline, budget, and overall progress. • Status updates: An update on the current status of the project, including completed tasks, upcoming tasks, and any delays or obstacles. • Progress against goals: A comparison of the project's actual progress against its planned progress, including any deviations from the plan. • Budget and resource updates: An update on the project's budget, including any changes or adjustments, and an overview of the project's resources and their usage. • Next steps: A description of the next steps in the project and any upcoming deadlines. Weekly progress reports will contain details relating to the tasks above (1-10), as well as other details as applicable. **See AT&T Attachment I – Example Monthly Status Report**
PS007.b The Technical Lead should have at a minimum, the following qualifications: • Knowledge of the latest technology and business models related to NG911 • Extensive experience and knowledge of industry standards and best practices regarding NG911 • A minimum of three (3) years of experience designing and consulting on large NG911 projects • A minimum of three (3) years employed by the NG911 Service Provider • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's The NG911 Service provider should provide the proposed Technical Lead's resume.	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**
PS008.b The Client Services Representative (CSR) should be involved in the implementation and should have at a minimum, the following qualifications: • Knowledge of the NG911 Service Provider's technology and processes related to NG911 • A minimum of three (3) years employed by the NG911 Service Provider • Experience managing with a minimum of two (2) years and two (2) NG911 projects of a similar size to the County's The NG911 Service Provider should provide the proposed CSR's resume.	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**
PS009 Additional Staff and Organization Chart: The NG911 Service Provider should submit a proposed functional organizational chart for the NG911 project listing all key staff and the resumes for each assigned staff represented on the functional organizational chart at the time of proposal submittal.	Complies. See **AT&T Attachment E – Project Personnel Resumes**
Equipment and Hardware	*Vendor's Response*
SR-EH001 Onsite Equipment List: The NG911 Service Provider is expected to install some equipment in County facilities. The equipment may include network termination devices, network demarcation extensions, fiber or copper cabling, routers, network switches, or activation devices such as abandonment switches. The NG911 Service Provider should provide a list of all devices, quantities, makes, models, power requirements, heat loads, locations, and cabling types that will be installed in any County facility.	Complies. AT&T ESInet is delivered as a service and requires minimal network equipment onsite. The following network equipment will be installed at each VIPER Node where the AT&T ESInet AVPN circuits terminate. • PSAP Router A – Cisco 8300 Series • PSAP Router B – Cisco 8300 Series • Switched Power Distribution Unit (PDU) - CyberPower The County will be responsible for providing power, ground, and environmental controls for the Network Edge Equipment to be installed in the equipment room, as follows: • Two (2) dedicated 110 volt/20 AMP power feeds are required with A & B feed (separate power source) and receptacle plug type NEMA L5 20R twist lock

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SR-EH002 Onsite Equipment Space Needed: For each device, the NG911 Service Provider should describe how it will be mounted in the facility and how much wall or rack space will be required for the device, including any required standoff distances.	Complies. In most cases, the AT&T ESInet Network Edge Equipment will be housed in one (1) standard 19-inch data cabinet. The County will be asked to provide 24 inches by 87 inches of floor space, where possible, for the Network Edge Equipment cabinet to be located, within 20 feet of the main telecommunications demarcation point. A Network Edge Equipment cabinet measures 24 inches by39 inches. However, 24 inches of space in front and behind the rack is required, and 36 inches between the end of the racks and the wall is recommended for proper airflow, installation, and maintenance. If the County wants to place the Network Edge Equipment into a pre-existing rack, AT&T will require 7 for contiguous Rack Units of rack space in a single rack. The PSAP will ensure that each Customer PSAP equipment room meets the following requirements: • The floor must be capable of supporting 104 pounds per square foot • Dry, clean, and well ventilated • Well lit, easily accessible, and free from excess vibrations • The rack should be located in an area that does not receive consistent building traffic The County will be responsible for providing power, ground, and environmental controls for the Network Edge Equipment to be installed in the equipment room, as follows: • Two (2) dedicated 110 volt/20 AMP power feeds are required with A & B feed (separate power source) and receptacle plug type NEMA L5 20R twist lock • Any metallic component that is part of the Customer infrastructure (such as equipment, racks, ladder racks, enclosures, cable trays, etc.) must be bonded to the grounding system • The facility will have adequate HVAC controls, monitoring, and redundancy in order to maintain: o Cooling for maximum heat output under full load is 4,000 BTU/hour o Data Center HVAC systems must maintain a constant dry bulb temperature between 68 and 77 degrees Fahrenheit o Relative humidity between 40% and 55% o Surge/Lightning Protection

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General System Requirements	*Vendor's Response*
SR-GN001: Overall Project Approach: The NG911 Service provider should describe your approach and include in your proposal, as per the Scope of Work, the project design, architecture, hardware, installation, data integration, system implementation plan, network equipment, training, maintenance and support. i. Include an introductory overview describing the proposed system. ii.Address integration with the system, product life cycle(s), capability for expansion and ability to adapt to industry changes. iii. How the primary vendor will use subcontractors, third party vendor(s), third party software integration (if applicable) throughout the project. iv. Identify potential issues or challenges related to the project and describe how your firm's project approach will resolve these issues.	**Complies.** **i. AT&T is responding with our flagship 12 core Next Generation ESInet solution that will facilitate a transition from legacy AT&T 9-1-1 Networks to networks capable of supporting the growing demands of a mobile society. The AT&T solution is distributed nationally to ensure diversity and capability to meet Broward's requirements. The AT&T ESInet is a pre-built solution that allows AT&T to integrate Broward's VIPER deployment. AT&T has migrated the three major wireless carriers (T-Mobile, AT&T Wireless and Verizon) to direct connections to the ESInet and as part of this project will manage all other carrier migrations. AT&T will complete all testing and integration with Broward's VIPER deployment ensuring a seamless transition.** **ii. AT&T's ESInet solution provides the County with an i3 architecture built from the ground up. Our commitment to NENA i3 is based on years of contributions to NENA standards committees and understanding the evolving needs and requirements of the Public Safety community. Our solution is not just "i3 like," or "i3 aligned." As elements of the i3 standard continue to be ratified, updated and enhanced, AT&T will continue its commitment to i3. AT&T's ESInet services will provide the County with everything it needs to deliver to your citizens the critical foundational components of an industry standard i3 solution delivered over the world's most advanced IP network. AT&T has integrated the AT&T ESInet solution with hundreds of Intrado VIPER customers and has unmatched experience with call handling integrations. The AT&T solution has been built to support 200% of the Nationwide 9-1-1 call volume and is built with the ability to expand to meet any needs of Broward County.** **AT&T employs a solution lifecycle implementation methodology to ensure that all project areas of change are properly defined, designed, integrated, and deployed. The solution lifecycle implementation methodology has been developed and refined based on experience and the lessons learned migrating hundreds of systems to Next Generation 9-1-1. The methodology provides a blueprint for managing system migration and includes a project plan, templates, examples, diagrams, forms, and project communications. These project tools are tailored during the Solution Definition phase to address the specific attributes of each Next Generation system implementation and then refined during the subsequent project phases.** **The AT&T Solution Delivery Lifecycle (SDLC) approach to plan, configure, network engineer, implement, test, document, train, and support AT&T services follows the AT&T time-proven Solution Delivery methodology. The lifecycle begins with Solution Definition and Architecture activities. During these initial phases, the joint AT&T and customer team members verify system application and implementation requirements, refine the solution architecture, and finalize the plan for solution deployment. Following Definition and Architecture phases, the team orders, installs, configures, tests, and trains users on customer-facing solution components as part of solution integration and deployment effort. Following successful deployment, the maintenance phase begins.** **The figure below provides a high-level illustration of a typical implementation. The specific timeline will be defined with Broward County and is backed by the AT&T SLA for on time delivery.** **The "High Level View of a Typical Implementation" figure in the document was redacted by AT&T.** **The project supports Broward County and the PSAPs in transition to AT&T services and in the migration to i3. The project team will also collaborate with the customer on the following designs and plans:** **• ESInet design and implementation including call overflow and management** **• Text and Enhanced Data traffic analysis and demand** **• GIS routing data implementation and deployment plans** **The primary goal of the lifecycle methodology is that the project aligns with overall customer expectations and is tailored to fit the needs of the County.** **Solution Definition:** **The first phase in the solution lifecycle is the Solution Definition phase, which begins with the kickoff and alignment process and is critical to the overall success of the 9-1-1 initiative. During this process, key members of the joint project team unite to identify roles, responsibilities, critical success factors, project challenges, elaborate on specific strategies and project options, confirm project scope, and finalize plans to expedite solution delivery plans and resources. The proposed solution is reviewed to align each primary stakeholder with a common vision and strategy for unified team design and planning.** **The AT&T team conducts current systems, processes, and site studies to understand the current system and user environment more clearly, allowing the team to plan the most effective migration path to the new system.** **Solution Architecture:** **During the Solution Architecture phase, the detailed solution design is finalized based on confirmed requirements. During this phase, the team analyzes the current systems, operations, and operational procedures, identifies the human factors needs, considers implementation options, and with the Customer, commits the detailed solution design and implementation schedule.** **Stakeholder participation in identifying processes and standard operating impact is critical in this process to support the successful integration of the new system. It is vital that current procedures, connectivity, and routing policies are examined so that the appropriate practices are carried forward to the new system environment. Examples of critical areas to consider include load balancing philosophies and default routing rules.** **Initial planning for connectivity from the telephone service providers to the Points of Interconnection (POI) also begins in the architecture phase. Key solution architecture planning activities include:** **• Detailed solution design and schematics (onsite, site-to-site, site-to-AT&T, firewalls, routers, etc.) ESInet and IP specifications** **• Originating service provider connectivity specifications** **• Physical requirements (e.g., equipment room design, floor loading)** **• Call transfer requirements** **Training plan and schedule** **• Refined project plan and timeline** **Solution Integration:** **During the Solution Integration phase, the components of the solution, including processes, applications, servers, network components, and data flow, are engineered and ready for deployment. All network, regional, and customer premise components are delivered, and the equipment rooms and other facilities are readied.** **Coordination with wireline, wireless, and VoIP telephone service providers is an essential part of this stage to plan for the 9-1-1 services management transition. Originating service providers receive all necessary information and detail to obtain connectivity to the AT&T systems and the service provider's connectivity to the POIs is engineered and ordered.** **Collaborating closely with stakeholder groups, the project team designs customized provisioning plans (including incoming trunk route plans, bridge lists, and dialing plans). Additionally, the documentation and training developers customize the user and process documents and various training courseware, if needed, to meet the needs of Broward County.** **Solution Deployment:** **During the Solution Deployment phase, all network components and equipment connectivity are validated, and acceptance tests are performed, metrics tracking and reporting is initiated, and training is provided. After completed non-live call testing, the system begins supporting live 9-1-1 traffic.** **In preparation for deployment and in partnership with Broward, the AT&T Project Manager finalizes the cutover plan, including procedures for notification concerning schedule specifics.**

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	Prior to the commencement of cutover, the project team members will hold a cutover meeting with Broward County and the telephone service providers. The purpose of this meeting is to discuss the progress of activities and the cutover readiness. PSAP training is provided in accordance with the detailed training rollout plans. The system will then undergo a system acceptance test and quality walkthrough. Once complete, and in agreement with the Broward County, a live-traffic cutover will then commence. Once live traffic has moved to the system, the maintenance period begins. Solution Maintenance: The Solution Maintenance phase begins once live traffic is transferred onto any part of the system. During this phase, AT&T provides ongoing tiered support services to monitor service level performance, manage help desk requests, escalate support procedures, and support Broward County to reach the highest level of operational excellence. The solution support team is in place to receive, analyze, and rectify problems and information requests throughout the term of the contract. AT&T takes great pride in our well-honed processes and procedures, and, as a result, we are a well-suited, trusted partner. Our hardened process for delivering products to market leverages a proven project approach based on our extensive industry experience in successfully completing projects similar in scope to the project outlined in this RFP. Our skilled project team will work closely with you to ensure your project goals are not only met but exceeded. Personnel Our Sr. Project Managers, implementation technicians, and trainers typically have 15-20 years of experience with in-depth industry knowledge of implementation best practices, products, services, network requirements and management skills, all incorporated to ensure the best possible customer experience. Our entire focus is on installing, managing, and supporting projects; many of our people have backgrounds in the emergency response field. When working with customer resources, we lay out clear, definable tasks with correlating due dates. Key tasks that will require an engagement of Broward County's resources include: • Assign resources and prepare procedures for installation, administration, testing, operation, and support • Provide a project manager to liaise with AT&T personnel for all aspects of this installation activity • Provide AT&T with configuration details on the current data and telephony network configuration, topology, and any other information requested by an AT&T professional services engineer • Ensure that all site preparation, compatibility requirements, circuits, and other specified service prerequisites are met • Configure all Customer premise equipment components and contact the appropriate vendor(s) to obtain technical assistance for third-party products not supplied or supported by AT&T □ At the Customer's approval, provide access to the Product via the appropriate remote access method, as required to improve installation time. The scheduling and control methodology will be waterfall, with parallel waterfall activities taking place concurrently. Activities will all be tracked and communicated via Microsoft Project, and updates will be sent on a defined schedule to all stakeholders, including OSPs, PSAPs, and possible other networks. We will provide updates in formats that stakeholders can use, whether it is an MPP or a PDF file. Microsoft Project is an industry standard used for project management. With each PSAP having a set of dependencies that leads to the ability to take part in test and cut activities, waterfall-based tracking for each PSAP is most appropriate. We use a structured approach to migrate the customer into the new system. This is reflected in a cutover plan that serves as a checklist or guide to our cutover team to ensure that the system is ready to go live. The focus of the system migration strategy is on the activities, tasks, and timing of the days prior to going live on the new system. All deployment steps are performed with well-defined and coordinated cutover plans and rollback contingency plans. ESInet capabilities are validated prior to moving live traffic to ESInet facilities. Equipment and network transport are validated prior and during ESInet capability deployment. Elements and transport are further validated on a continuous, ongoing basis. Proven methods that we have successfully used in previous ESInet deployments will be utilized. 3. AT&T has partnered with the Intrado Safety Services to build the AT&T ESInet and NGCS solution. Our purpose-built i3 solution has been at the forefront of aiding the public safety community's transition to i3 standards and will continue to adapt in response to evolving customer requirements and industry trends. Over the course of the past 10 years, AT&T has managed deployments to over 1,900 PSAPs. Common issues and causes for delays include CPE interoperability, circuit delays due to special construction needs, GIS readiness delays, and delays related to interconnection with neighboring ESInets and ILEC SRs. Having experienced all these issues and more, we are well prepared to anticipate where and when these issues will arise and take mitigation steps to resolve them before they can become a delay to the project. We offer solutions to assist with GIS readiness; we have relationships with all carriers and will partner with the County to resolve any issues related to special construction needed to meet diversity requirements. We have interconnect agreements and working interconnect solutions with all neighboring ESInet providers and ILECs. We have successfully deployed AT&T ESInet with all versions of the Intrado VIPER system and conducted regular interoperability testing of all new VIPER releases in the AT&T CPE Labs prior to field deployments. If the County chooses to use different call handling vendors at any point during the lifecycle of our relationship, we have successfully deployed AT&T ESInet with all 10+ different vendors and offer an interop program for CHE vendors to pre-test against our lab prior to field deployments.
SR-GN002b: The County is planning to implement a NENA i3 Version 2 system at a minimum. The NG911 Service Provider should list any i3 Version 2 components, functions, and/or applications of this standard that are not implemented in the proposed NG911 System; provide an explanation why; and include a roadmap timeframe to implement each component, function, and/or application. The NG911 Service Provider should provide a roadmap and timeframe to migrate to a NENA i3 Version 3 system in the future.	Complies. AT&T ESInet release plan is focused on delivery of NENA i3 v3 feature functionality; we have incorporated implementation of i3 v3 features over the past 12 months, with our final i3 v3 release planned for December 2025. AT&T has identified the following list of i3 v3 features that are not fully implemented due to external dependencies. **Please see table for this requirement in the Vendor proposal, page 47.**
SR-GN003 Standards-based Compliance: All aspects of the proposed system design, deployment, operation, and security provided by the NG911 Service Provider should be in full compliance with industry standards, requirements, and recommendations. SDOs and other entities include, at a minimum: • Alliance for Telecommunications Industry Solutions (ATIS) • Association of Public-Safety Communications Officials (APCO) International • Department of Justice (DOJ) • International Organization of Standards (ISO) • Internet Engineering Task Force (IETF) • National Emergency Number Association (NENA) • National Institute of Standards and Technology (NIST) • Open Systems Interconnection (OSI) • Telecommunications Industry Association (TIA) • The Monitoring Association (TMA) • Underwriters Laboratories (UL)	Complies. The proposed NG911 solution is fully compliant with all required standards and specifications outlined in SRGN003. The system design, deployment, operation, and security are aligned with the latest versions of standards from the following organizations: • **Alliance for Telecommunications Industry Solutions (ATIS)**: Compliance with ATIS-0500015 and ATIS- 1000677 for NG911 architecture and call routing 1. • **Association of Public-Safety Communications Officials (APCO) International**: Adheres to APCO/NENA standards for PSAP operations and human-machine interface requirements 2. • **Department of Justice (DOJ):** Ensures accessibility and civil rights compliance in emergency communications, including TTY/TDD support 1. • **International Organization of Standards (ISO):** Implements ISO/IEC 27001 for information security management and ISO 22301 for business continuity 3. • **Internet Engineering Task Force (IETF)**: Uses IETF RFCs for SIP signaling, TLS encryption, and IP routing protocols including BGP and DSCP 1. • **National Emergency Number Association (NENA):** Fully supports NENA i3 Version 3 architecture, including NG-SEC security specifications, ECRF/LIS integration, and Forest Guide credentialing 4 2. • **National Institute of Standards and Technology (NIST)**: Aligns with NIST 800-53 and 800-171 for cybersecurity controls, encryption, and audit logging 3. • **Open Systems Interconnection (OSI):** System architecture maps to the OSI model for layered network design and interoperability 1. • **Telecommunications Industry Association (TIA)**: Complies with TIA-942 for data center infrastructure and TIA-1179 for healthcare facility cabling standards 1. • **The Monitoring Association (TMA)**: Supports alarm monitoring and integration with third-party systems per TMA-AVS-01 1. • **Underwriters Laboratories (UL):** Data centers and equipment meet UL 60950 and UL 62368 safety standards 1. The system is designed to evolve with industry standards. AT&T commits to upgrading its solution within 18 months of ratification of any new applicable standards, without loss of existing functionality.

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SR-GN004 Multiple NGCS Data Centers: The NG911 Service Provider should deploy NGCS at multiple data centers but no less than three geo-diverse sites in such a way that a single major incident cannot impact more than one site. One data center should be in Florida. The NG911 Service Provider shall provide the list of NGCS data center locations.	Complies. The AT&T ESInet™ architecture takes advantage of geographically diverse, hardened and secure AT&T data centers strategically located across the United States. AT&T's twelve (12) NGCS cores are pre-built across the US and located in geographically diverse data centers in **(Information was redacted by AT&T).** The pre-built, AT&T ESInet national solution allows Broward Co. to accelerate ESInet implementation and does not require build out of any new NGCS equipment or facilities. This accelerated deployment model will help Broward County meet their upcoming scheduled move of the North Regional PSAP. The design of AT&T ESInet deliberately excludes geographic areas with a history of natural disasters to enhance network resilience and service continuity. This approach guarantees that no single major incident will impact more than one site and ensures the ability to deliver calls to Broward County in the event of a hurricane in Florida or other natural/manmade disaster. In addition, AT&T has data center options within the state of Florida that can be considered if necessary.
SR-GN005 Data Center Requirements: All data centers proposed by the NG911 Service Provider, including POIs and aggregation sites, should have a level of protection and capabilities to make the site resilient. Data centers should meet the following: • GN004.1 All power sources are redundant and diverse (i.e., at least two separate circuits) with an Uninterruptible Power Supply (UPS) system and generator backup for a minimum of 72 hours. • GN004.2 Voice and data circuits delivered via diverse entrances into the facilities. • GN004.3 Voice and data circuits delivered from diverse providers to each NGCS host location. • GN004.4 Voice and data circuits delivered from diverse providers to each call-handling host location • GN004.5 Secured rack space or data center • GN004.6 Minimum Tier 3 rated • GN004.7 Hardened facilities that can withstand Enhanced Fujita Scale (EF) 5-category winds up to 318 miles per hour • GN004.8 Must provision circuits in Telecommunications Service Priority (TPS) • GN004.9 Capacity to handle 50% growth without requiring the replacement of any hardware or software components	Complies.
SR-GN007.b The hange Control Process should be integrated into the County's change control process for all changes to: • New NG911 features or functions • Security changes (Software, applications and configurations) • Changes to OSP ingress hardware and software • Call delivery to the PSAPs • Any change that will impact the PSAP The NG911 Service Provider should at a minimum: • Submit all change requests using the County's Change Request Template • Submit all change requests to the County E911 Office for approval • Participate in the change review process, which includes meetings to present all change requests • Provide any additional information or changes to the plan to meet the County's requirements • Obtain approval from the County before making changes • Immediately upon completion of the change, notify the County of the results The NG911 Service Provider should describe the change control process used, and the interface between the change control process and the County to include timeframes and notifications.	Complies. AT&T broadly classifies Change Management into 2 categories **• Global Change Management Process for AT&T ESInet™ ("Change Management")** o How AT&T operates, administers and maintains our national call routing service e.g., Changes to network, hardware and software components affecting all users of the service **• Local Change Management via Move, Add, Change and Disconnect ("MACD")** o How customers operate, administer and maintain their own PSAP specific information e.g., Provisioning data (Speed dial lists, Route changes, contact information etc.) 1.1 Global Change Management Process for AT&T ESInet™ ("Change Management") Change Management is the process that governs the planning, coordinating, monitoring, reviewing, approving, auditing and communicating of change in the interest of maintaining service at target performance and availability levels for the AT&T ESInet™. AT&T utilizes industry standard processes, including adherence to Information Technology Infrastructure Library (ITIL) framework as well best-in-class tools for Change Management, including the use of BMC Remedy Change Management Module. Our tool suite and built -in ITIL best practices enables us to understand and minimize risk while making Global changes, as well as allowing the environment to be stable, reliable, and predictable. This aligns us with ITIL and FCAPs (Fault, Configuration, Accounting, Performance, and Security) processes by allowing changes to be evaluated for their benefits and risks and considering all impacts. The Change Management process ensures that all organizations impacting 9-1-1 will: • Implement changes as scheduled and approved • Perform deconfliction to reduce the number of concurrent changes that can be scheduled without impairing service • Communicate planned change activity in a timely manner to allow accurate impact assessment and approvals • Proactively eliminate or reduce incidents and outages caused by change • Protect the production AT&T ESInet™ service • Provide high availability for applications, network, services and infrastructure The Change Management process cares for platform wide changes in the AT&T ESInet™ Core Routing platform. AT&T tracks scheduled changes to all components of the AT&T ESInet, which include Aggregation Sites, Core Call Routing Complexes, AT&T ESInet™ PSAP network edge equipment as well as the interconnections to each. Most maintenance activities on the AT&T ESInet™ solution are completed with no scheduled downtime for the customer. AT&T follows the notification policies in the Change Event Definitions and Notifications Matrix below: **Please see "Change Event Definitions and Notifications Matrix" table for this requirement in the Vendor proposal, page 52.** 1.1.1 Change Management Tools AT&T utilizes both the Incident / Problem Management module and the Change Management module of Remedy in conjunction with our best-practices to enable us to understand and minimize risk while making changes, as well as allowing the environment to be stable, reliable, and predictable. 1.1.2 Change Management Steps The AT&T Change Management process includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact: **• Planning:** AT&T Labs will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs. The standard AT&T ESInet™ maintenance window is 12am-6am per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12AM-6AM CT. MOPs (Methods of Procedures) are written, peer reviewed and Risk Assessed prior to scheduling any event. **• Review** AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not

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	impacted. All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling: • A Risk Assessed MOP that includes a step-by-step guide of the changes being made • Clear definition of scope • Clearly stated impacts, if any • Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration □ All event resources are clearly listed (includes escalation lists) **• Approval** o This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service. o Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and makes decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required. **• Notification** o AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. o For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center. **• Execution** o The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are in place to ensure the co-ordination of the event via internal conference bridges and chat rooms. **• Post Execution** o The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored. **AT&T ESInet™ Hardware/Software Maintenance Plan** The AT&T ESInet™ is designed and implemented as a fully managed service that eliminates the customer's need to constantly maintain, upgrade, and administer a complex hardware and software solution and it maximizes the customer's ability to focus on public safety. Key components within the AT&T ESInet™ are periodically renewed to enable PSAPs to operate on the most modern communications technology during the life of the contract. AT&T maintains and monitors all equipment and software within the solution, and it is AT&T's goal to replace End of Support (EOS) equipment prior to the EOS vendor published date. AT&T will replace any faulty equipment at no additional cost to the jurisdiction that is not a direct result of negligence of on-site PSAP personnel. **Local Change Management Process ("MACD")** MACD is an acronym used for PSAP Move, Add, Change, & Disconnect activities and is used to describe the processes and actions that take place on the existing live service. MACDs are typically customer-initiated changes that allow and enable customers to operate, administer and maintain PSAP specific provisioned data such as speed dial lists, route changes and contact information. Depending on complexity, MACD activities can be implemented either in a coordinated or non-coordinated manner. • Coordinated MACDs include changes to call routing which may impact 911 call delivery. For coordinated MACDs there will be ongoing communication between AT&T and the customer regarding implementation, including timelines. Depending on the change requested, customers may be asked to participate in a conference bridge for immediate testing, which allows for unsuccessful changes to be promptly rolled back. • Non-coordinated MACDs are limited to those that do not impact 911 call delivery. For non-coordinated MACDs, AT&T provides a completion notification to the customer once implemented. MACD activities are not conducted under the control of the AT&T ESInet™ Change Management process, which is more geared towards global platform maintenance. As MACD activities are directly coordinated between AT&T and the customer, there are no MACD tickets created. MACD changes are noted in the AT&T customer database of record once completed and confirmed successful.
SR-GN008.b: The step-by-step plan should include the time, duration, responsible party and resources for each step, and contingency plans for any potential failures. The NG911 Service Provider should provide an example of a MOP .	Complies. The AT&T Change Management process includes the following steps to ensure successful planning, governance and execution of implementing changes to help eliminate / minimize service impact. **Planning** AT&T will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs. The standard AT&T ESInet maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.-6 a.m. Central. MOPs (Methods of Procedures) are written, peer reviewed, and Risk Assessed prior to scheduling any event. **Review** AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted. All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling: • A Risk Assessed MOP that includes a step-by-step guide of the changes being made • Clear definition of scope • Clearly stated impacts, if any • Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration • All event resources are clearly listed (includes escalation lists) **Approval** This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service. Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and make decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required. **Notification** AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center.

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	Execution The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms. **Post Execution** The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored. **See AT&T Attachment J – Example MOP**
SR-GN009 Lab Environment: The NG911 Service Provider should provide a lab environment to simulate the County' environments during the period of performance for testing before live production changes. The NG911 Service Provider shall describe the lab environment, including: • Physical or virtual • Locations • Available to County staff	Complies. AT&T performs thorough Operational Readiness and cutover testing prior to PSAP migration to AT&T ESInet. AT&T can provide test cases to NGCS for review. AT&T's ESInet has a dedicated lab located in San Ramon, CA that is used for testing upgrades, third party interfaces, and applications prior to releasing the enhancements to the live ESInet environment. Once tested without errors, these enhancements are implemented in production. This lab environment utilizes the same hardware/software as in the production environment to ensure testing done in the lab environment will validate the components used in production. This nonproduction environment is also used for training of personnel and administrators of the system. Additionally, AT&T would be happy to coordinate periodic visits to the AT&T Lab where the County' environment is simulated. AT&T Labs will be responsible for testing and exercising the AT&T ESInet and interfaces. This includes not only software upgrade and release testing on an on-going basis, but also forward-looking initiatives e.g., new standards development. Test engineers will collaborate with all relevant parties in the creation, review, and execution of test cases as part of the implementation process. • **Application Testing**. Each application is individually tested to ensure its stability and lack of critical defects. • **Integration Testing**. After each application is tested individually, integration testing is performed. This helps ensure that each version of our application works well together. • **Hardware/Software Validation.** Products are constantly validated against new hardware and software, including operating systems, service packs and updates. • **Load Testing.** Load testing is performed to ensure that the system stays stable and consistent even under peak demand. Specialized software allows us to create any number of simultaneous calls. Performance is benchmarked both with statistics as well as having users navigate the application interface and answer calls while under load. This assures that not only are the statistical values acceptable, but perhaps more importantly, the user experiences no negative behavior. **AT&T Labs**: • Develops test plan in conjunction with equipment and software vendors • Maintains identical lab ESInet architecture to production environment • Schedules and conducts all testing for the introduction of new hardware and/or software releases • Coordinates with vendor to address any problems related with new product or software releases • Oversees the First Office Application of all newly introduced hardware or software releases • Monitors in conjunction with ATS organization after FOA • Provides Approval for Use and certifies new hardware or software release upon successful completion of FOA soak period
SR-GN010.b: All testing results should be included with the information on the system changes for the County's approval before implementation in the production systems. The County reserves the right to observe testing and add additional tests. The NG911 Service Provider should describe the testing process.	Complies. All testing and results will be communicated to the County for approval before production implementation. For any changes made to Broward County PSAPs' specific configurations within the AT&T ESInet, a project will be initiated to manage the changes in a coordinated manner. A project team will be assembled to work with the County and PSAP as well as any associated vendors involved in the change. Just as in the initial implementation project, data will be collected via standard forms, provisioning changes will be reviewed and then implemented in a non-live version of the PSAP profile. The Operational Readiness Test (ORT) Plan that was used during initial PSAP turnup onto the platform will be reviewed by the project team assigned to manage the change to determine the test cases relevant to the change. ORT testing will be scheduled, and all new configurations will be validated via non-live profiles. A change event will then be scheduled with all parties and an event plan with a MOP approved by all parties will be used to direct the teams making the changes to the live environment. Post-live validation cases will also be included in the MOP to re-verify all functionality that was previously in place continues to work as expected. For AT&T ESInet platform changes, the steps below are followed. Change Management Steps The AT&T Change Management process includes the following steps to ensure successful planning, governance, and execution of implementing changes to help eliminate / minimize service impact. **Planning** AT&T Labs will thoroughly test all software updates and service packs as they are released by our suppliers and prior to releasing them into the live customer environment. This includes an Approval for Use (AFU) process which certifies new software releases. These upgrade and testing processes help ensure that our solution will work in a real-world environment and not just in test labs. The standard AT&T ESInet™ maintenance window is 12 a.m.-6 a.m. per time zone (Tuesday- Thursday), unless otherwise agreed to in order to resolve service impacting issues. Changes affecting multiple time zones will be completed between 12 a.m.-6 a.m. Central. Methods of Procedures (MOPs) are written, peer reviewed, and risk assessed prior to scheduling any event. **Review** AT&T utilizes a 9-1-1 Change Governance process to support 9-1-1 Change Management. Changes impacting 9-1-1 are submitted to a centralized 9-1-1 Governance Review Board for deconfliction and pre-approval. Planned events are scheduled in a manner that 9-1-1 operations are not impacted. All change requests submitted to the 9-1-1 Governance Review Board for pre-approval must include the following before being considered for scheduling: • A risk-assessed MOP that includes a step-by-step guide of the changes being made • Clear definition of scope • Clearly stated impacts, if any • Detailed validation and back-out plan(s) to rollback changes and revert to the previous production configuration • All event resources are clearly listed (includes escalation lists) **Approval**

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	Approval This 9-1-1 governance process includes reviewing service availability, capacity, configurations and hardware/software release levels prior to approving any changes in the Service. Once pre-approved, Change Requests with a potential large impact or any actual customer impact are submitted to our centralized 9-1-1 Governance Approval Board for executive review and approval. The 9-1-1 Governance Approval Board is a committee that consists of executive stakeholders and their representatives who review change requests and makes decisions regarding whether the change submitted should be implemented or not. The 9-1-1 Governance Approval Board meets weekly but is also engaged on an ad-hoc basis for emergency approvals should they be required. **Notification** AT&T's Service Management Organization will provide advanced notice of maintenance events, when there is possible customer impact identified. For questions during the maintenance window, the customer should contact the AT&T 9-1-1 Resolution Center. **Execution** The AT&T ESInet™ team conducts major and minor planned and critical un-planned events for all AT&T ESInet™ system maintenance or upgrades. Events are fully staffed and managed with a trained event management team, facilitating the change implementation and monitoring through the length of the event. For events that have potential for customer impact, additional steps are taken to ensure the co-ordination of the event via internal conference bridges and chat rooms. **Post Execution** The result of each change is tracked in AT&T's change management system and available for future reference in the system whether it was successful or unsuccessful. All unsuccessful events that result in a service impairment are tracked in AT&T's incident management system as incidents and follow our Incident Management Process where sustained effort is provided until service is restored.
SR-GN011 Interconnection of the NG911 Service Provider Lab to the County Test Environment: The NG911 Service Provider should interconnect to the County test environment. The County is developing a test environment that will include test systems for CHE and other systems. Interconnection to the County's environment allows the County to also test changes across these other systems prior to applying a change to the production systems.	Complies. AT&T can work with the County to establish connectivity from your Lab/Test system to the AT&T ESInet. This is not an uncommon request from several of our other large customers using AT&T ESInet today. AT&T and its call handling vendors have set up test PSAPs connected to AT&T ESInet for some larger customers. These test PSAPs are used for AT&T and Customer Operational Readiness Testing, exercising, and training purposes. AT&T can work with Broward and their call handing vendor, Intrado, to build a test environment if so desired. As AT&T ESInet is already fully functional it should be noted that AT&T thoroughly tested the AT&T ESInet platform prior to production release. This included functional/system, failover, load, performance and stability testing of all components in the twelve core data centers (ECMCs) and Aggregation Sites. Integration testing was performed with Intrado VIPER, Motorola Vesta, Carbyne APEX and Solacom Guardian call handling systems and supported voice (CAMA, RFAI and i3) and text-to-911 interfaces. The AT&T ESInet platform and call handling testing is ongoing as new software and hardware are released, and circuits are added to the system.
SR-GN012 Change Notifications: The NG911 Service Provider should notify the County at least seven calendar days prior to all routine installations, changes, updates, upgrades, and maintenance.	Complies.
SR-GN013.b: The documents should include call flow diagrams, contingency routing connectivity, proposed NNIs to neighboring counties for interoperability, failover, and backup components including call taking positions in the cloud. The NG911 Service Provider should provide copies of or access to all documentation. The NG911 Service Provider should describe the process and locations of the documentation.	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.
SR-GN017.b: The NG911 Service Provider should describe the process to determine which parts are needed and how they are stored and replaced as needed.	Complies. AT&T ESInet is provided as a service and all AT&T supplied hardware will be replaced in the event of a component failure. AT&T manages spare equipment deployed at the customer site in a support depot located in Colorado and employs an advance vendor replacement strategy. Should a device at the County's location go out of service, an AT&T technician will be dispatched with a preconfigured spare to replace the faulty equipment. Careful coordination will be carried out with the County to ensure no call impact will be experienced in the replacement process. If the County requires on-site spares, AT&T will work to determine specifics to come to a mutually acceptable solution.

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SR-GN018 Product Roadmap: The NG911 Service Provider should provide a product roadmap of any NG911 features that are currently not available. The roadmap should include plans and timeframes at the time of proposal submission to roll out of new features and functions such as: • Multimedia (e.g., video, images) applications delivered as part of the proposed NG911 System • Artificial Intelligence (AI) systems • Internet of Things (IoT) • User-editable PRF o Routing rules for each element of the Session Initiation Protocol (SIP) header and the ability to route voice and data based on any element. This should include routing a single session to multiple destinations. This includes a PRF that will permit bridging language translators and the PSAP with the call delivery, or possibilities of delivering voice and video to two endpoints. • Integration with the Nationwide Public Safety Broadband Network (NPSBN) being implemented by the First Responder Network Authority (FirstNet) • Emergency call taking positions in the cloud as another tier of contingency if a PSAP's positions become unavailable or a PSAP is uninhabitable	Complies. AT&T's NG911 solution is designed for continuous innovation and alignment with evolving public safety needs. The following roadmap outlines planned feature rollouts and timelines for capabilities currently in development or enhancement: **Information was redacted by AT&T.** **Integration with FirstNet (NPSBN)** • Status: Currently Generally Available with over 250 PSAP deployments across the country. • Roadmap: Future plans for integrating with **Information was redacted by AT&T.** **Cloud-Based Call Handling Emergency Backup** • **Status**: Currently Generally Available. APEX Continuity is a collaborative solution between Carbyne and AT&T designed to enhance emergency response communications. It integrates Carbyne's advanced real-time communication and incident management platform with AT&T's robust, reliable network infrastructure. This synergy ensures continuous, secure, and scalable connectivity for first responders and emergency centers, improving situational awareness, response times, and coordination during critical incidents. The partnership leverages Carbyne's innovative technology with AT&T's nationwide network to provide resilience and uninterrupted service even under high-demand or adverse conditions. • **Roadmap:** **Information was redacted by AT&T.** This roadmap is aligned with the County's strategic goals and ensures that the NG911 system remains future ready. All features will be delivered in compliance with NENA i3 Version 3 standards and validated through pilot deployments and stakeholder feedback loops.
SR-GN021 Abandoned Call Backs: In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during a NG911 Service Provider outage, the NG911 Service Provider should provide real-time reporting or a portal that provides on-demand real-time access to retrieve a list of callers, each individual address or location, time and date of call, and the 10-digit number from which the caller contacted the PSAP for call back.	Complies. In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during an NG911 Service Provider outage, the NG911 Service Provider will provide a secure, on-demand portal with real-time access to a list of affected callers. This includes the 10-digit number from which the caller contacted the PSAP, the time and date of the call, and the originating address or location. This capability ensures PSAPs can initiate timely callbacks and maintain situational awareness during service disruptions. The portal is compliant with NENA i3 standards and supports all media types, including voice, text, and VoIP.
SR-GN024 Proprietary Components: The NG911 Service Provider should indicate which components of the proposed NG911 System are proprietary. Please list the proprietary components.	Complies. No equipment within the proposed solution is proprietary. The only proprietary elements are the application software running on industry standard, commercially available equipment. These applications use protocols supported by NENA and all applicable current NGCS industry standards listed previously in this response.
SR-GN025 Alarm Notification: The NG911 Service Provider should provide an alarm notification template for all functional elements and components to be configured based on critical and major alarm conditions with notifications to the County. Alarm notification should be provided to the County for alternate routing, rerouting, failover, and overflow routing.	Complies.
General Technical Requirements	
Security/Notifications	

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SN001.b The NOC/SOC should perform the following: • The NOC should monitor tickets, open tickets for alarm conditions and dispatch if needed, and initiate failover of any component of the system. • Support includes monitoring by onsite live staff, remote response, and onsite response for Critical and Major issues based on the service level defined herein for all NG911 System components. Monitoring will include real-time alarm monitoring at the NG911 Providers Network Operations Center and logging of every alarm with notifications provided to designated staff within the County. • Response includes remote actions by NOC/SOC staff and dispatching onsite personnel to the data centers, field, or County sites. The NG911 Service Provider should describe the NOC/SOC role in the proposed System.	Complies. The AT&T ESInet solution is backed by our Network Operations Center (NOC), Security Operations Center (SOC) and 9-1-1 Resolution Center teams that provide unified, comprehensive and continuous 24 x 7 x 365 customer support. The AT&T ESInet Network Operations Center (NOC) is staffed 24 x 7 x 365 days a year to actively monitor and manage the AT&T ESInet™ associated services and connectivity. When a potential or actual Customer-affecting issue is detected and determined to be an incident, the 9-1-1 Resolution Center team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. AT&T's MPLS core network (AVPN) is supported by eight Security Operations Centers (SOCs) in North America, Latin America, Europe and Asia Pacific. The SOC team also performs vulnerability assessment on our network to continually assess our systems security posture. AT&T also brings deep security expertise and methodologies across several disciplines to customer engagements, with a support team of more than 9,000 AT&T badged sales personnel who are trained in security as well as 1,500+ dedicated security experts. AT&T's security portfolio capabilities are used to protect our data centers and networks that carry more than 670 Petabytes of data traffic on an average business day. The AT&T 9-1-1 Resolution Center is responsible for accepting incoming trouble reports. The Resolution Center team consists of Tier 1, Tier 2 and Tier 3 technical staff responsible for identification, isolation, and mitigation in the event of an incident. Tier 1 support engages Tier 2 and Tier 3 personnel as needed to assist in resolution of high-priority tickets and complex alarms. Resolution Center operation is staffed from two geographically diverse facilities located in Atlanta and Chicago. The Resolution Center provides the first line of support for PSAPs and Originating Service Providers (OSPs). • In situations where the Originating Service Provider (OSP) needs to be engaged for troubleshooting, AT&T contacts the appropriate wireline, wireless, and/or VoIP carriers to initiate the troubleshooting process for full turn-key 24x7x365 support. Should an onsite dispatch be required, the 9-1-1 Resolution Center shall dispatch resources as soon as possible to take the necessary corrective measures, either on-site or via remote access.
SN003.b: The County should be notified in advance of all testing and reserves the right to observe testing at its discretion.	Complies.
SN006 System and Organization Controls (SOC) Compliance: The NG911 Service Provider should provide the latest SOC 2 compliance report upon contract being awarded and annually within thirty (30) calendar days of completion.	Complies.
SN007 Cybersecurity Insurance: • The NG911 Service Provider should provide proof of cybersecurity insurance and name the County as additional insured.	Complies. AT&T has uploaded the Certificate of Insurance to the Broward County Purchasing portal for this RFP.
SN015 Cybersecurity Framework (CSF): The NG911 Service Provider should implement NGCS cybersecurity and system security based on the County's CSF, including at a minimum: • NG911 security compliance by requirement of NG-SEC • Incident response requirements and notification • Portal and system access – unique username, password (12 characters) with MFA, 90-day expiration of password • SIP encryption • Digital certificates • NIST CSF 2.0 compliance • TDoS detection and mitigation • Distributed Denial of Service (DDoS) detection and mitigation • Third-party audits allowed with initial audit during preliminary acceptance • Implement authentication/passwords policy that defines authentication and password requirements. o Minimum 12 characters o Mixed case o One unique character o Remember last three passwords o Quarterly review of Access Control Lists (ACLs) • Implement MFA for certain mission-critical accounts, at a minimum	Complies. **The entire AT&T response to this requirement was redacted.**

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SN016 Cybersecurity Plans and Implementation: The NG911 Service Provider should provide proof of the following plans, policies, processes, and implementations upon contract award: • CSF • Incident Response Plan • Incident Response Action Plan • Cybersecurity considerations document • Roadmap to NENA NG-SEC • Unique username and passwords for all system access • Zero trust architecture • Risk Management Plan/Strategy • Cybersecurity controls (e.g., TDoS, DDoS, ransomware attacks) • SIEM integration • NG-SEC compliance and controls • Backup procedures • Restoration procedure • After-Action Review (AAR) process • Cybersecurity maintenance and administration policy to ensure confidentiality, integrity, and availability for on-premise and hosted NG911 System components, which includes: o Patch Management o Antivirus o Time Synchronization o Security Event Logging o Backups o Remote Access Continuous security monitoring, detection, and response policy-defining cyber security monitoring and how often that information will be reviewed.	Complies.
SN019 Third Party Audits: The NG911 Service Provider should permit the County to engage third-party security auditors to examine the provided NG911 System. These audits will be no more frequently than annually, and the first audit can be as early as the Preliminary Acceptance Testing period.	Complies. To ensure ongoing compliance, AT&T's Governance Risk Compliance (GRC) program includes annual reviews of applicable control requirements through internal controls, assessments, and audits. In addition, the environment undergoes periodic review by an independent third-party, at least every three years.
NG911 Processing	
SR-GI001.b: The County understands the importance of GIS data to the successful operation of an end-state NG911 System. The County has heavily invested in building and maintaining a robust GIS program serving multiple departments and government agencies. While the County will work with the NG911 Service Provider to ensure the County's GIS meets the needs of the NG911 migration, the County should not be required to customize the GIS data or maintain multiple versions or GIS data or workflows to meet the needs of the NG911 Service Provider.	Complies.
SR-CR Call Routing	
SR-CR002.b: The NG911 Service Provider should develop and provide specifications that will enable other ESInets to interwork with the County's NG911 System at least sixty (60) days in advance of the first PSAP implementation. The NG911 Service Provider should describe how this will be accomplished in the future.	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)

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	• 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.
SR-NR Network Redundancy and Resiliency	
SR-NR005 Wireless Connectivity: The NG911 Service Provider should provide an NG911 System to use satellite, public safety broadband networks, or other long-term evolution (LTE) or wireless connectivity as a tertiary backup for connectivity. The NG911 Service Provider should provide a list of all available methods that have been deployed in other agencies with similar proposed NG911 systems.	Complies. **FirstNet Built with AT&T** AT&T has included a tertiary (third) connection using FirstNet wireless mobile private connection to each stand-alone PSAP as part of our base offer. Wireless technology provides over the air diversity to the cellular tower. This solution will provide seamless continuity of service to these PSAPs in the event of an unexpected fiber cut in the last mile. FirstNet built by AT&T, unlike consumer LTE connections, includes preemption and priority as well as additional spectrum to ensure connectivity during times of congestion. FirstNet Wireless Backup has been successfully deployed at over 250 PSAPs across the country.
NG911 Call Delivery	
SR-CP Call Processing	
SR-CP002.b: To support the VIPER 7 Functions, the NG911 Service Provider should provide examples where the NG911 Service Provider has provided the required documentation and agencies where the NG911 System has been interconnected to a VIPER 7 CHE.	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**
NG911 System Deployment	
Initial Deployment	
SD004.b Initial Deployment: The NG911 Service Provider should provide a functional Call Flow and System Diagram to represent their proposed solution. The Diagram should depict the requirements outlined in this Scope of Work.	Complies. The AT&T ESInet solution designed for Broward County is depicted in the following network diagrams. **The Diagram was redacted by AT&T**
Testing	
TS005 Test Numbers: The NG911 Service Provider should provide test numbers that simulate different call types—at a minimum, wireline, wireless, and VoIP.	Complies.
Go-Live and Post Go-Live	
GL001.b: The plan should be a step-by-step event plan with every activity along with the expected duration of each activity. • Go-Live will occur after the successful completion of Preliminary Acceptance Testing • The NG911 Service Provider will cutover each PSAP within the same environment as defined by County. • The County will determine the order in which each PSAP will cutover and the timeframe between cutover. • The NG911 Service Provider should provide the list of other 3rd party Technical Resources required for the cutover. • The NG911 Service provider should provide Go/No Go checkpoint throughout the cutover process. A copy of an example cutover plan should be provided in the proposal. At the completion of cutover, trouble ticketing, reporting, and notification procedures should be provided by the NG911 Service Provider to the County.	Complies. **See AT&T Attachment L – ESInet Cutover Plan**

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GL004 Escalation Procedures: At the completion of cutover, the NG911 Service Provider should provide escalation procedures with the name and title of the contact, cell phone number, and email address of each level of management, up to the Chief Operating Officer (COO), to ensure that all service levels are met.	Complies.
Training	
TRN007 Recording of Training Sessions: The NG911 Service Provider should record all training sessions required above for playback later.	Complies.
TRN008.b Training Curriculum Example: The NG911 Service Provider should provide an example of all training curriculums in their proposal.	Complies. **See AT&T Attachment M - ESInet Training Plan**
TRN009 Training Materials: Each training session attendee should be provided with learning materials (e.g., student handbook, user guides, etc.). The NG911 Service Provider should provide an example student handbook.	Complies. AT&T will provide student handbooks upon executed contract due to the proprietary information contained within.
TRN010 Training Materials Provided Electronically: All training materials should be provided electronically in native format (e.g., PowerPoint, Word, etc.) to the County and shall be updated throughout the terms of the contract.	Complies.
TRN011 Web-based Training: Web-based training should be provided during the contract period for use by the County for refresher and initial training as needed.	Complies.

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TRN012 Training Mode: The NG911 Service Provider should provide a training mode to deliver calls to positions. This should include the following: • Ability to direct training calls to a specific PSAP • A minimum of two (2) test call numbers for each environment and call type (e.g., wireline, wireless, VoIP) • Ability to direct to specific position (optional) • Ability to configure test systems in the user portal (optional) The NG911 Service Provider should provide a list of all available test modes and functions available.	Complies. AT&T will provide A minimum of two (2) test call numbers for each environment and call type: • Wireline • Wireless • VoIP
Maintenance and Support Requirements	
Maintenance and Support	
SR-MR002 Implementation and Change MOP: The NG911 Service Provider should provide a MOP with a backout plan for review by the County a minimum of seven (7) calendar days prior to all system changes, patches, or planned maintenance activities. The NG911 Service Provider shall provide an example MOP.	Complies. **See AT&T Attachment J - Example MOP**
SR-MR004 County Maintenance Period: All installations, changes, updates, and maintenance should occur during the County's maintenance periods (local time): • Monday 2300 through Tuesday 0600 • Tuesday 2300 through Wednesday 0600 • Wednesday 2300 through Thursday 0600 • Thursday 2300 through Friday 0000	Complies.
SR-MR005 Period of Performance: This procurement should be for a period of performance of ten (10) years. The period of performance will begin at the final acceptance of the final environment cutover.	Complies. AT&T acknowledges Broward County's requirement for a ten (10) year period of performance beginning at the final acceptance of the final environment cutover. AT&T is committed to supporting the County throughout this period with a robust and future-ready NG911 solution. Our ESInet™ platform is designed to evolve with industry standards and technological advancements, ensuring long-term reliability, scalability, and compliance. During the ten-year period, AT&T will provide comprehensive support, including 24x7x365 monitoring through our Network Operations Center (NOC) and Security Operations Center (SOC), proactive maintenance, and system upgrades to address emerging needs. Additionally, Broward County will benefit from a dedicated Service Manager and account team to ensure consistent communication, rapid issue resolution, and alignment with the County's operational goals. AT&T's commitment to excellence ensures that Broward County will receive unparalleled service and support throughout the contract term.

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SR-MR009 Monthly Reports from the Trouble Ticketing System: At the completion of final acceptance, trouble ticketing, reporting, and notification procedures shall be provided to the County and the PSAPs. The NG911 Service Provider should provide direct access to the ticketing system to monitor activities. A monthly report shall be provided within the first five days of the following month that includes dates, times, descriptions of issues, ticket severity, remote response times, onsite dispatch times, onsite arrival times, and resolution times.	Complies. The AT&T Express Ticketing Portal for creating and checking status on open trouble tickets also provides historical trouble ticket information for 60 days after the ticket is closed. Historical trouble ticket information is retained for six months duration after the ticket is closed, at which point the data is transferred to the archive. Trouble Ticket report management will be provided monthly by the assigned AT&T Service Manager.
Services Level Expectations	
SR-SLA003.b: The NG911 Service Provider should resolve all issues as listed in Scope of Work document in Tables 1 and 2 for the appropriate severity level.	**AT&T Response:** Complies. AT&T's is committed to resolving all issues outlined in the Scope of Work document according to the specified severity levels. Leveraging a structured incident management process aligned with industry best practices, including ITIL standards, AT&T ensures timely and effective resolution of issues. For each severity level, AT&T has established clear response and resolution timeframes, monitored and enforced through its 24x7x365 Network Operations Center (NOC) and Security Operations Center (SOC). Critical issues are prioritized to minimize disruption to Broward County's NG911 operations, with dedicated technical resources and escalation protocols in place to address them promptly. Additionally, AT&T's incident management process includes root cause analysis and corrective actions to prevent recurrence, ensuring long-term system reliability and performance. Regular updates will be provided to Broward County during the resolution process to maintain transparency and confidence in service delivery.
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. AT&T recognizes the importance of maintaining committed plans and schedules, even in the face of potential supply chain challenges. To address Broward County's concerns, AT&T has implemented robust supply chain management processes to mitigate risks and ensure timely delivery of services and equipment for the NG911 project. AT&T leverages its extensive global supply chain network, which includes multiple vendor relationships and geographically diverse suppliers, to reduce dependency on any single source. This redundancy ensures that critical components and materials remain available, even during disruptions. Additionally, AT&T maintains strategic inventory reserves for essential equipment and proactively forecasts demand to address potential shortages before they arise. To further limit the impact of supply chain issues, AT&T employs advanced logistics and monitoring systems to track the availability and movement of resources in real time. These systems enable AT&T to identify and address potential bottlenecks early, ensuring that project timelines remain on track. Throughout the project, AT&T will maintain open communication with Broward County, providing regular updates on progress and any potential risks, along with mitigation strategies. This proactive approach ensures that Broward County's NG911 implementation proceeds as planned, regardless of external supply chain challenges.
SR-SLA005.b: The NG911 Service Provider should provide final RCA within three business days of service restoration. The NG911 Service Provider should provide an example RFO/RCA report.	Complies. AT&T's RFO/RCA reports are confidential and highly restricted in terms of dissemination of information contained within them. AT&T can provide a sample upon vendor selection and under non-disclosure.
SR-SLA007 SLAs: The NG911 Service Provider should adhere to the County SLAs as defined in Table 1: Severity Levels; Table 2: Severity Levels Response and Repair Timeframes; and Table 3: Service Performance of the Scope of work document in pages: 8, 9, and 10.	Complies.

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SR-SLA008 Service Credits: The NG911 Service Provider should provide service credit to the County when the actual response time exceeds the SLA-defined response or repair times in accordance with Table 2 defined in Scope of Work document on page 10.	Complies.
Proposed Timeline	
TIME001 Implementation Timeline: The NG911 Service Provider should provide a detailed timeline of all activities and the duration of each associated with the proposed implementation for the County with a breakdown of activities for Regional and Non-Regional PSAPs. The NG911 Service Provider should achieve Go-Live for the Regional environment within twelve (12) months of the Project Kickoff meeting and Non-Regional Go-Live within fifteen (15) months of the Project Kickoff meeting.	Complies. The timeline provided in the Project Plan included for PS002.b meets this request.

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Vendor General Requirements	*Vendor's Response*
VN001 NG911 Service Provider General Information: The NG911 Service Provider should provide the length of time that the NG911 Service Provider has been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover (percent of employees who resigned in the last full calendar year compared to the number of employees at the beginning of the year). The NG911 Service should provide the provider's subcontractor length of time that have been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover	Complies. Motorola has been serving public safety since 1928, nearing 100 years in operation. Motorola has over 21,000 employees globally; 1,350 are based in Florida. Our employee turnover for 2024 is 5.52%; for Q1 of 2025 this rate is 1.43%.
VN003 Provide a List of the Top 50 Metropolitan Statistical Areas (MSAs) that are NG911 Clients: The NG911 Service Provider should provide a list of all the top 50 MSAs for which it provides NG911 services. For each MSA, the NG911 Service Provider shall list the following: • Agencies/PSAPs • Types of Service • General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version • Is it part of a statewide or regional system?	Complies. **Please see Exhibit 2 General Compliance Detailed Responses for the request ted information.**
VN004 Be Active in NG911 Standards Development: The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as the Association of Public-Safety Communications Officials (APCO) International, NENA, the Alliance for Telecommunications Industry Solutions (ATIS), etc. List all committees, work groups, and projects that the NG911 Service Provider participates in and note if any are chaired or lead by NG911 Service Provider staff.	Complies. Motorola is a leader or participant in all the organizations identified. **Please see Exhibit 2 General Compliance Detailed Responses for the request ted information.**

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VN005 NG911 Service Provider Description: The NG911 Service Provider should include a brief description of its company background, including history, experience, products, capabilities, and vision for the future, as well as any distinguishing characteristics that delineate its solution from other companies' solutions. The NG911 Service Provider's description should include at a minimum: • Background and experience • Company vision • Company financial stability statement • Distinguishing System characteristics • Pending litigation	Complies. **Please see Exhibit 2 General Compliance Detailed Responses for the requested information.**
VN006 Vendor's Experience and Reference Projects: Describe Prime Vendor's experience on projects of similar nature, scope and duration, along with a detailed description of satisfactory completion, both on time and within budget, for the past three years. Provide a minimum of five (5) projects with references. Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to Vendor Reference Verification Form and submit as instructed or within three business days after County's request. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor's past performance. Including, but not limited to, the information outlined in the General Compliance section VN006	Complies. **Please see Vendor Reference Verification document for requested information.**

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VN007 Alternate Options and Systems: The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all requirements stated in the form of a "should" requirement only.	Complies. **Added per addendum 3**
VN008: Mean Time Between Failures (MTBF): The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama.	Complies. MTBF for Motorola's 911 call routing service in the state of Florida for the past 24 months is 8,759 hours. **Added per addendum 3.**
VN009 Latency and Mean Opinion Score (MOS): The NG911 Service Provider should provide Call delivery (NGCS to PSAP) network metrics for latency and Mean Opinion Score (MOS) for the last 24 months for its customer base in Florida, Georgia, and Alabama.	Complies.
Professional Services Requirements	
PS001 Project Management: **PS001.a** The Project Manager (PM) and Senior Technical Lead should remain with the project until all PSAPs are transitioned to the NG911 ESInet and Geospatial Routing. The expectation is that there is continuity and a transition period with any change that is made. The expectation is that there will be a single point of contact with the vendor post implementation.	Complies.
PS001.b: The PM should have project-related decision-making authority and be the primary point of contact between the County and the NG911 Service Provider. The County will review and approve the PM and, if the PM needs to be replaced, the County will review and approve the replacement. The PM should have at minimum, the following qualifications: • Demonstrate the knowledge, skills, and experience as a Program and/or PM. • A minimum of five (5) years of experience managing large NG911 programs and/or projects. • A minimum of three (3) years employed by the NG911 Service Provider. • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's. • A certification or credential on Project Management.	Complies.
PS001.c : The NG911 Service Provider should provide the proposed PM's resume.	Complies. ***See Exhibit 3 Organizational Chart and Resumes of Key Staff***

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PS002.b Project Plan: The plan should describe the schedule, processes, communications, risk and mitigation factors, and detailed integration of functional elements including features that may be staged for implementation such as geospatial routing. The plan should include the following: 1. Implementation Schedule 2. Continuation of Operations (COOP) Plan, including, at a minimum: a) Lists of critical systems b) Restoration procedures c) Exercise or testing procedures 3. Post-deployment Operational and System Security Plans 4. Detailed description of the activities, personnel, schedule, standards, and methodology 5. Acceptance Test Plan, including, at a minimum: a) Test scripts and method b) Strategy and procedure c) Expected results for each element 6. Project Plan Change Management process 7. Communication Plan, including, at a minimum: a) Adequate measures to communicate with vendors to resolve issues b) Communicate resolution end-to-end 8. Incident Response Plan 9. Incident Communication Plan 10. Escalation Procedures 11. Risk Register and Mitigation Plans 12. Lifecycle Management Plan a) System Security Plan b) Plan of Action and Milestones 13. Product Roadmap The NG911 Service Provider should provide an example of project plan and the expected project schedule.	Complies. 1. Implementation Schedule See Exhibit 4 Preliminary Project Plan. 2. Continuation of Operations (COOP) Plan, See Exhibit 4 Section 7 3. Post-deployment Operational and System Security Plans See separate Exhibit 5 “NGCS COOP. ” 4. Detailed description of the activities, personnel, schedule, standards, and methodology See separate Exhibit 6 “NGCS Customer Support Plan. ” 5. Acceptance Test Plan, See Exhibit 4 Section 1.1. 6. Project Plan Change Management process See Exhibit 4 Section 5. 7. Communication Plan See Exhibit 4 Section 1.3. 8. Incident Response Plan See Exhibit 4 Section 1.2. 9. Incident Communication Plan See Exhibit 4, as well as separate Exhibit 6 Customer Support Plan. 10. Escalation Procedures See Exhibit 4, as well as separate Exhibit 6 Customer Support Plan. 11. Risk Register and Mitigation Plans Exhibit 6 Customer Support Plan. 12. Lifecycle Management Plan See Exhibit 4 Section 1.5. See Exhibit 4 Section 1.4. 13. Product Roadmap Please see response to SR-GN018 “Product Roadmap”. All exhibits are attached to the Vendor Proposal.

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PS006.b Monthly or weekly progress reports should contain details relating to the following tasks: • Activities to include: o Accomplishments since the previous reporting period o PSAP data gathering o Staging and lab testing o Installation, set up, and configuration o Device and circuit installation progress at each site o Connectivity information for CHE provider o ALI/Location Database (LDB) transition o GIS data readiness o NGCS provisioning status • Updated schedule and comparison to baseline • Issue tracking with classification of issues (i.e., critical, major, and minor) • Pre-cutover testing • Cutover schedule plans The NG911 Service Provider should provide an example of a monthly status report.	Complies. **See Exhibit 7 Example - Broward Co FL NGCS Project Dashboard.** Instead of generating reports , our NGCS project managers use a "Project Dashboard" built in Google Sheets to provide details about various aspects of the project implementation. The Dashboard consists of more than 25 tabs , with 12 summarized to display the overall project progress . It includes links to customer-facing source documents and the actual project schedule WBS in Smartsheet. The example provided will serve as the Dashboard for Broward County; the tabs have been updated with current information and will be expanded as the project progresses .
PS007.b The Technical Lead should have at a minimum, the following qualifications: • Knowledge of the latest technology and business models related to NG911 • Extensive experience and knowledge of industry standards and best practices regarding NG911 • A minimum of three (3) years of experience designing and consulting on large NG911 projects • A minimum of three (3) years employed by the NG911 Service Provider • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's The NG911 Service provider should provide the proposed Technical Lead's resume.	Complies. **See Exhibit 3 Organizational Chart and Resumes of Key Staff.**
PS008.b The Client Services Representative (CSR) should be involved in the implementation and should have at a minimum, the following qualifications: • Knowledge of the NG911 Service Provider's technology and processes related to NG911 • A minimum of three (3) years employed by the NG911 Service Provider • Experience managing with a minimum of two (2) years and two (2) NG911 projects of a similar size to the County's The NG911 Service Provider should provide the proposed CSR's resume.	Complies. **See Exhibit 3 Organizational Chart and Resumes of Key Staff.**
PS009 Additional Staff and Organization Chart: The NG911 Service Provider should submit a proposed functional organizational chart for the NG911 project listing all key staff and the resumes for each assigned staff represented on the functional organizational chart at the time of proposal submittal.	Complies. **See Exhibit 3 Organizational Chart and Resumes of Key Staff .**
Equipment and Hardware	*Vendor's Response*
SR-EH001 Onsite Equipment List: The NG911 Service Provider is expected to install some equipment in County facilities. The equipment may include network termination devices, network demarcation extensions, fiber or copper cabling, routers, network switches, or activation devices such as abandonment switches. The NG911 Service Provider should provide a list of all devices, quantities, makes, models, power requirements, heat loads, locations, and cabling types that will be installed in any County facility.	Complies. All PSAP locations that are connected to the call routing service will have a pair of Arista SDWAN Edge 720 (or similar) devices installed in a high availability HA) configuration for ESInet connectivity. The Network connections to the device will be fiber or copper based on the network cabling available to the Network provider. The typical power consumption for the device is 30 watts and heat load is 102.36 BTU/hour. All PSAP locations will have two Fortigate 70g firewalls deployed in high-availability mode to which all appliances can connect and gain the resiliency of the SDWAN ESInet connectivity. These firewalls consume an average of 12.3W and a maximum of 12.8W. Each PSAP will have a Motorola Emergency Data Gateway device for MIS data collection and the power consumption is 36W. Note: Dependent upon when the system is installed the make/ model of this device maybe replaced with an equivalent model.

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SR-EH002 Onsite Equipment Space Needed: For each device, the NG911 Service Provider should describe how it will be mounted in the facility and how much wall or rack space will be required for the device, including any required standoff distances.	Complies. All CHE host locations that are connected to the call routing service will have a pair of HA AristaSDWAN Edge 720 (or similar) devices, a pair of Fortigate 70g firewalls and 1 Motorola Emergency Data Gateway installed: These devices require a total of 5U's of rack space. The rack is installed in the customer's cabinet, usually immediately adjacent to the CHE firewalls. **Note**: Dependent upon when the system is installed, the make/ model of this device may be replaced with an equivalent model.

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General System Requirements	*Vendor's Response*
SR-GN001: Overall Project Approach: The NG911 Service provider should describe your approach and include in your proposal, as per the Scope of Work, the project design, architecture, hardware, installation, data integration, system implementation plan, network equipment, training, maintenance and support. i. Include an introductory overview describing the proposed system. ii.Address integration with the system, product life cycle(s), capability for expansion and ability to adapt to industry changes. iii. How the primary vendor will use subcontractors, third party vendor(s), third party software integration (if applicable) throughout the project. iv. Identify potential issues or challenges related to the project and describe how your firm's project approach will resolve these issues.	Complies. **See Exhibit 8 Proposed Design.**

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

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SR-GN004 Multiple NGCS Data Centers: The NG911 Service Provider should deploy NGCS at multiple data centers but no less than three geo-diverse sites in such a way that a single major incident cannot impact more than one site. One data center should be in Florida. The NG911 Service Provider shall provide the list of NGCS data center locations.	**Comply with Exception.** Our call routing service is designed to exceed 99.999% of system availability by being deployed in three geographically diverse regions across the US, utilizing two different cloud service providers. Each region supports multiple Availability Zones for redundancy within each region, to fulfill the need that a single major incident cannot impact more than one region. Our regional Availability Zones are interconnected through a Software Defined Network (SDN) IP network fabric, which optimizes network traffic flows and ensures intelligent, fault -tolerant communication among the various redundant application functional elements.
SR-GN005 Data Center Requirements: All data centers proposed by the NG911 Service Provider, including POIs and aggregation sites, should have a level of protection and capabilities to make the site resilient. Data centers should meet the following: • GN004.1 All power sources are redundant and diverse (i.e., at least two separate circuits) with an Uninterruptible Power Supply (UPS) system and generator backup for a minimum of 72 hours. • GN004.2 Voice and data circuits delivered via diverse entrances into the facilities. • GN004.3 Voice and data circuits delivered from diverse providers to each NGCS host location. • GN004.4 Voice and data circuits delivered from diverse providers to each call-handling host location • GN004.5 Secured rack space or data center • GN004.6 Minimum Tier 3 rated • GN004.7 Hardened facilities that can withstand Enhanced Fujita Scale (EF) 5-category winds up to 318 miles per hour • GN004.8 Must provision circuits in Telecommunications Service Priority (TPS) • GN004.9 Capacity to handle 50% growth without requiring the replacement of any hardware or software components	Complies.
SR-GN007.b The hange Control Process should be integrated into the County's change control process for all changes to: • New NG911 features or functions • Security changes (Software, applications and configurations) • Changes to OSP ingress hardware and software • Call delivery to the PSAPs • Any change that will impact the PSAP The NG911 Service Provider should at a minimum: • Submit all change requests using the County's Change Request Template • Submit all change requests to the County E911 Office for approval • Participate in the change review process, which includes meetings to present all change requests • Provide any additional information or changes to the plan to meet the County's requirements • Obtain approval from the County before making changes • Immediately upon completion of the change, notify the County of the results The NG911 Service Provider should describe the change control process used, and the interface between the change control process and the County to include timeframes and notifications.	Complies. Motorola employs a detailed, IT Information Library (ITIL)-based Change Management process for its Next Generation Core Services (NGCS) and ESInet solutions to ensure standardized methods and procedures are followed for completing project changes efficiently and promptly. This process is crucial for maintaining service quality and minimizing disruption, especially in mission-critical public safety environments. Here's a breakdown of our change review process: • Purpose and Principles: o The core purpose of the Change Management process is to ensure that all service change requests to the NGCS services are properly documented, reviewed, and approved by stakeholders prior to implementation. o It aims to avoid or minimize the impact of change-related incidents and prevent disruption to day-to-day operations. o We also integrate risk assessment activities into every change request, with the Cybersecurity department actively participating in the Change Advisory Board and change control process. • Initiation and Documentation (Request t for Change - RFC): o A service Request for Change (RFC) initiates the process. County, NM911, MTDOJ, KY911). o The RFC documents the requested service change. o Information about changes (e.g., requirements, network services, application patches, software updates, new service requests) is tracked in Motorola's change management system, often ServiceNow. • Assessment and Planning: o Our service and engineering staff assess and identify the potential impact, risk, timeline, and any associated costs of the proposed change. o The process involves a review and assessment of the RFC, followed by the development of an implementation plan for the change. o A crucial step is to determine a rollback (back-out) plan in case unforeseen issues arise. This ensures business continuity and minimizes disruption during migration. • Approval Process : o The Operations Manager often fulfills the role of "Change Manager". o The Change Manager ensures the change management process is followed, including proper distribution of notifications and capturing details of the review, approval, and execution process in the system. o The RFC may be approved or denied at various steps of the review process. o Once final approval is obtained from all engaged parties, the RFC is officially scheduled. Client-specific project managers collaborate with Motorola to determine the impact on scope, cost, and schedule, and document agreed-upon changes on the RFC form. • Implementation and Monitoring: o Upon approval, the change is implemented. o For scheduled maintenance, a change request is entered into the IT Service Management (ITSM) tool (ServiceNow). o The Operations Manager is responsible for notifying the PSAP of all planned work that may affect 9-1-1 functionality within a mutually agreed-upon period, unless an emergency change must be implemented. Non-emergency changes generally require a minimum of 10 days' notice. o We ensure that system updates and security patches are coordinated with clients and impacted PSAP agencies. Critical security updates are expedited through testing and deployed as safely and quickly as possible.

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	• Pos t-Implementation Review: o After execution of the change, the results are documented for a Post Implementation Review (PIR), usually during the next Change Review Meeting. o The process also includes reviewing change performance and formally closing the change process. o This problem management process includes long-term retention of information about problems and their solutions, enabling a continuous cycle of improvement to reduce incident frequency and impact. • Tools and Access : o The Customer Web Portal (CWP) provides clients with access to the Service Management System (Motorola Customer Hub or ITSM ServiceNow).
SR-GN008.b: The step-by-step plan should include the time, duration, responsible party and resources for each step, and contingency plans for any potential failures. The NG911 Service Provider should provide an example of a MOP .	Complies. **Please see Exhibit 9 NGCS Example MOP Master Template**

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SR-GN009 Lab Environment: The NG911 Service Provider should provide a lab environment to simulate the County' environments during the period of performance for testing before live production changes. The NG911 Service Provider shall describe the lab environment, including: • Physical or virtual • Locations • Available to County staff	Complies. We can provide a virtual lab environment from a cloud native instantiation of the call routing service to which Broward County's VIPER lab may connect. The cost of this dedicated lab instance will be determined during the negotiation phase.
SR-GN010.b: All testing results should be included with the information on the system changes for the County's approval before implementation in the production systems. The County reserves the right to observe testing and add additional tests. The NG911 Service Provider should describe the testing process.	**Complies with Exception.** Motorola will work in good faith with Broward County regarding configuration changes and feature enablement as it relates to Broward County. The call routing service that Motorola offers is structured as a shared nationalized multi-tenant service, and not isolated to Broward County. Hence Motorola cannot permit the observance of our internal testing or ongoing lifecycle updates as they are applicable to multiple customers .

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SR-GN011 Interconnection of the NG911 Service Provider Lab to the County Test Environment: The NG911 Service Provider should interconnect to the County test environment. The County is developing a test environment that will include test systems for CHE and other systems. Interconnection to the County's environment allows the County to also test changes across these other systems prior to applying a change to the production systems.	Complies. We can provide a call routing service virtual lab environment from a cloud native instantiation for Broward County staff to connect to. The cost of this dedicated lab instance will be determined during the negotiation phase.
SR-GN012 Change Notifications: The NG911 Service Provider should notify the County at least seven calendar days prior to all routine installations, changes, updates, upgrades, and maintenance.	Complies.
SR-GN013.b: The documents should include call flow diagrams, contingency routing connectivity, proposed NNIs to neighboring counties for interoperability, failover, and backup components including call taking positions in the cloud. The NG911 Service Provider should provide copies of or access to all documentation. The NG911 Service Provider should describe the process and locations of the documentation.	Complies. High-level design and NNI documentation is provided in Exhibits 10 VESTA NXT Router NN-Ii 3 OSP and Neighbor Interface Specification and 11 Functional Call Flow and System Diagram. Additional confidential documentation can be provided upon award.
SR-GN017.b: The NG911 Service Provider should describe the process to determine which parts are needed and how they are stored and replaced as needed.	Complies. The NSOC will dispatch an onsite tech based on the alarm and trouble ticket of an Edge Device not functioning. Onsite techs will request admission to the PSAP control room to verify hardware status. The tech will bring a spare HA SDWAN Edge Device (the only on -site equipment required) from our local office for replacement, as necessary. The existing device will be repaired or the new device will be configured and tested to ensure service availability. After satisfactory testing the NSOC will resolve the trouble ticket. A new spare will be ordered and placed at the local office.

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SR-GN018 Product Roadmap: The NG911 Service Provider should provide a product roadmap of any NG911 features that are currently not available. The roadmap should include plans and timeframes at the time of proposal submission to roll out of new features and functions such as: • Multimedia (e.g., video, images) applications delivered as part of the proposed NG911 System • Artificial Intelligence (AI) systems • Internet of Things (IoT) • User-editable PRF o Routing rules for each element of the Session Initiation Protocol (SIP) header and the ability to route voice and data based on any element. This should include routing a single session to multiple destinations. This includes a PRF that will permit bridging language translators and the PSAP with the call delivery, or possibilities of delivering voice and video to two endpoints. • Integration with the Nationwide Public Safety Broadband Network (NPSBN) being implemented by the First Responder Network Authority (FirstNet) • Emergency call taking positions in the cloud as another tier of contingency if a PSAP's positions become unavailable or a PSAP is uninhabitable	Complies. Our call routing service is based on the NENA i3v3 standard and we will continue to evolve our service as the standards change. We are committed to the continuous evolution of our NG9-1-1 offerings, ensuring that the Motorola call routing service remains at the forefront of public safety technology. The following outlines our directional plans and forecasted timeframes for the rollout of new feature themes and capabilities over the next few years: **1. Multimedia (Video, Images) Applications** Our call routing service is engineered to support the exchange of multimedia data beyond traditional voice. Though industry standards in this area have not yet reached maturity, we are actively collaborating with early adopter service and content providers to enable multimedia payloads for both traditional and automated emergency requests. (2026). **2. Artificial Intelligence (AI) Systems** AI is a central pillar of our call routing service's future capabilities, reflecting its role across the entire Motorola portfolio. This vision includes AI -powered call routing, Interactive Multimedia Response (IMR), and Policy Routing Function (PRF). We are committed to integrating AI as a core component of the platform to enhance situational awareness and operational efficiency. (Mid 2027) . • Key AI Use Cases - Enhanced Call Triage: We will implement advanced AI to analyze call data, such as voice and tone, to intelligently prioritize and flag urgent situations, leading to faster and more directed call routing decisions . - Dynamic Routing and Resource Allocation: AI will be used to intelligently match incoming requests with the most suitable resources and optimize system performance, ensuring efficient call delivery across agencies , geographic, and political boundaries. - Intelligent Routing Policy: Our roadmap includes plans to use AI to improve routing policies based on historical data. This will allow the system to learn and adapt for more effective outcomes by providing actionable insights to 911 authorities and response agencies. - Next-Generation Call Automation: We are developing an AI-powered system that will use real-time process ing to understand and triage incoming calls . This provides an initial response and gathers critical information for both emergency and non-emergency situations , making the most of limited resources and amplifying their reach during high volume periods. **3. Internet of Things (IoT)** Our approach to non-voice-centric (NVC) devices and AI-powered IMR directly addresses the increasing proliferation of IoT devices and sensors . The goal is to move beyond the traditional phone call and integrate data streams from various sources . The AI-powered IMR and ESRP will serve as the intelligence layer that processes data from wearables, connected cars, and other IoT sensors, allowing the system to appropriately route information that can be shared without the need for a human operator. (2027). **4. User-Editable PRF (Policy Routing Function)** Motorola's call routing service product development team has plans for enhancing the PRF. This includes the leverage of multiple element state conditions coupled with 911 authority policies to empower agency stakeholders . The system will provide intelligent user feedback and safeguards to prevent policy changes or practices that might create negative or undesired results . This is a critical step towards us er empowerment. (Q3-Q4 2026). • Conditions support : The PRF will support conditions based on a wide array of SIP header elements , security posture, request URI, additional data, and call source, allowing for finegrained routing control. (2026) Actions support : The platform will support actions such as "notify" and "log," giving users more control over how their routing rules are executed. (2027) • Single Session to Multiple Destinations: The roadmap includes an Intelligent Messaging & Routing feature with the ultimate goal of "ad-hoc routing and message crafted ad-hoc." This points to the ability to route different components of a single session (e.g., voice, video, data) to multiple destinations, such as bridging a language translator with the PSAP or routing voice and video to separate endpoints. (2028).
SR-GN021 Abandoned Call Backs: In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during a NG911 Service Provider outage, the NG911 Service Provider should provide real-time reporting or a portal that provides on-demand real-time access to retrieve a list of callers, each individual address or location, time and date of call, and the 10-digit number from which the caller contacted the PSAP for call back.	Complies.
SR-GN024 Proprietary Components: The NG911 Service Provider should indicate which components of the proposed NG911 System are proprietary. Please list the proprietary components.	Complies. No Proprietary components are used to deliver our call routing service.
SR-GN025 Alarm Notification: The NG911 Service Provider should provide an alarm notification template for all functional elements and components to be configured based on critical and major alarm conditions with notifications to the County. Alarm notification should be provided to the County for alternate routing, rerouting, failover, and overflow routing.	Complies.
General Technical Requirements	
Security/Notifications	

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SN001.b The NOC/SOC should perform the following: • The NOC should monitor tickets, open tickets for alarm conditions and dispatch if needed, and initiate failover of any component of the system. • Support includes monitoring by onsite live staff, remote response, and onsite response for Critical and Major issues based on the service level defined herein for all NG911 System components. Monitoring will include real-time alarm monitoring at the NG911 Providers Network Operations Center and logging of every alarm with notifications provided to designated staff within the County. • Response includes remote actions by NOC/SOC staff and dispatching onsite personnel to the data centers, field, or County sites. The NG911 Service Provider should describe the NOC/SOC role in the proposed System.	Complies. **See Exhibit 12 Motorola's Network and Security Operations Center (NSOC)**
SN003.b: The County should be notified in advance of all testing and reserves the right to observe testing at its discretion.	**Complies with Exception.** Motorola will work in good faith to provide notifications regarding testing as it relates to Broward County. The call routing service that Motorola offers is structured as a shared nationalized multi-tenant service, and not isolated to Broward County. Hence Motorola cannot permit the observance of our internal testing or ongoing lifecycle updates
SN006 System and Organization Controls (SOC) Compliance: The NG911 Service Provider should provide the latest SOC 2 compliance report upon contract being awarded and annually within thirty (30) calendar days of completion.	Complies.
SN007 Cybersecurity Insurance: • The NG911 Service Provider should provide proof of cybersecurity insurance and name the County as additional insured.	Complies.
SN015 Cybersecurity Framework (CSF): The NG911 Service Provider should implement NGCS cybersecurity and system security based on the County's CSF, including at a minimum: • NG911 security compliance by requirement of NG-SEC • Incident response requirements and notification • Portal and system access – unique username, password (12 characters) with MFA, 90-day expiration of password • SIP encryption • Digital certificates • NIST CSF 2.0 compliance • TDoS detection and mitigation • Distributed Denial of Service (DDoS) detection and mitigation • Third-party audits allowed with initial audit during preliminary acceptance • Implement authentication/passwords policy that defines authentication and password requirements. o Minimum 12 characters o Mixed case o One unique character o Remember last three passwords o Quarterly review of Access Control Lists (ACLs) • Implement MFA for certain mission-critical accounts, at a minimum	Complies.

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SN016 Cybersecurity Plans and Implementation: The NG911 Service Provider should provide proof of the following plans, policies, processes, and implementations upon contract award: • CSF • Incident Response Plan • Incident Response Action Plan • Cybersecurity considerations document • Roadmap to NENA NG-SEC • Unique username and passwords for all system access • Zero trust architecture • Risk Management Plan/Strategy • Cybersecurity controls (e.g., TDoS, DDoS, ransomware attacks) • SIEM integration • NG-SEC compliance and controls • Backup procedures • Restoration procedure • After-Action Review (AAR) process • Cybersecurity maintenance and administration policy to ensure confidentiality, integrity, and availability for on-premise and hosted NG911 System components, which includes: o Patch Management o Antivirus o Time Synchronization o Security Event Logging o Backups o Remote Access Continuous security monitoring, detection, and response policy-defining cyber security monitoring and how often that information will be reviewed.	Complies.
SN019 Third Party Audits: The NG911 Service Provider should permit the County to engage third-party security auditors to examine the provided NG911 System. These audits will be no more frequently than annually, and the first audit can be as early as the Preliminary Acceptance Testing period.	Complies.
NG911 Processing	
SR-GI001.b: The County understands the importance of GIS data to the successful operation of an end-state NG911 System. The County has heavily invested in building and maintaining a robust GIS program serving multiple departments and government agencies. While the County will work with the NG911 Service Provider to ensure the County's GIS meets the needs of the NG911 migration, the County should not be required to customize the GIS data or maintain multiple versions or GIS data or workflows to meet the needs of the NG911 Service Provider.	Complies.
SR-CR Call Routing	
SR-CR002.b: The NG911 Service Provider should develop and provide specifications that will enable other ESInets to interwork with the County's NG911 System at least sixty (60) days in advance of the first PSAP implementation. The NG911 Service Provider should describe how this will be accomplished in the future.	Complies. Please see Exhibit 10VESTA NXT Router NN-I i3 SIP OSP and Neighbor Interface Specification. As the standards change, testing with other NGCS providers is essential to ensuring interoperability. Motorola tests with other vendors through NENA's ICE program as well as direct lab to lab testing with each vendor. Once testing is complete a new NNI will be documented and agreed upon between the vendors. NG9-1-1 is an evolution and a good change management process ensures interoperability during every update of the standards.

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SR-NR Network Redundancy and Resiliency	
SR-NR005 Wireless Connectivity: The NG911 Service Provider should provide an NG911 System to use satellite, public safety broadband networks, or other long-term evolution (LTE) or wireless connectivity as a tertiary backup for connectivity. The NG911 Service Provider should provide a list of all available methods that have been deployed in other agencies with similar proposed NG911 systems.	Complies. Our system implementations use High Availability SD WAN edge devices for the PSAP's ESInet connectivity. The circuits connected to the devices are always active. We have implemented systems that utilize MPLS, Dedicated Public Safety Broadband, Commercial Managed Broadband, LTE, and LEO Satellite.
NG911 Call Delivery	
SR-CP Call Processing	
SR-CP002.b: To support the VIPER 7 Functions, the NG911 Service Provider should provide examples where the NG911 Service Provider has provided the required documentation and agencies where the NG911 System has been interconnected to a VIPER 7 CHE.	Complies. Our call routing solution currently services the following customers/PSAPs which utilize VIPER 7 call handling equipment: • McLennan County EAD, TX • Greene County, MO • Monroe County, FL • Lincoln County Sheriff's Office, NM • Mescalero Apache Tribal Police Department, NM • Pecos Valley Regional Communications Center, NM • Ruidos o Police Department, NM
NG911 System Deployment	
Initial Deployment	
SD004.b Initial Deployment: The NG911 Service Provider should provide a functional Call Flow and System Diagram to represent their proposed solution. The Diagram should depict the requirements outlined in this Scope of Work.	Complies. **See Exhibit 11 Functional Call Flow and System Diagram.**
Testing	
TS005 Test Numbers: The NG911 Service Provider should provide test numbers that simulate different call types—at a minimum, wireline, wireless, and VoIP.	Complies.
Go-Live and Post Go-Live	
GL001.b: The plan should be a step-by-step event plan with every activity along with the expected duration of each activity. • Go-Live will occur after the successful completion of Preliminary Acceptance Testing • The NG911 Service Provider will cutover each PSAP within the same environment as defined by County. • The County will determine the order in which each PSAP will cutover and the timeframe between cutover. • The NG911 Service Provider should provide the list of other 3rd party Technical Resources required for the cutover. • The NG911 Service provider should provide Go/No Go checkpoint throughout the cutover process. A copy of an example cutover plan should be provided in the proposal. At the completion of cutover, trouble ticketing, reporting, and notification procedures should be provided by the NG911 Service Provider to the County.	Complies. **See Exhibit 4 Preliminary Project Plan Section 2 for Cutover Plan example.** **See Exhibit 6 NGCS Sample Customer Support Plan.**

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GL004 Escalation Procedures: At the completion of cutover, the NG911 Service Provider should provide escalation procedures with the name and title of the contact, cell phone number, and email address of each level of management, up to the Chief Operating Officer (COO), to ensure that all service levels are met.	Complies. Once the contract is awarded, you'll receive a detailed list of our escalation team members, including their names, email addresses, and phone numbers, for each level of management assigned to your account. This information will be updated at the completion of cutover to ensure it's always current. You'll also have a dedicated Customer Service Manager (CSM) who will serve as your primary point of escalation throughout the contract, ensuring that all service levels are met. For a comprehensive overview of our support structure and communication plan, please refer to the **Sample Customer Support Plan in Exhibit 6**.
Training	
TRN007 Recording of Training Sessions: The NG911 Service Provider should record all training sessions required above for playback later.	Complies.
TRN008.b Training Curriculum Example: The NG911 Service Provider should provide an example of all training curriculums in their proposal.	Complies. **See Exhibit 4 Preliminary Project Plan, Section 3.**
TRN009 Training Materials: Each training session attendee should be provided with learning materials (e.g., student handbook, user guides, etc.). The NG911 Service Provider should provide an example student handbook.	Complies.
TRN010 Training Materials Provided Electronically: All training materials should be provided electronically in native format (e.g., PowerPoint, Word, etc.) to the County and shall be updated throughout the terms of the contract.	Complies.
TRN011 Web-based Training: Web-based training should be provided during the contract period for use by the County for refresher and initial training as needed.	Complies.

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TRN012 Training Mode: The NG911 Service Provider should provide a training mode to deliver calls to positions. This should include the following: • Ability to direct training calls to a specific PSAP • A minimum of two (2) test call numbers for each environment and call type (e.g., wireline, wireless, VoIP) • Ability to direct to specific position (optional) • Ability to configure test systems in the user portal (optional) The NG911 Service Provider should provide a list of all available test modes and functions available.	Complies . We comply with the ability to Direct training calls to a specific PSAP. Simulated test calls us ing preconfigured test numbers can be used for training. Test calls can be used for the various manual and automatic reroute functions . The test calls may also be used for some network conference (transfers) functions dependent upon the destination. The call handling configuration could be leveraged to direct training calls to specific positions and/or queues. The ability to configure test systems will be determined during the negotiation phase.
Maintenance and Support Requirements	
Maintenance and Support	
SR-MR002 Implementation and Change MOP: The NG911 Service Provider should provide a MOP with a backout plan for review by the County a minimum of seven (7) calendar days prior to all system changes, patches, or planned maintenance activities. The NG911 Service Provider shall provide an example MOP.	Complies. See Exhibit 9 NGCS MOP Master Template . Please note that we provide a Service. As a part of that service delivery, we notify customers of all service-impacting changes, maintenance activities, etc. **Please find a sample MOP form in Exhibit 9.**
SR-MR004 County Maintenance Period: All installations, changes, updates, and maintenance should occur during the County's maintenance periods (local time): • Monday 2300 through Tuesday 0600 • Tuesday 2300 through Wednesday 0600 • Wednesday 2300 through Thursday 0600 • Thursday 2300 through Friday 0000	**Complies with Exception.** Maintenance periods are conducted during normal business hours , Mon - Thu. Please note that the service is NOT disrupted during these maintenance periods. "Planned outages" that would impact the routing of 9 -1-1 calls are avoided through the use of redundant services and controlled changes. Only emergency fixes or changes are allowed to be made outside of these planned hours. All changes require adherence to the Change Management Process.
SR-MR005 Period of Performance: This procurement should be for a period of performance of ten (10) years. The period of performance will begin at the final acceptance of the final environment cutover.	**Complies with Exception.** Acceptance is achieved when the initial PSAP goes live. A full cutover isn't the sole determinant, as the involvement of OSPs introduces external factors beyond our direct control.

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SR-MR009 Monthly Reports from the Trouble Ticketing System: At the completion of final acceptance, trouble ticketing, reporting, and notification procedures shall be provided to the County and the PSAPs. The NG911 Service Provider should provide direct access to the ticketing system to monitor activities. A monthly report shall be provided within the first five days of the following month that includes dates, times, descriptions of issues, ticket severity, remote response times, onsite dispatch times, onsite arrival times, and resolution times.	Complies.
Services Level Expectations	
SR-SLA003.b: The NG911 Service Provider should resolve all issues as listed in Scope of Work document in Tables 1 and 2 for the appropriate severity level.	**Motorola Response:** Complies with Exception. Motorola would appreciate the opportunity to discuss the requested Service Credits for System Performance, currently identified at the levels of 75% of the monthly invoice for 30 seconds -5 minutes and 100% of the monthly invoice for >5 minutes
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. Motorola has addressed this issue previously by purchasing components in advance of orders. Currently, Motorola is not seeing supply chain issues, but will always maintain an adequate supply of components to maintain Motorola's service level. As the only on-site equipment for NGCS is High Availability SDWAN Edge Devices, as a practice, Motorola ensures enough spares for all of Motorola's customers.
SR-SLA005.b: The NG911 Service Provider should provide final RCA within three business days of service restoration. The NG911 Service Provider should provide an example RFO/RCA report.	Complies. **Please see Exhibit 13 MSI Incident Investigation - Root Cause Analysis (RCA).**
SR-SLA007 SLAs: The NG911 Service Provider should adhere to the County SLAs as defined in Table 1: Severity Levels; Table 2: Severity Levels Response and Repair Timeframes; and Table 3: Service Performance of the Scope of work document in pages: 8, 9, and 10.	Complies.

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SR-SLA008 Service Credits: The NG911 Service Provider should provide service credit to the County when the actual response time exceeds the SLA-defined response or repair times in accordance with Table 2 defined in Scope of Work document on page 10.	**Complies with Exception.** Motorola would appreciate the opportunity to discuss the requested Service Credits for System Performance, currently identified at the levels of 75% of the monthly invoice for 30 seconds -5 minutes and 100% of the monthly invoice for >5 minutes.
Proposed Timeline	
TIME001 Implementation Timeline: The NG911 Service Provider should provide a detailed timeline of all activities and the duration of each associated with the proposed implementation for the County with a breakdown of activities for Regional and Non-Regional PSAPs. The NG911 Service Provider should achieve Go-Live for the Regional environment within twelve (12) months of the Project Kickoff meeting and Non-Regional Go-Live within fifteen (15) months of the Project Kickoff meeting.	Complies.

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Vendor General Requirements	*Vendor's Response*
VN001 NG911 Service Provider General Information: The NG911 Service Provider should provide the length of time that the NG911 Service Provider has been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover (percent of employees who resigned in the last full calendar year compared to the number of employees at the beginning of the year). The NG911 Service should provide the provider's subcontractor length of time that have been in operation including the following: ● Total number of current employees of the company. ● Rate of employee turnover	Complies. INdigital has been in continuous operation since 1995, with active NG911 deployments beginning in 2004. INdigital currently employs approximately 160 full-time staff members. The employee turnover rate for the last full calendar year was 3% based on voluntary resignations. INdigital's primary subcontractors have been in business between ten and 30 years, with most exceeding 10 years of continuous operation. The combined number of employees across INdigital's active subcontractors is approximately 150. The average turnover rate for INdigital's subcontractors in the last calendar year was 3% based on information they provided.
VN003 Provide a List of the Top 50 Metropolitan Statistical Areas (MSAs) that are NG911 Clients: The NG911 Service Provider should provide a list of all the top 50 MSAs for which it provides NG911 services. For each MSA, the NG911 Service Provider shall list the following: • Agencies/PSAPs • Types of Service • General information by agency such as the number of 911 calls processed, number of PSAPs, CHE system and version, and VRS and version • Is it part of a statewide or regional system?	Complies. **Please see: 2.25 VN003 - top 50 market service areas**
VN004 Be Active in NG911 Standards Development: The NG911 Service Provider should actively participate in NG911 standards development organizations (SDOs) such as the Association of Public-Safety Communications Officials (APCO) International, NENA, the Alliance for Telecommunications Industry Solutions (ATIS), etc. List all committees, work groups, and projects that the NG911 Service Provider participates in and note if any are chaired or lead by NG911 Service Provider staff.	Complies. INdigital actively participates in the development of NG911 standards through multiple Standards Development Organizations (SDOs) and related bodies, with staff serving in leadership, contributor, and producer roles. Our participation directly supports industry-wide adoption of best practices, interoperability, and innovation in NG911 services. Committees, Work Groups, and Projects: Alliance for Telecommunications Industry Solutions (ATIS) ● 3GPP / IMS – Contributor and Producer roles ● ESIF – Producer role ● INC – Producer role ● NGIFF – Producer role ● OBF – Contributor role ● WTSC – Contributor role Association of Public-Safety Communications Officials (APCO) International ● Project 43 ● WTSC-JSMS911 ● Liaison with NENA on standards development ● Presentations on NG911 trends, emerging technologies, training improvements, consolidation, funding, and best practices Federal Communications Commission (FCC) ● CSRIC, CSRIC IX, CSRIC VII ● TFOPA European Emergency Number Association (EENA) ● Testing Advisory Board ● 'Plugfest' Testing X2 (Sophia Antipolis, FR) NASNA and FCC ● Multiple presentations on NG911 trends, technology adoption, and operational improvements. National Emergency Number Association (NENA) ● ICE 2 through all current/planned events: Participant, network provider, facilitator, and FE simulator supplier ● Leadership roles: ICE Chair or Co-Chair (5 times), permanent Steering Committee member since 2012 ● Co-hosted events, designed test protocols, managed networks ● DSC advisor and JCM facilitator ● Working Groups (partial listing): ICE 13 WG, i3(NGCS) WG, NGPSAP WG, EIDO JSON WG, IDO Conveyance WG, Text2911 Topics WG, ISD WG, WG 911-988 Georouting WG ● FCC events and staff education sessions ● ENP test question development ● Over 50 national and state conference presentations NG911 Interoperability Task Force ● Finance Committee – Participant ● Technical Committee – Co-Chair Department of Homeland Security Next Generation 911 (NG911) interoperability testing and certification program ● Texas A&M University ● Illinois Institute of Technology

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VN005 NG911 Service Provider Description: The NG911 Service Provider should include a brief description of its company background, including history, experience, products, capabilities, and vision for the future, as well as any distinguishing characteristics that delineate its solution from other companies' solutions. The NG911 Service Provider's description should include at a minimum: • Background and experience • Company vision • Company financial stability statement • Distinguishing System characteristics • Pending litigation	Complies. **Background:** INdigital was founded in 1995 and has been a pioneer in NG911 technology since its inception. We deployed the first statewide ESiNet for the state of Indiana, and have expanded to support NG911 deployments across the US and Canada. Our platform does it all. Voice, text, and data service without the risk of public cloud outages. **Vision:** INdigital exists to support the people who serve the public. Our vision is to deliver the most resilient, innovative, and standards-compliant NG911 services to 911 authorities and PSAPs, with a focus on interoperability, network diversity, and customer responsiveness. We believe NG911 should improve technology and empower people and the delivery of emergency services. **Company financial stability**: INdigital is a financially stable, privately held company with limited debt and consistent revenue growth across its operating regions. Our financials are audited annually, and we maintain sufficient reserves to support large-scale and long-term NG911 operations. **Distinguishing characteristics:** INdigital designs, creates, deploys and maintains its own NENA i3 Functional Elements that make up scalable, high availability private cloud solutions. The core strength of our system is flexibility and unmatched interoperability. The proposed solution is a fully redundant, diverse multi-region Next Generation Core Services (NGCS) platform. We fully support legacy, i3 and emerging classes of interfaces. We proposed native integration with MEVO (Message Evolution), our packaged disaster recovery and overflow call handling platform. This platform will maintain service continuity even during large-scale outages or relocations. INdigital's Text Control API (TCAPI) delivers Text-to-911 and Text-from-911 messages to multiple endpoints, including our browser-based Texty platform. We also support direct interfaces to CAD systems, and other over-the-top (OTT) applications.
VN006 Vendor's Experience and Reference Projects: Describe Prime Vendor's experience on projects of similar nature, scope and duration, along with a detailed description of satisfactory completion, both on time and within budget, for the past three years. Provide a minimum of five (5) projects with references. Vendor should provide references for similar work performed to show evidence of qualifications and previous experience. Refer to Vendor Reference Verification Form and submit as instructed or within three business days after County's request. Only provide references for non-Broward County Board of County Commissioners contracts. For Broward County contracts, the County will review performance evaluations in its database for vendors with previous or current contracts with the County. The County considers references and performance evaluations in the evaluation of Vendor's past performance. Including, but not limited to, the information outlined in the General Compliance section VN006	Complies. **Our references are submitted in the group 2 responses as documents: 2.09,1 through 2.09,5 references**

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VN007 Alternate Options and Systems: The NG911 Service Provider should respond to each requirement; however, the County understands there are various options and methods to accomplish the end goal. The NG911 Service Provider is encouraged to provide additional alternatives to requirements in its response specifically related to resiliency, business continuity, and high availability options for all requirements stated in the form of a "should" requirement only.	Complies. INdigital is excited to meet Broward's needs with alternative methods. Our alternative approaches enhance resiliency, service continuity, and other specialized needs. Our proposal includes: – Multi-region NGCS core deployments to ensure geographic diversity and service survivability. – CHE-agnostic routing and gateway support for hybrid legacy/NG environments. – Advanced monitoring, alarming, and incident response frameworks aligned with NENA security standards. Optional services for your consideration are: – MEVO for PSAP-level continuity, including failover, overflow, and mobile operations. – Starlink and FirstNet integration for network diversity and transport layer redundancy. These alternatives are in the relevant response sections and clearly marked as enhanced or optional configurations for Broward's consideration. Please refer to section 8 pricing proposal for cost details.
VN008: Mean Time Between Failures (MTBF): The NG911 Service Provider should provide the NG911 Solution (OSP interface, NGCS and ESInet) MTBF metric for the last 24 months for its customer base in Florida, Georgia, and Alabama.	Complies. Alabama 1. OSP interfaces TDM, SIP, ESiNet NNI, and SIP aggregation. 2. MTBF = total hours divided by outage hours a. 17,520 hours / 0 = 0 MTBF b. Alabama has had 100% since the ESiNet was turned up. Florida 1. OSP interfaces TDM, SIP, ESiNet NNI 2. MTBF = total hours divided by outage hours a. 17,520 hours / 0 = 0 MTBF b. Florida has had 100% availability since all ESiNets were turned up. Georgia 1. OSP interfaces TDM, SIP, ESiNet NNI 2. MTBF = total hours divided by outage hours a. 17,520 hours / 0 = 0 b. Georgia has had 100% availability since the ESiNet was turned up.
VN009 Latency and Mean Opinion Score (MOS): The NG911 Service Provider should provide Call delivery (NGCS to PSAP) network metrics for latency and Mean Opinion Score (MOS) for the last 24 months for its customer base in Florida, Georgia, and Alabama.	Complies. We found this to be the most interesting requirement of the procurement. We couldn't be happier to provide this information, and share with Broward that for us, Voice Quality is Job 1. INdigital's MOS score average is 4.3 throughout these three states. Latency is sub 30ms between data centers. As OSPs move to direct SIP connections, we have upgraded our NGCS FEs to support high definition codecs such as G722.2 and Opus. As a result we now use a MOS scoring table scale of 5.0.
Professional Services Requirements	
PS001 Project Management: **PS001.a** The Project Manager (PM) and Senior Technical Lead should remain with the project until all PSAPs are transitioned to the NG911 ESInet and Geospatial Routing. The expectation is that there is continuity and a transition period with any change that is made. The expectation is that there will be a single point of contact with the vendor post implementation.	Complies The PM delivering the success of this project will remain with the project end-to-end. In addition, a "shadow PM" will be involved to ensure project continuity as requested. INdigital fully understands the importance of this requirement. Our PM staff has overseen some of the most demanding projects in the US.
PS001.b: The PM should have project-related decision-making authority and be the primary point of contact between the County and the NG911 Service Provider. The County will review and approve the PM and, if the PM needs to be replaced, the County will review and approve the replacement. The PM should have at minimum, the following qualifications: • Demonstrate the knowledge, skills, and experience as a Program and/or PM. • A minimum of five (5) years of experience managing large NG911 programs and/or projects. • A minimum of three (3) years employed by the NG911 Service Provider. • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's. • A certification or credential on Project Management.	Complies. The resumes of the PMs (and others) that will make this project a success are in response document: **See also: 2.25 § 1. a. - staff resumes and org chart**
PS001.c : The NG911 Service Provider should provide the proposed PM's resume.	Complies. The resumes of the PMs (and others) that will make this project a success are in response document: **2.25 § 1. a. - staff resumes and org chart**

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PS002.b Project Plan: The plan should describe the schedule, processes, communications, risk and mitigation factors, and detailed integration of functional elements including features that may be staged for implementation such as geospatial routing. The plan should include the following: 1. Implementation Schedule 2. Continuation of Operations (COOP) Plan, including, at a minimum: a) Lists of critical systems b) Restoration procedures c) Exercise or testing procedures 3. Post-deployment Operational and System Security Plans 4. Detailed description of the activities, personnel, schedule, standards, and methodology 5. Acceptance Test Plan, including, at a minimum: a) Test scripts and method b) Strategy and procedure c) Expected results for each element 6. Project Plan Change Management process 7. Communication Plan, including, at a minimum: a) Adequate measures to communicate with vendors to resolve issues b) Communicate resolution end-to-end 8. Incident Response Plan 9. Incident Communication Plan 10. Escalation Procedures 11. Risk Register and Mitigation Plans 12. Lifecycle Management Plan a) System Security Plan b) Plan of Action and Milestones 13. Product Roadmap The NG911 Service Provider should provide an example of project plan and the expected project schedule.	Complies. INdigital has provided an attached document for our typical NGCS project implementation plan. The plan includes samples of the schedule, roles/responsibilities, project implementation Change Management processes, risk management and escalation process, the project communication plan and test plans are referenced in the schedules and in the communications document deliverables section. Additionally a Test plan sample is attached. The COOP, SSP and IRP plans are also accounted for in the communications document table and the Security and Monitoring Documentation, these will be tailored to the installation and delivered to the customer upon project completion and maintained as living documents throughout the contract. As lessons are learned or changes are made these documents will be updated and communicated appropriately. **See attached -** **2.11 PS001.1 - Project Management Plan** **2.11 SR-GN015 - Security and Monitoring documentation** **2.11 TS001 - System Test Plan** Reference the product roadmap INdigital is currently compliant with the i3 v3 standard. For additional information regarding INdigital's SDLC and software release cycle see: 2.11 (a 1) Project Questionnaire - SR-MR003 Configuration Management.

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PS006.b Monthly or weekly progress reports should contain details relating to the following tasks: • Activities to include: o Accomplishments since the previous reporting period o PSAP data gathering o Staging and lab testing o Installation, set up, and configuration o Device and circuit installation progress at each site o Connectivity information for CHE provider o ALI/Location Database (LDB) transition o GIS data readiness o NGCS provisioning status • Updated schedule and comparison to baseline • Issue tracking with classification of issues (i.e., critical, major, and minor) • Pre-cutover testing • Cutover schedule plans The NG911 Service Provider should provide an example of a monthly status report.	Complies. **See attached -** **2.11 PS001.1 - Project Management Plan**
PS007.b The Technical Lead should have at a minimum, the following qualifications: • Knowledge of the latest technology and business models related to NG911 • Extensive experience and knowledge of industry standards and best practices regarding NG911 • A minimum of three (3) years of experience designing and consulting on large NG911 projects • A minimum of three (3) years employed by the NG911 Service Provider • A minimum of two (2) years and two (2) completed NG911 implementations of a similar size to the County's The NG911 Service provider should provide the proposed Technical Lead's resume.	Complies. The resumes of the Technical Lead (and others) that will make this project a success are in the response document. **See also:** **2.25 PS-001 b (§ 1. a.) - staff resumes and org chart**
PS008.b The Client Services Representative (CSR) should be involved in the implementation and should have at a minimum, the following qualifications: • Knowledge of the NG911 Service Provider's technology and processes related to NG911 • A minimum of three (3) years employed by the NG911 Service Provider • Experience managing with a minimum of two (2) years and two (2) NG911 projects of a similar size to the County's The NG911 Service Provider should provide the proposed CSR's resume.	Complies. The resumes of the CSR (and others) that will make this project a success are in response document **See also:** **2.25 PS-001 b (§ 1. a.) - staff resumes and org chart**
PS009 Additional Staff and Organization Chart: The NG911 Service Provider should submit a proposed functional organizational chart for the NG911 project listing all key staff and the resumes for each assigned staff represented on the functional organizational chart at the time of proposal submittal.	Complies. The work group org chart that will make this project a success are in response document. **See also:** **2.25 PS-001 b (§ 1. a.) - staff resumes and org chart**
Equipment and Hardware	*Vendor's Response*
SR-EH001 Onsite Equipment List: The NG911 Service Provider is expected to install some equipment in County facilities. The equipment may include network termination devices, network demarcation extensions, fiber or copper cabling, routers, network switches, or activation devices such as abandonment switches. The NG911 Service Provider should provide a list of all devices, quantities, makes, models, power requirements, heat loads, locations, and cabling types that will be installed in any County facility.	Complies. The equipment list is detailed in the attached fi le 2.25 SR-EH001 - NGCS SOW

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SR-EH002 Onsite Equipment Space Needed: For each device, the NG911 Service Provider should describe how it will be mounted in the facility and how much wall or rack space will be required for the device, including any required standoff distances.	Complies. The equipment list is detailed in the attached fi le: 2.25 SR-EH001 - NGCS SOW

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General System Requirements	*Vendor's Response*
SR-GN001: Overall Project Approach: The NG911 Service provider should describe your approach and include in your proposal, as per the Scope of Work, the project design, architecture, hardware, installation, data integration, system implementation plan, network equipment, training, maintenance and support. i. Include an introductory overview describing the proposed system. ii.Address integration with the system, product life cycle(s), capability for expansion and ability to adapt to industry changes. iii. How the primary vendor will use subcontractors, third party vendor(s), third party software integration (if applicable) throughout the project. iv. Identify potential issues or challenges related to the project and describe how your firm's project approach will resolve these issues.	Complies. **See these attached documents:** **2.25 SR-EH001 - NGCS SOW** **2.11 PS001.1 - Project Management Plan**

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SR-GN002b: The County is planning to implement a NENA i3 Version 2 system at a minimum. The NG911 Service Provider should list any i3 Version 2 components, functions, and/or applications of this standard that are not implemented in the proposed NG911 System; provide an explanation why; and include a roadmap timeframe to implement each component, function, and/or application. The NG911 Service Provider should provide a roadmap and timeframe to migrate to a NENA i3 Version 3 system in the future.	Complies. The proposed solution in the response is compliant with Version 3 of the i3 specific cation. INdigital has development resources working on version 3.1 in 2025. The company is also active in the discussion of what is needed to fill in the gaps, and other problems that need resolution in NENA i3 version 4.0
SR-GN003 Standards-based Compliance: All aspects of the proposed system design, deployment, operation, and security provided by the NG911 Service Provider should be in full compliance with industry standards, requirements, and recommendations. SDOs and other entities include, at a minimum: • Alliance for Telecommunications Industry Solutions (ATIS) • Association of Public-Safety Communications Officials (APCO) International • Department of Justice (DOJ) • International Organization of Standards (ISO) • Internet Engineering Task Force (IETF) • National Emergency Number Association (NENA) • National Institute of Standards and Technology (NIST) • Open Systems Interconnection (OSI) • Telecommunications Industry Association (TIA) • The Monitoring Association (TMA) • Underwriters Laboratories (UL)	Complies. Per our active participation in NG911 standards development, as documented in our response to VN004, INdigital's proposed system is fully compliant with SR-GN003, meeting all relevant industry standards, requirements, and recommendations established by the listed SDOs and other entities, including ATIS, APCO International, DOJ, ISO, IETF, NENA, NIST, OSI, TIA, TMA, and UL.

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SR-GN004 Multiple NGCS Data Centers: The NG911 Service Provider should deploy NGCS at multiple data centers but no less than three geo-diverse sites in such a way that a single major incident cannot impact more than one site. One data center should be in Florida. The NG911 Service Provider shall provide the list of NGCS data center locations.	Complies. INdigital has two requirement qualify ed data centers in Florida: Data center 1 is located at: Jacksonville FL Data center 2 is located at: Winterhaven FL Data Center 3 is located in Atlanta GA
SR-GN005 Data Center Requirements: All data centers proposed by the NG911 Service Provider, including POIs and aggregation sites, should have a level of protection and capabilities to make the site resilient. Data centers should meet the following: • GN004.1 All power sources are redundant and diverse (i.e., at least two separate circuits) with an Uninterruptible Power Supply (UPS) system and generator backup for a minimum of 72 hours. • GN004.2 Voice and data circuits delivered via diverse entrances into the facilities. • GN004.3 Voice and data circuits delivered from diverse providers to each NGCS host location. • GN004.4 Voice and data circuits delivered from diverse providers to each call-handling host location • GN004.5 Secured rack space or data center • GN004.6 Minimum Tier 3 rated • GN004.7 Hardened facilities that can withstand Enhanced Fujita Scale (EF) 5-category winds up to 318 miles per hour • GN004.8 Must provision circuits in Telecommunications Service Priority (TPS) • GN004.9 Capacity to handle 50% growth without requiring the replacement of any hardware or software components	Complies . INdigital's data centers all meet these requirements.
SR-GN007.b The hange Control Process should be integrated into the County's change control process for all changes to: • New NG911 features or functions • Security changes (Software, applications and configurations) • Changes to OSP ingress hardware and software • Call delivery to the PSAPs • Any change that will impact the PSAP The NG911 Service Provider should at a minimum: • Submit all change requests using the County's Change Request Template • Submit all change requests to the County E911 Office for approval • Participate in the change review process, which includes meetings to present all change requests • Provide any additional information or changes to the plan to meet the County's requirements • Obtain approval from the County before making changes • Immediately upon completion of the change, notify the County of the results The NG911 Service Provider should describe the change control process used, and the interface between the change control process and the County to include timeframes and notifications.	Complies. INdigital follows a structured change control process that's designed to keep the County informed and involved at every step. For any changes that involve new NG911 features, security updates, OSP ingress equipment or software, call delivery to the PSAPs, or anything else that could impact PSAP operations, we will follow the County's established change management procedures. How INdigital will work with Broward County 1. Starting the Request ○ Every change request will be prepared using the County's Change Request Template. We'll include all the details the County needs: what's being changed, why it's needed, the expected benefits, how it will be done, what happens if we have to roll it back, possible risks, and an estimated timeline. 2. Submitting for Review ○ All requests go directly to Broward County for review and approval before action is taken. ○ Our team will be available to answer questions or provide more information during the review process. 3. Review Meetings ○ We'll attend the County's change review meetings to present the request and address any concerns. ○ If the County requests adjustments, we'll revise the plan and resubmit it for approval. 4. Approval Before Implementation ○ No changes will be made without written approval from the County. ○ Once approved, we'll work with the County to schedule the change at a time that minimizes impact on PSAP operations. 5. After the Change ○ As soon as the change is complete, we'll notify the County and provide a summary that includes: ■ When the change was made ■ Any differences from the approved plan ■ Results of testing and validation ■ Any follow-up work needed 6. Post-Change Review ○ If requested, we'll participate in a review of the change to discuss how it went, share lessons learned, and suggest improvements for future updates. Timeframes and Notifications 7. Planned changes – Submitted at least 10 business days before the proposed implementation date, unless otherwise agreed with the County. 8. Emergency changes – Reported to the County within one hour of discovery, with the formal request submitted afterward for documentation.

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	9. Completion notice – For changes that affect operations, we'll notify the County within one business hour after completion. For changes that don't affect operations, we'll notify you within one business day. How Our Process Fits with the County's Our internal change tracking system won't allow a change to move forward until County approval is recorded. We'll use the County's templates, follow their submission process, and keep their approval as a required step before anything happens. All milestones and status updates will be tracked internally, so both our team and the County always know where things stand.
SR-GN008.b: The step-by-step plan should include the time, duration, responsible party and resources for each step, and contingency plans for any potential failures. The NG911 Service Provider should provide an example of a MOP .	Complies. INdigital's Change Management process is governed by operational policy and through the use of INdigital Work Safety Plans (IWSP). The IWSP is communicated with all identified and appropriate stakeholders. A sample IWSP and the referenced policy are attached as: **2.25 Attachment IWSP + MOP SR-GN008.b** **2.11 SR-GN007 - IWSP / maintenance operations plan**

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SR-GN009 Lab Environment: The NG911 Service Provider should provide a lab environment to simulate the County' environments during the period of performance for testing before live production changes. The NG911 Service Provider shall describe the lab environment, including: • Physical or virtual • Locations • Available to County staff	Complies. INdigital's conversion process begins with a non-live instance of the final production system This makes the conversion from 'the lab system' to full production without a cutover from a tested system to an untested system, or the need to perform a second instance of all system tests. INdigital works with the OSPs to use their test code 922 so that the testing is done end to end from authorized devices to the CHE ques dedicated to pre-conversion testing. This allows all use cases and corner cases to be fully vetted in a real world environment prior to the migration of 911 calls to production. We make the following assumptions: (a) Broward will wish to test with an isolated subset of positions on their current VIPER 7 system; (b) Broward has a training facility or training stations available. This approach has been proven to be successful for many customers, and has the least disruption for the PSAP.
SR-GN010.b: All testing results should be included with the information on the system changes for the County's approval before implementation in the production systems. The County reserves the right to observe testing and add additional tests. The NG911 Service Provider should describe the testing process.	Complies. INdigital has extensive experience in this type of deployment and testing regime. The description is simple. We will work with Broward on a test plan, and fully welcome the county's participation. We have a number of test rails pre-built, and can share this 'secret sauce' as the project moves forward. **See also:** **2.11 TS001 - System Test Plan**

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SR-GN011 Interconnection of the NG911 Service Provider Lab to the County Test Environment: The NG911 Service Provider should interconnect to the County test environment. The County is developing a test environment that will include test systems for CHE and other systems. Interconnection to the County's environment allows the County to also test changes across these other systems prior to applying a change to the production systems.	Complies. INdigital has extensive experience in this type of deployment and testing regime. We look forward to sharing our experiences of this work, and working closely with the County.
SR-GN012 Change Notifications: The NG911 Service Provider should notify the County at least seven calendar days prior to all routine installations, changes, updates, upgrades, and maintenance.	Complies.
SR-GN013.b: The documents should include call flow diagrams, contingency routing connectivity, proposed NNIs to neighboring counties for interoperability, failover, and backup components including call taking positions in the cloud. The NG911 Service Provider should provide copies of or access to all documentation. The NG911 Service Provider should describe the process and locations of the documentation.	Complies. INdigital will provide the county with design documentation and final As-builts. The As-builts will be updated as changes are made through the life of the solution. INdigital typically does this through Google drive shares with key customer contacts but can also utilize Microsoft Teams or Onedrive if Broward County prefers.
SR-GN017.b: The NG911 Service Provider should describe the process to determine which parts are needed and how they are stored and replaced as needed.	Complies. INdigital operates throughout the State of Florida with a continually growing presence. We keep critical spares in the market to respond efficiently to system failures. All systems are fully redundant, resilient, and capable of handling the entire traffic load for the entire county. A single impairment will have no effect on service availability. INdigital has dedicated support and service employees located in Florida to help make restoration efforts as efficient as possible.

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SR-GN018 Product Roadmap: The NG911 Service Provider should provide a product roadmap of any NG911 features that are currently not available. The roadmap should include plans and timeframes at the time of proposal submission to roll out of new features and functions such as: • Multimedia (e.g., video, images) applications delivered as part of the proposed NG911 System • Artificial Intelligence (AI) systems • Internet of Things (IoT) • User-editable PRF o Routing rules for each element of the Session Initiation Protocol (SIP) header and the ability to route voice and data based on any element. This should include routing a single session to multiple destinations. This includes a PRF that will permit bridging language translators and the PSAP with the call delivery, or possibilities of delivering voice and video to two endpoints. • Integration with the Nationwide Public Safety Broadband Network (NPSBN) being implemented by the First Responder Network Authority (FirstNet) • Emergency call taking positions in the cloud as another tier of contingency if a PSAP's positions become unavailable or a PSAP is uninhabitable	Complies. The services requested in this RFP are fully compliant with standards based i3 NGCS specifications. The NENA standard natively supports multimedia service applications, IoT 9-1-1 integration, and PRF tools. These Roadmap items are in production or production ready state for this project. A.I. has a limited role in the current the i3 standard. Ancillary services such as reporting and dashboarding use A.I. interfaces to help identify service trends. Additionally, some PSAPs have successfully used A.I. PSTN services for admin telephony services across INdigital ESiNet to lessen the workload for admin calls. Many INdigital customers use priority 4G LTE & 5g services as a backup connection to ensure call delivery. INdigital fully supports multiple translation base services, and has a customized connection arrangement with one of the major providers that can significantly accelerate the language detection process to get the correct translator online faster. INdigital fully supports Firstnet, however we have found that Starlink exceeds the bandwidth and reliability as a better back up option. The service operates in the worst weather conditions, and is a direct replacement for local fiber and / or cellular infrastructure is damaged from flooding or hurricane conditions. INdigital is an ESiNet provider throughout North America, and has integrated with multiple national cloud providers such as Microsoft Azure and Amazon AWS services. A variety of CHE providers have gone live with seamless integration to several INdigital ESiNets. We currently support Carbyne, Vesta Nxt, Ryzyliant, VIPER 7, and are in the final stages of integration with Central Square. Additionally, INdigital provided optional pricing for our MEVO (Message EVolution) disaster recovery and service continuity platform that has been adapted for work-from-home or command center applications. This system is designed to provide NG911-like services in the event of a failure of the CHE system or as a backup to the backup systems. It is a low cost, low bandwidth, emergency usage system that is flexible to meet almost any need.
SR-GN021 Abandoned Call Backs: In the event of a failure to deliver wireline, wireless, text, and/or VoIP calls into the PSAP during a NG911 Service Provider outage, the NG911 Service Provider should provide real-time reporting or a portal that provides on-demand real-time access to retrieve a list of callers, each individual address or location, time and date of call, and the 10-digit number from which the caller contacted the PSAP for call back.	Complies. The proposed solution from 911 Logix features a graph at the top and a table at the bottom of the main dashboard. This displays the total number (count) of abandoned calls. The vertical axis shows the total number of abandoned calls, and the horizontal axis displays the dates of the displayed range. See also: 2.25 SR-GN021 reporting platform Additionally, we note that Broward has issued a second RFP for custom callback Caller ID. This proposal includes OCIF services for call backs and PSTN transfers from the NGCS system. If additional PSTN services are needed for the PSAP we can provide these non-NGCS services as an optional service at a later date. Beyond this, we can advise that the best method of reaching abandoned calls is to text the caller. Many jurisdictions have an 80% or higher call back KPI with this arrangement using our Texty platform or TCAPI (text controller adaptive programing interface.)
SR-GN024 Proprietary Components: The NG911 Service Provider should indicate which components of the proposed NG911 System are proprietary. Please list the proprietary components.	Complies. The proposed solution is based on Industry Standards, and is fully compatible with the products and services of other vendors. To the extent that the VIPER 7 uses Intrado proprietary adaptations of these standards, INdigital has obtained licenses to support this system.
SR-GN025 Alarm Notification: The NG911 Service Provider should provide an alarm notification template for all functional elements and components to be configured based on critical and major alarm conditions with notifications to the County. Alarm notification should be provided to the County for alternate routing, rerouting, failover, and overflow routing.	Complies. INdigital can alarm and provide notification to County stakeholders as needed. INdigital also operates its own 24x7 NSOC service center to take independent action on any alarms triggered by the Broward County service on a 24x7 basis..
General Technical Requirements	
Security/Notifications	

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SN001.b The NOC/SOC should perform the following: • The NOC should monitor tickets, open tickets for alarm conditions and dispatch if needed, and initiate failover of any component of the system. • Support includes monitoring by onsite live staff, remote response, and onsite response for Critical and Major issues based on the service level defined herein for all NG911 System components. Monitoring will include real-time alarm monitoring at the NG911 Providers Network Operations Center and logging of every alarm with notifications provided to designated staff within the County. • Response includes remote actions by NOC/SOC staff and dispatching onsite personnel to the data centers, field, or County sites. The NG911 Service Provider should describe the NOC/SOC role in the proposed System.	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.
SN003.b: The County should be notified in advance of all testing and reserves the right to observe testing at its discretion.	Complies. As part of the INdigital change control process, Broward County would be notified at least 10 days prior to a test request. INdigital has a dedicated FL market manager that will work with the County to identify an ideal time to do testing or maintenance work with least amount disruption or conflict with the PSAP.
SN006 System and Organization Controls (SOC) Compliance: The NG911 Service Provider should provide the latest SOC 2 compliance report upon contract being awarded and annually within thirty (30) calendar days of completion.	Complies. INdigital has a SOC compliance report that can be shared upon contract award. Note that the focus of these audits were for the security and compliance of trust principles. INdigital has a number of ongoing SOC requirements in other contracts.
SN007 Cybersecurity Insurance: • The NG911 Service Provider should provide proof of cybersecurity insurance and name the County as additional insured.	Complies. Upon contract award INdigital will add the county to its Cyber insurance policy and provide proof of coverage.
SN015 Cybersecurity Framework (CSF): The NG911 Service Provider should implement NGCS cybersecurity and system security based on the County's CSF, including at a minimum: • NG911 security compliance by requirement of NG-SEC • Incident response requirements and notification • Portal and system access – unique username, password (12 characters) with MFA, 90-day expiration of password • SIP encryption • Digital certificates • NIST CSF 2.0 compliance • TDoS detection and mitigation • Distributed Denial of Service (DDoS) detection and mitigation • Third-party audits allowed with initial audit during preliminary acceptance • Implement authentication/passwords policy that defines authentication and password requirements. o Minimum 12 characters o Mixed case o One unique character o Remember last three passwords o Quarterly review of Access Control Lists (ACLs) • Implement MFA for certain mission-critical accounts, at a minimum	Complies. Utilizing the National Institute of Standards and Technology (NIST) framework and NENA's Next Generation Security (NG-SEC) policies, the proposed solution takes a holistic approach to network and system security.INdigital will work with all stakeholders to create a security plan specific to this installation. We conduct an annual NG-SEC audit. We have a general IRP and will create a specific supplemental plan with the coordination of Broward County for this solution. INdigital has a documented plan specifically to mitigate Denial of Service attacks. INdigital partners with a 3rd party cyber security monitoring service adding another layer in our defense in depth approach. This service provides INdigital with cutting edge technology, a 24x7x365 group of cyber experts, data capture and ongoing 3rd party oversight (audit) rather than a point in time audit.

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SN016 Cybersecurity Plans and Implementation: The NG911 Service Provider should provide proof of the following plans, policies, processes, and implementations upon contract award: • CSF • Incident Response Plan • Incident Response Action Plan • Cybersecurity considerations document • Roadmap to NENA NG-SEC • Unique username and passwords for all system access • Zero trust architecture • Risk Management Plan/Strategy • Cybersecurity controls (e.g., TDoS, DDoS, ransomware attacks) • SIEM integration • NG-SEC compliance and controls • Backup procedures • Restoration procedure • After-Action Review (AAR) process • Cybersecurity maintenance and administration policy to ensure confidentiality, integrity, and availability for on-premise and hosted NG911 System components, which includes: o Patch Management o Antivirus o Time Synchronization o Security Event Logging o Backups o Remote Access Continuous security monitoring, detection, and response policy-defining cyber security monitoring and how often that information will be reviewed.	Complies. As mentioned in SN015 row 5 above, the generalized policies and documents can be shared upon contract award as requested. Many of these will also have solution specific documents created with coordination of the project team with the County. These points include the IRP, NG-SEC audit, DoS attack controls, and monitoring with 3rd party oversight. A few points not covered in SN015 row 5 - Our unique username and passwords are required by policy and of course the CSF/ NG-SEC. SIEM integration and the continuous security monitoring aligns with our 3rd party oversight and monitoring service. The plans for backups, restoration, AAR, maintenance, ZTA, risk management and remote access have generalized policies and are documents that can be shared upon contract award as requested. All of these will also have solution specific documents created with coordination of the project team with the County.
SN019 Third Party Audits: The NG911 Service Provider should permit the County to engage third-party security auditors to examine the provided NG911 System. These audits will be no more frequently than annually, and the first audit can be as early as the Preliminary Acceptance Testing period.	Complies. As mentioned in SN015 row 5 above, INdigital works with outside or 3rd party security partners to best ensure the safety and security of our solutions as oversight and an extra layer of defense in depth. We have also in other solutions embraced this process with our customer's preferred "point in time" auditing partners as well. Additionally, INdigital proactively engages with 3rd party auditing agencies to do SOC2 reviews, and penetration testing of critical services.
NG911 Processing	
SR-GI001.b: The County understands the importance of GIS data to the successful operation of an end-state NG911 System. The County has heavily invested in building and maintaining a robust GIS program serving multiple departments and government agencies. While the County will work with the NG911 Service Provider to ensure the County's GIS meets the needs of the NG911 migration, the County should not be required to customize the GIS data or maintain multiple versions or GIS data or workflows to meet the needs of the NG911 Service Provider.	Complies. The proposed solution is designed to accept GIS data in industry-standard formats (e.g., NENA GIS Data Model, FGDB, Shapefi le) without requiring the County to maintain multiple versions or custom workflows. Our GIS ingestion and validation process works with the County's authoritative datasets, applying normalization and error detection within our system so that the County retains a single source of truth. We integrate seamlessly with existing GIS workflows through automated data synchronization and scheduled updates, allowing the County to continue serving multiple departments and agencies without operational disruption. Summary: This approach supports NENA-compliant ECRF/LVF functionality while protecting the County's investment in its existing GIS program.
SR-CR Call Routing	
SR-CR002.b: The NG911 Service Provider should develop and provide specifications that will enable other ESInets to interwork with the County's NG911 System at least sixty (60) days in advance of the first PSAP implementation. The NG911 Service Provider should describe how this will be accomplished in the future.	Complies. INdigital has an established record of interworking with other NG911 service providers and currently maintains active ESiNet-to-ESiNet connectivity with Motorola, Comtech, Intrado, and AT&T in production environments. These interconnections are based on industry standards, including NENA i3, SIP, and mutually agreed-upon security and routing protocols and methods. For the County's NG911 System, INdigital will develop and deliver full technical specifications—including IP addressing, SIP trunk configurations, security requirements, and testing procedures—at least 60 days prior to the first PSAP implementation. This documentation will be consistent with our existing interconnection templates, which have been proven in multiple statewide and regional deployments. Future interworking will be accomplished through a repeatable process: (1) initial requirements gathering with the peer NG911 provider. (2) exchange of technical specifications and security credentials. (3) controlled lab testing. (4) staged production cutover. (5) joint acceptance testing. This approach ensures operational readiness, interoperability, and resilience from day one of service.

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SR-NR Network Redundancy and Resiliency	
SR-NR005 Wireless Connectivity: The NG911 Service Provider should provide an NG911 System to use satellite, public safety broadband networks, or other long-term evolution (LTE) or wireless connectivity as a tertiary backup for connectivity. The NG911 Service Provider should provide a list of all available methods that have been deployed in other agencies with similar proposed NG911 systems.	Complies. INdigital's NG911 solution supports multiple tertiary connectivity options to ensure operational continuity during primary and secondary network disruptions. These methods have been deployed in production with agencies operating on NG911 systems similar to the County's proposed implementation. Deployed Tertiary Connectivity Methods: – Satellite: Commercial data agreement with Starlink, deployed in over 50 PSAPs for backup ESiNet connectivity and mobile disaster recovery kits. – Public Safety Broadband – AT&T FirstNet: Formal partnership agreement providing priority and preemption capabilities for LTE/5G failover, deployed in multiple statewide and regional systems including Alabama and Michigan. – Verizon Frontline: Access to prioritized public safety broadband services for backup routing and mobile deployments, implemented in agencies across Florida and Indiana. – T-Mobile T-Priority: Priority data services used for backup connections in PSAPs and mobile command units in Indiana and South Carolina. These tertiary options are integrated into our network design so that, in the event of fiber cuts, regional transport failures, or catastrophic infrastructure loss, PSAPs can maintain NG911 voice, text, and data services without interruption. All options are tested as part of agency disaster recovery exercises to validate readiness.
NG911 Call Delivery	
SR-CP Call Processing	
SR-CP002.b: To support the VIPER 7 Functions, the NG911 Service Provider should provide examples where the NG911 Service Provider has provided the required documentation and agencies where the NG911 System has been interconnected to a VIPER 7 CHE.	Complies. INdigital interfaces with several VIPER 7 systems throughout our service areas throughout North America. These include similar deployed VIPER 7 systems in FL, MI, MO, SC, and throughout Canada. INdigital and VIPER 7 provide standards based i3 systems with no known service issues.
NG911 System Deployment	
Initial Deployment	
SD004.b Initial Deployment: The NG911 Service Provider should provide a functional Call Flow and System Diagram to represent their proposed solution. The Diagram should depict the requirements outlined in this Scope of Work.	Complies. The Functional call fl ow and System Diagram is set out in the Scope Of Work fi le. **See fi le: 2.25 SR-EH001 - NGCS SOW**
Testing	
TS005 Test Numbers: The NG911 Service Provider should provide test numbers that simulate different call types—at a minimum, wireline, wireless, and VoIP.	Complies. INdigital will work with the OSPs to provide the County with dedicated test numbers (922) capable of simulating a variety of 911 call types, including wireline, wireless, and VoIP, to support PSAP training, system validation, and troubleshooting. These test numbers will be provisioned in our NGCS environment to mimic live call routing scenarios and will be available prior to system cutover. Additional test scenarios—such as Text-to-911 sessions, TTY, and administrative transfers—can also be made available as needed on an ad hoc basis. All test numbers are maintained in our internal test plan documentation and are updated as network changes occur to ensure accurate simulation of live network conditions
Go-Live and Post Go-Live	
GL001.b: The plan should be a step-by-step event plan with every activity along with the expected duration of each activity. • Go-Live will occur after the successful completion of Preliminary Acceptance Testing • The NG911 Service Provider will cutover each PSAP within the same environment as defined by County. • The County will determine the order in which each PSAP will cutover and the timeframe between cutover. • The NG911 Service Provider should provide the list of other 3rd party Technical Resources required for the cutover. • The NG911 Service provider should provide Go/No Go checkpoint throughout the cutover process. A copy of an example cutover plan should be provided in the proposal. At the completion of cutover, trouble ticketing, reporting, and notification procedures should be provided by the NG911 Service Provider to the County.	Complies. **Please refer to fi le 2.11 PS001.1 - Project Management Plan for further details on step by step plan examples.**

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GL004 Escalation Procedures: At the completion of cutover, the NG911 Service Provider should provide escalation procedures with the name and title of the contact, cell phone number, and email address of each level of management, up to the Chief Operating Officer (COO), to ensure that all service levels are met.	Complies. As part of the project planning, INdigital will provide the County with a formal escalation procedure that clearly defines each tier of contact, including the name, title, cell phone number, and email address for all levels of management up to the Chief Operating Officer (COO). The escalation process begins with the County's dedicated Service Manager, who serves as the first point of contact for any service-impacting incident. The Service Manager is responsible for initiating immediate technical triage, engaging appropriate resources, and maintaining direct communication with the County throughout the resolution process.
Training	
TRN007 Recording of Training Sessions: The NG911 Service Provider should record all training sessions required above for playback later.	Complies. INdigital will video and screen record all training sessions conducted under this project to ensure they are available for future reference, refresher learning, and onboarding of new personnel. The County will have flexible options for how these recordings are hosted and accessed. We can also publish the recordings on FL911.net, INdigital's Florida training and announcements hub. This is our main repository for the full training suite on NG911 core services. Alternatively, recordings can be provided via private YouTube links for ease of access or delivered directly to the County for hosting on its own internal systems.
TRN008.b Training Curriculum Example: The NG911 Service Provider should provide an example of all training curriculums in their proposal.	Complies. INdigital will make examples of all training curriculums available upon request. These materials are maintained by INdigital and can be provided directly by contacting Caleb Branch, cbranch@indigital.net.
TRN009 Training Materials: Each training session attendee should be provided with learning materials (e.g., student handbook, user guides, etc.). The NG911 Service Provider should provide an example student handbook.	Complies. INdigital will provide training session attendees with comprehensive learning materials to reinforce and support the instruction delivered. These materials may include a student handbook, user guides, quick reference sheets, and workflow diagrams tailored to the County's NG911 system configuration. The student handbook will serve as the primary companion to the training sessions, containing system overviews, step-by-step operational procedures, troubleshooting tips, and key contact information for post-training support. The content will be aligned with the live training curriculum to ensure attendees can easily follow along during class and reference materials afterward. An example student handbook will be included in our proposal submission to demonstrate the format, depth, and usability of our training documentation. All handbooks and guides can be delivered in both printed and digital formats, allowing attendees to choose the medium that best supports their role and workflow. Please refer to fi le 2.25 TRN00X - Database Training.pdf as an example subject specific training handbook.
TRN010 Training Materials Provided Electronically: All training materials should be provided electronically in native format (e.g., PowerPoint, Word, etc.) to the County and shall be updated throughout the terms of the contract.	Complies. INdigital will provide all training materials to the County in electronic form and in their native formats (e.g., PowerPoint, Word, PDF where applicable). This ensures the County can easily access, reference, and, if desired, incorporate the content into its own internal training resources. All training content is maintained by INdigital's dedicated training department, which is responsible for keeping documentation current and aligned with the operational environment. This team proactively updates handbooks, guides, and presentation materials whenever system updates, configuration changes, or new features are introduced. Training materials will be treated as living documents throughout the term of the contract. Updated versions will be delivered promptly to the County in the same native formats, ensuring they remain consistent, accurate, and immediately usable. By combining expert-led instruction with a structured documentation maintenance process, the County will always have fresh, accurate, and editable training resources that match the NG911 system in production.
TRN011 Web-based Training: Web-based training should be provided during the contract period for use by the County for refresher and initial training as needed.	Complies. INdigital will provide web-based training for the County throughout the contract period to support both refresher courses for existing personnel and initial training for new staff. These sessions will be hosted on FL911.net, INdigital's Florida training and announcements hub, which also contains our full NG911 core services training suite. The platform offers on-demand modules, recorded instructor-led sessions, and supplemental learning materials, allowing County personnel to access training at their convenience. All live web-based training sessions will be recorded and archived, with flexible hosting options that include fl 911.net, private YouTube links, or County-managed platforms. This ensures the County can maintain a centralized, accessible training library. INdigital's dedicated training department will keep all web-based training content current, updating modules whenever system changes or enhancements occur. Updated content will be made immediately available to the County to ensure training materials always match the operational environment. By combining live virtual instruction, on-demand access, and regularly updated content, INdigital ensures that the County's staff can maintain operational readiness and confidence in the NG911 system at all times.

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TRN012 Training Mode: The NG911 Service Provider should provide a training mode to deliver calls to positions. This should include the following: • Ability to direct training calls to a specific PSAP • A minimum of two (2) test call numbers for each environment and call type (e.g., wireline, wireless, VoIP) • Ability to direct to specific position (optional) • Ability to configure test systems in the user portal (optional) The NG911 Service Provider should provide a list of all available test modes and functions available.	Complies . INdigital's NG911 solution includes a training mode that allows live or simulated calls to be delivered to PSAP positions without impacting production operations. This functionality is designed to support new-hire onboarding, refresher training, and procedural drills while replicating real-world call handling scenarios. Training calls can be directed to a specific PSAP, ensuring targeted exercises without involving other agencies or operational environments. INdigital will provide a minimum of two dedicated test call numbers for each environment and call type—including wireline, wireless, and VoIP—so that training can include the full range of call scenarios encountered in daily operations. Where required, calls can also be directed to a specific position within a PSAP for one-on-one training, and optional configuration through our user portal allows designated administrators to adjust test system parameters, call routing, and delivery settings in real time. Available Test Modes and Functions: ● Standard test call delivery (wireline, wireless, VoIP) ● Directed PSAP training mode ● Directed position training mode (optional) ● ANI/ALI simulation for each call type ● Text-to-911 simulation (via Texty) ● TTY/RTT simulation ● User portal-based configuration of test routing (optional) ● Logging and reporting of training/test call activity These training and test capabilities are already deployed in multiple INdigital-served agencies, enabling PSAPs to conduct realistic, controlled training while preserving live system integrity.
Maintenance and Support Requirements	
Maintenance and Support	
SR-MR002 Implementation and Change MOP: The NG911 Service Provider should provide a MOP with a backout plan for review by the County a minimum of seven (7) calendar days prior to all system changes, patches, or planned maintenance activities. The NG911 Service Provider shall provide an example MOP.	Complies. INdigital will provide the County with an INdigital Work Safety Plan (IWSP) that will include a Method of Procedure (MOP) section for all system changes, software patches, or planned maintenance activities at least seven (7) calendar days in advance of the scheduled work. Each IWSP / MOP will outline the scope of work, the sequence of activities to be performed, the expected duration of each task, any service impacts, required third-party resources, and clearly defined Go/No-Go checkpoints. Every IWSP / MOP will also include a backout plan detailing the exact steps necessary to restore the system to its pre-change state in the event of unexpected results, system instability, or County-directed rollback. This plan will include timing considerations, resource requirements, and designated decision-makers to ensure rapid execution if needed. IWSP / MOPs are developed collaboratively between INdigital's Service Manager, project engineering staff, and our 24×7×365 Network and Security Operations Center (NSOC). The NSOC coordinates the operational execution, monitors all change activities in real time, and initiates escalation procedures if service levels are at risk. Prior to implementation, the MOP will be reviewed with the County to ensure mutual agreement on the change scope, maintenance windows, and rollback triggers. Upon completion of the change, INdigital will provide a post-maintenance report summarizing the work performed, test results, and any follow-up actions.
SR-MR004 County Maintenance Period: All installations, changes, updates, and maintenance should occur during the County's maintenance periods (local time): • Monday 2300 through Tuesday 0600 • Tuesday 2300 through Wednesday 0600 • Wednesday 2300 through Thursday 0600 • Thursday 2300 through Friday 0000	Complies. All work will be coordinated in advance with the County's designated contacts and documented in a Method of Procedure (MOP), which will be delivered at least seven (7) calendar days prior to the scheduled activity. Emergency or urgent maintenance outside of these windows will only be performed with the County's approval, except when necessary to restore critical services during an unplanned outage. In such cases, INdigital will follow the established escalation and notification procedures to ensure the County is informed immediately and kept updated throughout the process.
SR-MR005 Period of Performance: This procurement should be for a period of performance of ten (10) years. The period of performance will begin at the final acceptance of the final environment cutover.	Complies. We are committed to providing stable, long-term NG911 services, system support, and continuous enhancements throughout the full contract term.

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SR-MR009 Monthly Reports from the Trouble Ticketing System: At the completion of final acceptance, trouble ticketing, reporting, and notification procedures shall be provided to the County and the PSAPs. The NG911 Service Provider should provide direct access to the ticketing system to monitor activities. A monthly report shall be provided within the first five days of the following month that includes dates, times, descriptions of issues, ticket severity, remote response times, onsite dispatch times, onsite arrival times, and resolution times.	Complies. At the completion of final acceptance, INdigital will provide the County and all participating PSAPs with documented trouble ticketing, reporting, and notification procedures to ensure clear and consistent incident management. The County will be granted direct access to INdigital's Team Support ticketing platform, allowing real-time visibility into all open and closed tickets, status updates, and historical records. In addition, the County's dedicated Market Manager will compile and review weekly ticket reports to monitor trends, identify recurring issues, and coordinate any needed follow-up actions. INdigital will also provide a comprehensive monthly report—delivered within the first five (5) calendar days of the following month—containing: ● Dates and times of reported issues ● Detailed issue descriptions and severity classifications ● Remote response times ● Onsite dispatch and arrival times (when applicable) ● Final resolution times ● Any contributing factors and mitigation actions taken This approach ensures the County has both real-time operational visibility through the ticketing platform and formalized monthly reporting for tracking performance metrics and service-level compliance.
Services Level Expectations	
SR-SLA003.b: The NG911 Service Provider should resolve all issues as listed in Scope of Work document in Tables 1 and 2 for the appropriate severity level.	**INdigital Response:** Complies. INdigital will resolve all issues in accordance with the severity levels and response and resolution timelines defined in the County's Scope of Work document, specifically those outlined in Tables 1 and 2. Our 24×7×365 Network and Security Operations Center (NSOC) will serve as the central coordination point for all incident management, working in close collaboration with the County's dedicated Service Manager and Market Manager. When an issue is reported, it will be logged in our Team Support ticketing platform, assigned the appropriate severity level as defined by the County, and tracked from initial report through final resolution. Our process ensures that each incident receives immediate acknowledgment based on its severity, is assigned to the appropriate technical or field resource, and is continuously updated in the ticketing system with progress notes visible to the County in real time. Direct communication will also be maintained with designated County contacts to keep them informed during resolution efforts. Upon closure of the ticket, INdigital will document the root cause, the corrective actions taken, and the final resolution time to ensure compliance with the County's service level requirements.
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.	**No Response.**
SR-SLA005.b: The NG911 Service Provider should provide final RCA within three business days of service restoration. The NG911 Service Provider should provide an example RFO/RCA report.	Complies. Our incident review process begins as soon as service is restored, with the Chief Information Officer working in coordination with the Market Manager, Service Manager, and internal technical teams to gather operational data, analyze NSOC monitoring logs, and compile any vendor or carrier-provided details. This collaboration ensures the RCA is accurate, comprehensive, and reflects both the technical and operational context of the event. The final RCA will be delivered to the County in a formal written report, accompanied by an RFO (Reason for Outage) summary for quick reference. This documentation will include clear action items and preventive measures, ensuring lessons learned are integrated into ongoing operations. An example RFO/RCA report will be included in our proposal to illustrate the level of detail and structure the County can expect. Please refer to file 2.25 SR-SLA005b Response For Service Incident Report.pdf for an example of the information gathered and shared in an incident report
SR-SLA007 SLAs: The NG911 Service Provider should adhere to the County SLAs as defined in Table 1: Severity Levels; Table 2: Severity Levels Response and Repair Timeframes; and Table 3: Service Performance of the Scope of work document in pages: 8, 9, and 10.	Complies. Performance against the SLAs will be validated through the County's direct access to our ticketing system and through scheduled reporting. Weekly summaries compiled by the Market Manager and formal monthly reports will provide full visibility into incident metrics, including dates, times, issue descriptions, severity classifications, response times, and resolution times.

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SR-SLA008 Service Credits: The NG911 Service Provider should provide service credit to the County when the actual response time exceeds the SLA-defined response or repair times in accordance with Table 2 defined in Scope of Work document on page 10.	Complies. These credits will be issued in accordance with the terms agreed upon in the contract and applied to the next applicable billing cycle. All incidents are documented and timestamped in our Team Support ticketing platform, capturing the moment the ticket is created, acknowledged, and resolved. This system allows for precise measurement of performance against the SLA-defined response and repair timeframes. The Service Manager, in coordination with the Market Manager, reviews SLA
Proposed Timeline	
TIME001 Implementation Timeline: The NG911 Service Provider should provide a detailed timeline of all activities and the duration of each associated with the proposed implementation for the County with a breakdown of activities for Regional and Non-Regional PSAPs. The NG911 Service Provider should achieve Go-Live for the Regional environment within twelve (12) months of the Project Kickoff meeting and Non-Regional Go-Live within fifteen (15) months of the Project Kickoff meeting.	Complies. Based on our proven deployment experience in Florida and other statewide NG911 projects, INdigital is confident in meeting the required schedule. The Regional environment will be implemented and placed into production within twelve (12) months of Project Kickoff, followed by Non-Regional PSAPs within fifteen (15) months. These timelines include parallel activities such as GIS/MSAG reconciliation, interconnection with carriers and neighboring ESInets, and user acceptance testing, ensuring that Broward County will have a seamless transition to NG911. Progress will be documented in regular status reports and reviewed during recurring project meetings with County stakeholders. This approach ensures that project milestones are achieved on schedule, risks are managed proactively, and both Regional and Non-Regional environments are brought live within the required timeframes.