



**Office of Communications and Technology Division**

115 S. Andrews Avenue, Room 325 • Fort Lauderdale, Florida 33301 • 954-357-8570

TO: Evaluation Committee Members

FROM: Mohammad Ahmadpour, Information Systems Manager, E911 Office  
MOHAMMAD AHMADPOUR  
Date: 2025.12.11 08:03:21 -05'00'

DATE: December 8, 2025

RE: Vendor Demonstrations: Next Generation 911 (NG911)  
Request for Proposal (RFP) No. GEN2129421P1

**Introduction**

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On October 24, 2025, the Evaluation Committee for RFP No. GEN2129421P1, Next Generation 911 (NG911) determined that the following three (3) vendors were both responsive and responsible.

- AT&T Enterprises, LLC dba AT&T Enterprises Florida, LLC
- Communications Venture Corp. dba INdigital
- Motorola Solutions Connectivity, Inc. dba Motorola

As a result, all three (3) vendors were required to demonstrate their solution to a County appointed Technical Review Team (TRT) in accordance with the Demonstration Script.

Vendor demonstrations for RFP No. GEN2129421P1 were completed on Thursday, November 6, 2025 and Friday, November 7, 2025 at the Broward County Emergency Operations Center.

Each vendor was allotted 115 minutes to demonstrate their solution. Following each demonstration, vendors participated in a 35-minute question-and-answer session with the TRT. The vendors had been requested to present on the following topics:

- Demonstration script (derived from the Statement of Work)

All vendors provided a demonstration of the proposed solution using the Demonstration Script document provided.

**Demonstration Description**

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The following TRT members conducted a fact-finding review of the demonstrations:

- Soraya Diamond, Information System Manger, ORCAT
- Mark Jones, Information System Manger, ORCAT
- Howard Dansky, Information Technology Specialist, ORCAT
- Luke Perciak, Information Technology Specialist, ORCAT

## Demonstrations Fact Finding Report

RFP No. GEN2129421P1

Next Generation 911

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- Natasha Herne, Information Technology Specialist, ORCAT
- Rafael Reyes, Program/Project Coordinator, ORCAT
- Christopher OEI, Information Technology Specialist, ORCAT
- Jenna Diplacido, 911 Regional Communications Manager, ORCAT

Each vendor conducted their demonstration within individual sessions as follows:

### Motorola Solutions Connectivity, Inc. dba Motorola (Thursday, November 6, 2025)

Presenter(s): Sam Bard, Robin Barton, Dan Zeiler, Kyra Lamb, Kevin Miller, Charles Ronshagen, Annaliese Delles, Ashley Jenkins, and Ron Wilson.

### Communications Venture Corp. dba INdigital (Friday, November 7, 2025)

Presenter(s): Caleb Branch, Rachel Morrison, and Robert Brown

### AT&T Enterprises, LLC dba AT&T Enterprises Florida, LLC (Friday, November 7, 2025)

Presenter(s): Dustin Alexander, Jimmy Lichtenstein, Audrey Beach, and Richard Johnston (Intrado)

Each vendor demonstrated the following functionalities:

- Script 1 - System Diagram (SD004)
- Script 2 - PSAP Dashboard (RPT001, RPT002, and RPT005)
- Script 3 - Staff Dashboard (RPT001, RPT003, RPT004, and RPT005)
- Script 4 - Spatial Interface/GIS (SR-GI009, SR-GI010, SR-GI012, and DAT001)
- Script 5 - Notifications (SN017 and SR-DL014)
- Script 6 - Logging (SN010, SN011, SN012, and SR-DL014)
- Script 7 - Security (SN008, SN009, and SN020)
- Script 8 - Call Types (SR-IN007 and SR-IT003)
- Script 9 - Call Functions (SR-NR006, SR-DL010, SR-DL011, SR-DL012, SR-DL015, and SR-CR012)
- Script 10 - Call Routing (DAT002, DAT003, DAT005, SR-CR003, SR-CR004, SR-CR006, SR-CR008, SR-CR009, SR-CR010, and SR-CR011)
- Script 11 - Alternate Call Routing (SR-AF001, SR-AF002, SR-AF003, and SR-AF005)

## Summary of Observations

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In summary, each vendor demonstrated the functionality requirements of the RFP. No notable difference was observed between the vendors in meeting the functional capabilities requested by the RFP. The following observations may be notable for the Evaluation Committee regarding the underlying platforms used by the vendors:

### **Motorola Solutions Connectivity, Inc. dba Motorola**

#### Demonstration Highlights:

- Demonstrated circuit failover by disconnecting network during a live call, while successfully maintaining connection.
- Reports that all customers who have experienced disaster situations had zero loss of calls.
- Offers cloud-based Vista NXT for backup call handling.
- Incorporates Natural Language query into their Ad Hoc reporting.
- 24/7 NSOC provides real time cybersecurity monitoring and threat detection.
- All systems used and accessible to customer are managed in-house.
- The only vendor that addressed GIS exception codes in their presentation.
- Single Point of Contact for Customer Care.

#### Observations:

- No central hub to access data and reporting. Several disparate websites must be utilized to access various data points (Rapid Deploy, Customer Web Portal, Eclipse data viewer).
- Policy Routing was explained as viewable through the Customer Web Portal; however, there was no discussion regarding customer editability of rules and policies.

#### **Communications Venture Corp. dba INdigital**

##### Demonstration Highlights:

- Comprehensive data available for monitoring and reporting. Links to all data sources available via a single portal
- Cybersecurity measures include oversight and auditing by a separate entity.
- Redundancy and disaster recovery options include Starlink and MEVO (backup to call handling/ geo-routing capable)
- Policy Routing Function logic described as limitless, with robust criteria available for the customer to edit.
- High-capacity call and queue thresholds.
- Thorough testing of rules and policies, including NENA ICE, lab testing, MEVO testing, and testing through independent consultants
- The only vendor that addressed the ability to report to County's SIEM.
- The only vendor to demonstrate a multimedia call being delivered to the CHE.

##### Observations:

- The Reporting, Cyber Security, and TDOS data components are managed through 3<sup>rd</sup> party vendors.

#### **AT&T Enterprises, LLC dba AT&T Enterprises Florida, LLC**

##### Demonstration Highlights:

- All reporting is available through a single portal.
- Provides access to call trace logs and scripts.
- Multiple policy and queue routing options available for the customer to edit.
- Private Multiprotocol Label Switching (MPLS) network (no 3<sup>rd</sup> party).

##### Observations:

- Limited reports available. No ad hoc reporting option available.
- A large portion of the demonstration was conducted by an employee of vendor, Intrado Life & Safety, Inc.

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: AT&T Enterprises, LLC dba AT&T Enterprises Florida, LLC**

Script No.	Statement of Work Item No.	Criteria	Demonstrated	Not Demonstrated	Comments	
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.	☒	☐	OSP (interconnections (diverse and redundant)) MPLS Core (redundant and diverse) Tertiary network backup (FirstNet) PSAP (3 primary cores and 3 backup) Call Flow	
	References	SD004 Design Specifications	☐	☐		
	Components	The NG911 Service Provider shall present the following functions of their proposed solution:				
		• Call Flow		☒	☐	
		• OSP		☒	☐	
		• Alternate Routing		☒	☐	
		• PSAP and CHE Connectivity		☒	☐	
		• Data Center Connectivity		☒	☐	
		• Network to Network Interfaces		☒	☐	
• Redundancy and Resiliency			☒	☐		
• GIS Repository		☐	☒			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.	☒	☐	Single reporting platform MFA, role-based access	
	References	RPT001 Single Reporting Platform	☒	☐		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work Item No.	Criteria	Demonstrated	Not Demonstrated	Comments
		RPT002 Reporting Platform PSAP Functions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Reporting Data / Export
		RPT005 Real-Time System Monitoring	<input checked="" type="checkbox"/>	<input type="checkbox"/>	115-120K/day
	Components	The NG911 Service Provider shall demonstrate the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	45 day retention – 365 day total retention
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	• Seizure time	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	• Alternate-routed calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work Item No.	Criteria	Demonstrated	Not Demonstrated	Comments
		• Text-to-911 instances	<input type="checkbox"/>	<input type="checkbox"/>	
		• Abandoned calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by hour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by day of the week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Agent availability	<input type="checkbox"/>	<input type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access.	<input checked="" type="checkbox"/>
References	RPT001 Single Reporting Platform		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	RPT003 Reporting Platform County Staff Functions		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	RPT004 Access to Logs via Reporting Platform		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RPT005 Real-Time System Monitoring		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Components	The NG911 Service Provider shall demonstrate the following functions of their proposed solution:				
	• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work Item No.	Criteria	Demonstrated	Not Demonstrated	Comments
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the following elements:			
		○ Call processing time between elements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Payload processing time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Calls per circuit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call distribution to PSAP circuits	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Circuit utilization from OSP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Circuit utilization to PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ End-to-end call-flow analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Event by incoming Internet Protocol (IP) address	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Root cause analyses	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Service availability for each component including	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work Item No.	Criteria	Demonstrated	Not Demonstrated	Comments	
		Emergency Services IP network (ESInet) segments				
		○Monitoring, alarming, and logging	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		○Mean Opinion Score (MOS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	References	SR-GI009 SI3 GIS Data Uploads	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		SR-GI010 SI and NGCS Provisioning	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		SR-GI012 Exception Codes	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		DAT001 GIS Upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	Components	The NG911 Service Provider shall demonstrate the following functions of their proposed solution:				
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Demonstrate all tools necessary including:				
		○GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		○GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		○Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
• Demonstrate the ability to pull data from other systems (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work Item No.	Criteria	Demonstrated	Not Demonstrated	Comments	
	References	SN017 User Notifications and Communications	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		SR-DL014 Call Delivery Monitoring and Notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	Components	The NG911 Service Provider shall explain the following functions of their proposed solution:				
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	References	SN010 System Logging	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		SN011 System Logging Repositories	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		SN012 System Log Retrieval	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		SR-DL014 Call Delivery Monitoring and Notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	Components	The NG911 Service Provider shall explain the following functions of their proposed solution:				
		• Locations of various system logs including:				
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work Item No.	Criteria	Demonstrated	Not Demonstrated	Comments	
		oCall information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Time limit on accessing the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Closed infrastructure (trusted) OSPs. Outbound network traffic. MPLS links. VPN (256) tunnel, OSP rate limiting, TDoS/DDoS call controls into the infrastructure. badged/monitored sites, ATT and Intrado security (24x7) Intrusion inspection.	
	References	SN008 Proactive Cybersecurity Analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		SN009 STIR/SHAKEN	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Methodology to pass attestation to PSAP or external ESINet / PSTN route	
		SN020 TDOS and DDOS Prevention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application-based TDoS mitigation – now has automated components within the trunk group by TN. (short block & evaluation) Nuisance TN – allows the PSAP to redirect specific calls. (deprioritized Viper queue with potential IVR))	
	Components	The NG911 Service Provider shall explain the following functions of their proposed solution:				
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

**DEMONSTRATION SCRIPT**

		<ul style="list-style-type: none"> <li>• Systems used to identify TDOS and DDOS attacks</li> </ul>	☒	☐		
		<ul style="list-style-type: none"> <li>• Systems used to respond to attacks</li> </ul>	☒	☐		
		<ul style="list-style-type: none"> <li>• Initial and recurring training on these types of attacks given to your staff and subcontractors</li> </ul>	☒	☐		
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.	☒	☐	Wireless primary call – ESInet to Viper 7.	
	References	SR-IN007 Integrated Text-to-911	☒	☐		
		SR-IT003 Multimedia Sessions	☒	☐		
	Components	The NG911 Service Provider shall explain the following functions of their proposed solution:				
		<ul style="list-style-type: none"> <li>• A wireline call presenting on a CHE screen</li> </ul>	☒	☐		
		<ul style="list-style-type: none"> <li>• Answering a wireline call on the CHE and changes to the screen</li> </ul>	☒	☐		
		Repeat for:				
		<ul style="list-style-type: none"> <li>• Wireless</li> </ul>	☒	☐		
<ul style="list-style-type: none"> <li>• Text</li> </ul>		☒	☐			
<ul style="list-style-type: none"> <li>• Multimedia</li> </ul>	☒	☐				
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.	☒	☐		
	References	SR-NR006 Maintain Active Calls	☒	☐		
		SR-DL010 Call Back and Bridging	☒	☐		
		SR-DL011 Call Back and Transfer	☒	☐		
		SR-DL012 Bridging	☒	☐		
		SR-DL015 Call Queuing	☒	☐		
		SR-CR012 Overflow Notification	☒	☐		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work Item No.	Criteria	Demonstrated	Not Demonstrated	Comments
	Components	The NG911 Service Provider shall explain the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Maximum number of parties to a bridge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Number of calls able to be queued	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	References	DAT002 Alternate Routing Data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		DAT003 Data for the PRF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		DAT005 Routing and Configuration Data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		SR-CR003 Rules, Policies, and Algorithms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		SR-CR004 Distribution of Calls to PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		SR-CR006 Call Routing Configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		SR-CR008 Regional PSAP Routing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		SR-CR009 Non-Regional PSAP Routing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		SR-CR010 Emergency Call Routing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		SR-CR011 Geofencing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Components	The NG911 Service Provider shall explain the following functions of their proposed solution:			
• Creation of rules, policies, algorithms, and configurations		<input checked="" type="checkbox"/>	<input type="checkbox"/>		
• Ability to put in multiple levels of rules, policies, algorithms, and configurations		<input checked="" type="checkbox"/>	<input type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work Item No.	Criteria	Demonstrated	Not Demonstrated	Comments	
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Number of rules, policies, algorithms, and configuration levels available	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Reasons for the access levels for the provider and County	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	References	SR-AF001 Activation of Alternate and Failover Routing	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		SR-AF002 Regional Environment Failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		SR-AF003 Non-Regional Environment Failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		SR-AF005 Activation of Call Routing to Other NG911 Systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	Components	The NG911 Service Provider shall explain the following functions of their proposed solution:				
		• How the current routing can be performed in the NG911 solution		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Regional environment failover		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Non-Regional environment failover		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the		<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work Item No.	Criteria	Demonstrated	Not Demonstrated	Comments
		NG911 solution (demonstrate or explain)			
		• What is needed to failover to other NG911 systems in the area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 7, 2025**

**TRT Member Name:** Click or tap here to enter text.

**Signature:** Christopher Oei  
Digitally signed by Christopher Oei  
 Date: 2025.12.04 13:49:47 -05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: AT&T Enterprises, LLC dba AT&T Enterprises Florida, LLC**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
	• Log in (may require multiple accounts and log ins to show	☒	☐		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call transfers/bridges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call conferences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the following elements:</li> </ul>				
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
• Log in (may require multiple accounts and log ins to show security controls and role-based access)		<input checked="" type="checkbox"/>	<input type="checkbox"/>		
• Demonstrate the steps of the proposed upload procedures		<input checked="" type="checkbox"/>	<input type="checkbox"/>		
• Demonstrate all tools necessary including:					
○ GIS data upload		<input checked="" type="checkbox"/>	<input type="checkbox"/>		
○ GIS data validation		<input type="checkbox"/>	<input checked="" type="checkbox"/>		
○ Publishing to the NGCS		<input type="checkbox"/>	<input checked="" type="checkbox"/>		
• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates		<input type="checkbox"/>	<input checked="" type="checkbox"/>		
• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications.  References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs.  References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Procedure to request logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Time limit on accessing the logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Ability to bridge multiple calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Ability to transfer a call	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Maximum number of parties to a bridge	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Number of calls able to be queued	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
10	Call Routing	<p>Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.</p> <p>References:            DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing</p>			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Number of rules, policies, algorithms, and configuration levels available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Reasons for the access levels for the provider and County	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
11	Alternate Call Routing	<p>The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.</p> <p>References:            SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems</p>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Non-Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• What is needed to failover to other NG911 systems in the area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 7, 2025**

**TRT Member Name:** Click or tap here to enter text.

**HOWARD**

**Signature: DANSKY**

Digitally signed by HOWARD  
DANSKY  
Date: 2025.11.18 15:16:46  
-05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: AT&T Enterprises, LLC dba AT&T Enterprises Florida, LLC**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	Vendor presented a system diagram and provided a detailed walkthrough of each component in this script.
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
• Redundancy and Resiliency	☒	☐	12 cores, FirstNet modems at each PSAP, dual connections into each component, data center connections into cores and MPLS are diverse, 6 links total to PSAPs (each single link can carry the		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					entire system)
		<ul style="list-style-type: none"> <li>• GIS Repository</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	GIS repository not presented or discussed in diagram
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		<ul style="list-style-type: none"> <li>• Log in (may require multiple accounts and log ins to show security controls and role-based access)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vendor logged into AT&T ESInet Portal (all portals accessible from this location), and demonstrated access to reports tab. Customer Management Portal tab was presented to show presenter's username and agency (role) for role-based access.
		<ul style="list-style-type: none"> <li>• Display the ability to be able to limit access to specific PSAPs for specific users</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that logins are role-based but did not demonstrate capabilities or options for limiting access.
		<ul style="list-style-type: none"> <li>• Display and review all available reports</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reports available were visible on screen, but only a few were reviewed. Note: report data only available for 12 months.
		<ul style="list-style-type: none"> <li>• Display and review live status display (if available)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Live status display not discussed or demonstrated in ESInet reports
<ul style="list-style-type: none"> <li>• Display and review ad hoc report creation</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Ad-hoc reporting not discussed or demonstrated in ESInet reports		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					during the demonstration.
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Included in the Customer Management Portal (CDRs)
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		service number [ESN], default, etc.)				
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring				
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:				
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer Management Portal and Executive Dashboard presented (both from ESInet Portal)	
		• Display the ability to limit access for specific users	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer Management Portal was displayed showing CDRs and PSAP status.	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Executive dashboard was presented showing real-time map, network status indicators for PSAPs, each core, and MOS	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CDRs available for 45 days then only accessible by vendor in backup storage. Executive dashboard info is available for 1 year.	
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Demonstrated drilling down into PSAP on dashboard	
		• Display the following elements:				
○ Call processing time between elements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.			
○ Payload processing time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					during the demonstration.
		○Calls per circuit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○Call distribution to PSAP circuits	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○Circuit utilization from OSP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○Circuit utilization to PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider’s NG911 system)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○End-to-end call-flow analysis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○Event by incoming Internet Protocol (IP) address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○Root cause analyses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Users can drill down into dashboard data points to assess system issues
		○Service availability for each component including Emergency Services IP network (ESInet) segments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		○ Monitoring, alarming, and logging	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○ Mean Opinion Score (MOS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Several MOS widgets on dashboard
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool. References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	911 EGDMS tabs in the ESInet portal presented
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Publishing to the NGCS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		customer tickets through phone, email, and text			
		<ul style="list-style-type: none"> <li>• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text</li> </ul>	☒	☐	Email and Text notifications configurable. Vendor explained routing and degradation notifications. Maintenance will be communicated by Vendor.
		<ul style="list-style-type: none"> <li>• System can notify of infrastructure failures and/or outages within 15 minutes of discovery</li> </ul>	☒	☐	
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	☒	☐	Customer Management Portal presented to show access to CDRs, Trace logs, and scripts for each activity. Scripts were presented showing each detail logged.
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	☒	☐	
		○ Call information from the exit point to the PSAP	☒	☐	
	• Logs that are accessible directly by the County	☒	☐		
• Logs that require a request to get	☒	☐			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>• Procedure to request logs</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Logs no longer available due to time limit can be requested directly through vendor.
		<ul style="list-style-type: none"> <li>• Format of the logs</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>• Time limit on accessing the logs</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CDRs available for 45 days then only accessible by vendor in backup storage.
		<ul style="list-style-type: none"> <li>• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks. References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <u>explain</u> the following functions of their proposed solution:			
		<ul style="list-style-type: none"> <li>• Systems used to monitor the system</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vendor presented security diagram and list of proactive methods in place, such as firewalls, encryption, patches, controls, and audits
		<ul style="list-style-type: none"> <li>• How STIR/SHAKEN is used in the system</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diagram presented explaining process
		<ul style="list-style-type: none"> <li>• Systems used to identify TDOS and DDOS attacks</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vendor indicated that their security methodology helps prevent DDOS. Automated TDOS protection in place. TDOS configuration portal displayed.
		<ul style="list-style-type: none"> <li>• Systems used to respond to attacks</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>• Initial and recurring training on these types of attacks given to your staff and subcontractors</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Viper 7 used for live demonstration of calls
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Photos sent only available via Spatial Insight; not within CHE	
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Demonstrated activating PSAP abandonment in the portal and then showed a live incoming call being routed to a different PSAP. Did not demonstrate or explain an active call's circuit failing while PSAP is already connected.
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	• Maximum number of parties to a bridge	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Number of calls able to be queued	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Routing configurations can be made via Customer Management Portal. Policy details section presented showing configuration options.
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Multiple levels of routes presented
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of rules, policies, algorithms, and configuration levels available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Reasons for the access levels for the provider and County	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Alternate Routing configurations can be made via Customer Management Portal
		• A Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PSAP operational state (PSAP abandonment) can be changed in portal.
		• A Non-Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Same as above
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vendor displayed options for editing routing lists, prioritization, and reordering of prioritizations.
		• What is needed to failover to other NG911 systems in the area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 7, 2025**

**TRT Member Name: Jenna DiPlacido**

**Signature:**  \_\_\_\_\_

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: AT&T Enterprises, LLC dba AT&T Enterprises Florida, LLC**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call delivery time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Individual call information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the following elements:</li> </ul>				
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs.  References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	☒	☐	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	☒	☐	
		○ Call information from the exit point to the PSAP	☒	☐	
		• Logs that are accessible directly by the County	☒	☐	
		• Logs that require a request to get	☒	☐	
		• Procedure to request logs	☒	☐	
		• Format of the logs	☒	☐	
• Time limit on accessing the logs	☐	☒			
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	☐	☒			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution: • Systems used to monitor the system	☒	☐	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Uses tool Spatial Insight to display multimedia.		
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>• Number of calls able to be queued</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
10	Call Routing	<p>Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.</p> <p>References:            DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing</p>			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		<ul style="list-style-type: none"> <li>• Creation of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>• Ability to put in multiple levels of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>• Number of rules, policies, algorithms, and configuration levels available</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>• Reasons for the access levels for the provider and County</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11	Alternate Call Routing	<p>The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.</p> <p>References:            SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems</p>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Non-Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• What is needed to failover to other NG911 systems in the area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 7, 2025**

**TRT Member Name: Luke Perciak**

**Signature:**                      **Luke Perciak**  
Digitally signed by Luke Perciak  
 Date: 2025.12.10 16:40:53  
 -05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: AT&T Enterprises, LLC dba AT&T Enterprises Florida, LLC**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☐	☒	
		• Network to Network Interfaces	☐	☒	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
	• Log in (may require multiple accounts and log ins to show	☒	☐		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Alternate-routed calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text-to-911 instances	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		• Call transfers/bridges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the following elements:</li> </ul>				
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.	
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.	
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.	
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.	
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.	
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.	
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.	
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.	
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.	
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.	
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.			
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		• Demonstrate the steps of the proposed upload procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ GIS data validation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Publishing to the NGCS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
		The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
	Components	• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
		• Procedure to request logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Format of the logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.
• Time limit on accessing the logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks. References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not verified.

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• How STIR/SHAKEN is used in the system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Systems used to respond to attacks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Maximum number of parties to a bridge	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>Number of calls able to be queued</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	Inconclusive.	
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing				
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:				
		<ul style="list-style-type: none"> <li>Creation of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Ability to put in multiple levels of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Number of rules, policies, algorithms, and configuration levels available</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Reasons for the access levels for the provider and County</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> <li>Process to gather the data, implement, and test these rules, policies, algorithms, and configurations</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems				

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Non-Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• What is needed to failover to other NG911 systems in the area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 7, 2025**

**TRT Member Name: Mark Jones**

Signature: 

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

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**Vendor Name: AT&T Enterprises, LLC dba AT&T Enterprises Florida, LLC**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
	• Log in (may require multiple accounts and log ins to show	☒	☐		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	To my recollection no demonstrative evidence was provided.
		• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Alternate-routed calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text-to-911 instances	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Abandoned calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by hour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Call volume by day of the week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Agent availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Repeat callers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the following elements:			
		○ Call processing time between elements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Payload processing time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Calls per circuit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call distribution to PSAP circuits	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Circuit utilization from OSP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	To my recollection no demonstrative evidence was provided.
		○ Circuit utilization to PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	To my recollection no demonstrative evidence was provided.
		○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	To my recollection no demonstrative evidence was provided.
		○ End-to-end call-flow analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Event by incoming Internet Protocol (IP) address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	To my recollection no demonstrative evidence was provided.
		○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Root cause analyses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Service availability for each component including Emergency Services IP network (ESInet) segments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	To my recollection no demonstrative evidence was provided
		○ Monitoring, alarming, and logging	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Mean Opinion Score (MOS)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	To my recollection no demonstrative evidence was provided

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Noted verbally but to my recollection no demonstrative evidence was provided.
• Demonstrate the ability to pull data from other systems (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications.  References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	• System that performs outward notifications and updates of system, component, and	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		service outages through phone, email, and text			
		• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	☒	☐	
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	☒	☐	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	☒	☐	
		○ Call information from the exit point to the PSAP	☒	☐	
		• Logs that are accessible directly by the County	☒	☐	
		• Logs that require a request to get	☒	☐	
		• Procedure to request logs	☒	☐	
		• Format of the logs	☒	☐	
• Time limit on accessing the logs	☒	☐			
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	☒	☐			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of calls able to be queued	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of rules, policies, algorithms, and configuration levels available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Reasons for the access levels for the provider and County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.			



**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: AT&T Enterprises, LLC dba AT&T Enterprises Florida, LLC**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications				
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:				
		• Call Flow	☒	☐	No perceptible change during failover to Firstnet. No changes to MOS score when using Firstnet.	
		• OSP	☒	☐		
		• Alternate Routing	☒	☐		
		• PSAP and CHE Connectivity	☒	☐		
		• Data Center Connectivity	☒	☐		
		• Network to Network Interfaces	☒	☐		
• Redundancy and Resiliency	☒	☐				
		• GIS Repository	☐	☒	Diagram did not include GIS repository	
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References:				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Configured in the Customer Management Portal
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not show live status
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did create ad hoc reports
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
	• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Individual call information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Call transfers/bridges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not demonstrated or explained.
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:  • Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not show live status
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the following elements:			
		○ Call processing time between elements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		○ Payload processing time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		○ Calls per circuit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		○ Call distribution to PSAP circuits	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		○ Circuit utilization from OSP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		○ Circuit utilization to PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		○ End-to-end call-flow analysis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		○ Event by incoming Internet Protocol (IP) address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		○Root cause analyses	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		○Service availability for each component including Emergency Services IP network (ESInet) segments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○Monitoring, alarming, and logging	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		○Mean Opinion Score (MOS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool. References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain		
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain		
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Logs that require a request to get	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Procedure to request logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Format of the logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Time limit on accessing the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	15 Days
		• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Systems used to respond to attacks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shown Spatial Insights as over-the-top mapping solution during live call presentation.
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS. References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Ability to bridge multiple calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Ability to transfer a call	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Queueing of a call(s) for a PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Maximum number of parties to a bridge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
• Number of calls able to be queued	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain		
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting. References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of rules, policies, algorithms, and configuration levels available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Reasons for the access levels for the provider and County	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
11	Alternate Call Routing	<p>The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.</p> <p>References:            SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems</p>			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• A Regional environment failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• A Non-Regional environment failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• What is needed to failover to other NG911 systems in the area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
• Passive and active solutions available for all routing types	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain		

**Demonstration Meeting: November 7, 2025**

DEMONSTRATION SCRIPT

TRT Member Name: **Rafael Reyes**

Signature: Rafael Reyes Digitally signed by Rafael Reyes  
Date: 2025.11.18 15:29:33  
-05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: AT&T Enterprises, LLC dba AT&T Enterprises Florida, LLC**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications				
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:				
		• Call Flow	☒	☐		
		• OSP	☒	☐		
		• Alternate Routing	☒	☐		
		• PSAP and CHE Connectivity	☒	☐		
		• Data Center Connectivity	☒	☐		
		• Network to Network Interfaces	☒	☐	First Net modem connections is a tertiary diversity.	
		• Redundancy and Resiliency	☒	☐		
• GIS Repository	☒	☐				
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring				
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Specific dates and times were not demonstrated or explained. In the demonstration only: day, month, week were the selections shown on the report filters
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call delivery time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Individual call information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call transfers/bridges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not all reports available were displayed and reviewed. Only some reports were demonstrated.	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the following elements:			
		○ Call processing time between elements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Payload processing time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Calls per circuit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Call distribution to PSAP circuits	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Circuit utilization from OSP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Circuit utilization to PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ End-to-end call-flow analysis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Event by incoming Internet Protocol (IP) address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Root cause analyses	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Service availability for each component including Emergency Services IP network (ESInet) segments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Monitoring, alarming, and logging	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		○ Mean Opinion Score (MOS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool. References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• System that performs outward notifications and updates of	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		system, component, and service outages through phone, email, and text			
		• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Time limit on accessing the logs		<input type="checkbox"/>	<input checked="" type="checkbox"/>		
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• A call being delivered and the circuit with the voice call failing	☒	☐	
		• Ability to bridge multiple calls	☒	☐	
		• Ability to transfer a call	☒	☐	
		• Queueing of a call(s) for a PSAP	☒	☐	Mentioned: ESInet should not queue calls, calls will be delivered to PSAP or alternate route.
		• Maximum number of parties to a bridge	☐	☒	
		• Number of calls able to be queued	☒	☐	Mentioned: ESInet should not queue calls, calls will be delivered to PSAP or alternate route.
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	☒	☐	
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	☒	☐	
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	☒	☐	
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	☒	☐	
• Number of rules, policies, algorithms, and configuration levels available	☐	☒			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Reasons for the access levels for the provider and County	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions. References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Regional environment failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Discussed live sites not Regional environment.
		• A Non-Regional environment failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Discussed live sites not Non-Regional environment.
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• What is needed to failover to other NG911 systems in the area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Passive and active solutions available for all routing types	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

**Demonstration Meeting: November 7, 2025**

**TRT Member Name: Soraya Diamond**

**Signature:** \_\_\_\_\_

SORAYA DIAMOND  Digitally signed by SORAYA DIAMOND  
 Date: 2025.12.04 15:42:47 -05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Communications Venture Corp., dba INdigital**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications				
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:				
		• Call Flow	☒	☐	2 DC Winterhaven, Jacksonville) National network (ESInet) 4 active call stacks in FL I3 model for call flow 2 phase (LSRG P1, P2 SIP) Egress, redundant network connection from diverse providers LEOSat (StarLink) Comtech, ATT / Intrado, Sinch, Motorola, NGA, BGP, BFD routing P2 – interconnect to carriers via Pitiflo with call delivery 3 connections at each PSAP MEVO (DR cloud) backup for NG Core and call handling Hurricane Milton (30 starlink) 14 MEVO kits	
		• OSP	☒	☐		
		• Alternate Routing	☒	☐		
		• PSAP and CHE Connectivity	☒	☐		
		• Data Center Connectivity	☒	☐		
		• Network to Network Interfaces	☒	☐		
		• Redundancy and Resiliency	☒	☐		
• GIS Repository	☒	☐				
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring				
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:  • Log in (may require multiple accounts and log ins to show	☒	☐		

**DEMONSTRATION SCRIPT**

Script No.			Explained	Not Explained	
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	MFA (FL911.net) 911 logics – call volume , KPI's Multiple base layers (GIS, traffic patterns) Situational awareness, call volume Reporting Spatial analysis Source, Functional element, 140 reports available, text, Ad Hoc,
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Alternate-routed calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text-to-911 instances	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Abandoned calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by hour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by day of the week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Repeat callers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transparency ESRP call counts, tickets, work plans, impacts, planned maintenance, network (status), circuit drill-down, TRUK dashboard, custom dashboards available, aggregate view across all PSAP. Every user, roles based access to understand network impact.
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the following elements:</li> </ul>				
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	GIS DATA NENA v2,
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Demonstrate the ability to pull data from other systems (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Remote support (Indiana 24x7 T1 support) Local Support One Call Now – system updates, urgent alerts Ticket reporting – ticket history, additional comments, full notification
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fully scalable solutions, custom dashboards, data retention Change Management IWSP
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	XTAM – command line (recorded) HEPIC – call flow (In/out) Fortigate firewalls OTM Cyberbox County SIEM integration (drill down – ladder diagram)
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Packet-level capture
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Time limit on accessing the logs		<input checked="" type="checkbox"/>	<input type="checkbox"/>		
• Ability to have devices at the PSAP report to the County’s security information and event management (SIEM) solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks. References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Resiliency / Readiness NIST/NGSEC frameworks NSOC
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CISA, ISAC, NCC Watch Vulnerability scanning (CISA program)
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fortinet Fortigate FW OTM Cyber (3 <sup>rd</sup> party) Pentesting (In / out)
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SOC2 t1 & t2 audit Collaborative approach Active monitoring Active notification Site specific IRP <b>3<sup>rd</sup> Party Oversight</b> STIR/SHAKEN
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Compliance VIPER7 CHE support ALI delivery (10/10 format-customizable)
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	NENA compliant, layered architecture support I3v3 support with carrier P2 = SIP delivery Text – CHE, TCAPI, Web-based client (Texty) 145 language auto translation) Logix reporting Multimedia path – native, seamless integration
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Continuity – Call functions

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Ability to bridge multiple calls	☒	☐	Call bridging (ATT, Motorola, Intrado, Lumen, NGA) Queuing and overflow status Real-time analysis and metrics NOC 24x7x365
		• Ability to transfer a call	☒	☐	
		• Queueing of a call(s) for a PSAP	☒	☐	
		• Maximum number of parties to a bridge	☒	☐	
		• Number of calls able to be queued	☒	☐	
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	☒	☐	Call Routing SIP Error Msg Element/Queue state Timers, Location, static PRF Categories Verizon Business Misroute Testing – i#, NENA ICE, Texas A&M NG cert
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	☒	☐	
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	☒	☐	
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	☒	☐	
		• Number of rules, policies, algorithms, and configuration levels available	☒	☐	
		• Reasons for the access levels for the provider and County	☒	☐	
• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	☒	☐			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Alt Routing PRRT (PSAPS Re-Route Tool) OCIF
		• A Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Non-Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• What is needed to failover to other NG911 systems in the area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**Demonstration Meeting: November 7, 2025**

**TRT Member Name: Christopher Oei**

**Signature:** \_\_\_\_\_  
 Digitally signed by Christopher Oei  
 Date: 2025.12.04 13:17:48 -05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Communications Venture Corp., dba INdigital**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show	☒	☐	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call transfers/bridges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the following elements:</li> </ul>				
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Demonstrate the ability to pull data from other systems (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs.  References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Time limit on accessing the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>Number of calls able to be queued</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10	Call Routing	<p>Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.</p> <p>References:            DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing</p>			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		<ul style="list-style-type: none"> <li>Creation of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>Ability to put in multiple levels of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>Number of rules, policies, algorithms, and configuration levels available</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>Reasons for the access levels for the provider and County</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>Process to gather the data, implement, and test these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
11	Alternate Call Routing	<p>The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.</p> <p>References:            SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems</p>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Non-Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• What is needed to failover to other NG911 systems in the area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 7, 2025**

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

**Signature:** HOWARD DANSKY  Digitally signed by HOWARD DANSKY  
Date: 2025.11.18 15:37:00 -05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Communications Venture Corp., dba INdigital**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications				
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:				
		• Call Flow	☒	☐	Two phase approach for implementation. Both high level diagrams presented. First phase conversion to ESInet requires maintaining connection to legacy equipment. Network design diagrams presented.	
		• OSP	☒	☐		
		• Alternate Routing	☐	☒	Alternate Routing not presented or discussed in diagram	
		• PSAP and CHE Connectivity	☒	☐		
		• Data Center Connectivity	☒	☐		
		• Network to Network Interfaces	☒	☐		
• Redundancy and Resiliency	☒	☐	Diverse providers, Redundant 4G, MEVO platform, and Starlink			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• GIS Repository</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	GIS repository not presented or discussed in diagram	
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring				
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:				
		<ul style="list-style-type: none"> <li>• Log in (may require multiple accounts and log ins to show security controls and role-based access)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vendor logged into FL911.net (all portals accessible from this location), and demonstrated access to 911 Logix reports portal.	
		<ul style="list-style-type: none"> <li>• Display the ability to be able to limit access to specific PSAPs for specific users</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that users have permission-based access to different portals but did not demonstrate capabilities or options for limiting access.	
		<ul style="list-style-type: none"> <li>• Display and review all available reports</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reports available were visible on screen, but only a few were reviewed.	
		<ul style="list-style-type: none"> <li>• Display and review live status display (if available)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tampa real time data dashboard was presented	
		<ul style="list-style-type: none"> <li>• Display and review ad hoc report creation</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Ad-hoc reporting function demonstrated. Graphs and tabular outputs available. Any fields sent by carrier can be added as a column in ad-hoc reporting.	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific dates and times</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		Display the following elements:				
<ul style="list-style-type: none"> <li>• Date and time stamp</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					during the demonstration.
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Text-to-911 instances	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Abandoned calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Call volume by day of the week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Real time map with individual call data that can be viewed
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					specific element was not discussed or visible during the demonstration.
		<ul style="list-style-type: none"> <li>• Call volumes by originating service provider (OSP)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		<ul style="list-style-type: none"> <li>• Repeat callers</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		<ul style="list-style-type: none"> <li>• Log in (may require multiple accounts and log ins to show security controls and role-based access)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Operations Monitoring portal presented (from FL911.net)
		<ul style="list-style-type: none"> <li>• Display the ability to limit access for specific users</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>• Display and review all available reports</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vendor navigated through portal dashboards showing various data points.
<ul style="list-style-type: none"> <li>• Display and review live status display (if available)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Portal has real-time system monitoring capabilities of circuits, data center activity, alarms, devices and tickets.		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Unclear whether the dashboard dates can be changed
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Demonstrated drilling down into PSAP on dashboard
		• Display the following elements:			
		○ Call processing time between elements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		○ Payload processing time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		○ Calls per circuit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call distribution to PSAP circuits	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		○ Circuit utilization from OSP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Circuit utilization to PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		oEnd-to-end call-flow analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		oEvent by incoming Internet Protocol (IP) address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		oNetwork Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		oRoot cause analyses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Drill down and graph layering to assess system issues
		oService availability for each component including Emergency Services IP network (ESInet) segments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		oMonitoring, alarming, and logging	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		oMean Opinion Score (MOS)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool. References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution: • Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	GIS Data Screener presented

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• Demonstrate the steps of the proposed upload procedures</li> </ul>	☒	☐		
		<ul style="list-style-type: none"> <li>• Demonstrate all tools necessary including:</li> </ul>				
		<ul style="list-style-type: none"> <li>○ GIS data upload</li> </ul>	☒	☐		
		<ul style="list-style-type: none"> <li>○ GIS data validation</li> </ul>	☒	☐		
		<ul style="list-style-type: none"> <li>○ Publishing to the NGCS</li> </ul>	☒	☐		
		<ul style="list-style-type: none"> <li>• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates</li> </ul>	☐	☒	Demonstrated quick overview report and discrepancy report, but did not discuss exception codes or process	
		<ul style="list-style-type: none"> <li>• Demonstrate the ability to pull data from other systems (if available)</li> </ul>	☐	☒		
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications				
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:				
		<ul style="list-style-type: none"> <li>• System that performs outward notifications and updates of customer tickets through phone, email, and text</li> </ul>	☒	☐	24/7 Network and Security Operations Center. Live person. No phone trees. "One Call Now" used for mass notifications: maintenance, system updates, urgent alerts, and policy route changes.	
		<ul style="list-style-type: none"> <li>• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text</li> </ul>	☒	☐		
		<ul style="list-style-type: none"> <li>• System can notify of infrastructure failures and/or outages within 15 minutes of discovery</li> </ul>	☒	☐		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs.  References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vendor uses several logging repositories (e.g., HEPIC and Thruk; full list was presented on screen). Vendor explained that HEPIC captures call flow through all functional elements including POI, ESRP, ECRF, PRF; entry through exit level. Thruk provides monitoring dashboard with colors to quickly identify issues.
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Logs available via FI911.net portal.
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Any data not available to customer can be requested directly from vendor		
• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Logs capture different data types (e.g., i3 log event, pcap, syslog, netflow, xml, security events and messaging).		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					Demonstrated packet levels and detailed data available.
		• Time limit on accessing the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vendor can meet or exceed 30-day requirement
		• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Data River model presented. Vendor's data passes to several sources and County SIEM can be included.
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proactive cyber security analysis, including 3 <sup>rd</sup> party oversight and auditing by a separate entity. 3 <sup>rd</sup> Party oversight flow chart presented. OTM Cyberbox dashboard used by used by the 3 <sup>rd</sup> party oversight vendor was presented. It can be requested by BC.
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Most common option is the call is sent to an alternate queue, but other options available. BC makes the decision.
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Call flow presented. Identification through WANguard, baselining, thresholds, customer reports, and IRP
• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Incident Response Plan (IRP) will be developed specific to BC.		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>Initial and recurring training on these types of attacks given to your staff and subcontractors</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		<ul style="list-style-type: none"> <li>A wireline call presenting on a CHE screen</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Presented video of live wireless and wireline calls using Viper 7 from Levy County
		<ul style="list-style-type: none"> <li>Answering a wireline call on the CHE and changes to the screen</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		<ul style="list-style-type: none"> <li>Wireless</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>Text</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Text options available-text integration, API or Texty. Presented video of text call using Texty.
<ul style="list-style-type: none"> <li>Multimedia</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Video call received by CHE using tmobile network		
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
	<ul style="list-style-type: none"> <li>A call being delivered and the circuit with the voice call failing</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This item was not explained during this script; however, it was explained during Script 10. Vendor presented Element States flow chart, walked through different types of component failures, and discussed how the system would operate.	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					Described real world scenario in Alabama where calls routed to Georgia.
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Calls can be queued at both the CHE and NGCS level.
		• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	600 concurrent
		• Number of calls able to be queued	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5,000 per system
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Policy based routing.
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Routing logic is limitless and a collaborative effort. CHE can reintroduce calls back to NGCS. Routing can occur based on error messages.
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Policy routing function (PRF)- several categories and capabilities within the PRF (e.g., time of day/ week, jurisdictional override, load balancing, caller language, call type). Queue configurator-example shown of maintenance event that

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					required special routing during specific timeframe. SIP Subscribe/ notify.
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Same as above
		• Number of rules, policies, algorithms, and configuration levels available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unlimited
		• Reasons for the access levels for the provider and County	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Several testing components- NENA ICE, lab testing, MEVO testing, independent consultants
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PSAP Re-Route Tool (PRRT)
		• A Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Non-Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Operational and Core Interconnections framework
• What is needed to failover to other NG911 systems in the area	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 7, 2025**

**TRT Member Name: Jenna DiPlacido**

**Signature:**  \_\_\_\_\_

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Communications Venture Corp., dba INdigital**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show	☒	☐	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Alternate-routed calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Agent availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the following elements:</li> </ul>				
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Publishing to the NGCS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs.  References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Procedure to request logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Time limit on accessing the logs		<input type="checkbox"/>	<input checked="" type="checkbox"/>		
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>Number of calls able to be queued</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing				
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:				
		<ul style="list-style-type: none"> <li>Creation of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Able to route to call takers with proper language skill set.	
		<ul style="list-style-type: none"> <li>Ability to put in multiple levels of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Number of rules, policies, algorithms, and configuration levels available</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Reasons for the access levels for the provider and County</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
<ul style="list-style-type: none"> <li>Process to gather the data, implement, and test these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References:				



**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Communications Venture Corp., dba INdigital**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications				
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:				
		• Call Flow	☒	☐		
		• OSP	☒	☐		
		• Alternate Routing	☒	☐		
		• PSAP and CHE Connectivity	☒	☐		
		• Data Center Connectivity	☐	☒	Insufficient time provided.	
		• Network to Network Interfaces	☐	☒	Insufficient time provided.	
		• Redundancy and Resiliency	☒	☐		
• GIS Repository	☐	☒	Insufficient time provided.			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring				
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Alternate-routed calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text-to-911 instances	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Individual call information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call transfers/bridges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the following elements:			
		○ Call processing time between elements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Payload processing time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Calls per circuit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Call distribution to PSAP circuits	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Circuit utilization from OSP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Circuit utilization to PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ End-to-end call-flow analysis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Event by incoming Internet Protocol (IP) address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Root cause analyses	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Service availability for each component including Emergency Services IP network (ESInet) segments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Monitoring, alarming, and logging	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		○ Mean Opinion Score (MOS)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool. References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the steps of the proposed upload procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Demonstrate all tools necessary including:			
		○ GIS data upload	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ GIS data validation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Publishing to the NGCS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.		
• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution: • System that performs outward notifications and updates of customer tickets through phone, email, and text	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>System that performs outward notifications and updates of system, component, and service outages through phone, email, and text</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		<ul style="list-style-type: none"> <li>System can notify of infrastructure failures and/or outages within 15 minutes of discovery</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Procedure to request logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Format of the logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
• Time limit on accessing the logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
• Ability to have devices at the PSAP report to the County's	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security information and event management (SIEM) solution			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks. References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• How STIR/SHAKEN is used in the system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Systems used to identify TDOS and DDOS attacks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Systems used to respond to attacks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.		
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available. References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
• Multimedia	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.		
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS. References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Maximum number of parties to a bridge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Number of calls able to be queued	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of rules, policies, algorithms, and configuration levels available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Reasons for the access levels for the provider and County	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>Process to gather the data, implement, and test these rules, policies, algorithms, and configurations</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems			
	Components	The NG911 Service Provider shall <u>explain</u> the following functions of their proposed solution:			
		<ul style="list-style-type: none"> <li>How the current routing can be performed in the NG911 solution</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>A Regional environment failover</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>A Non-Regional environment failover</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>What is needed to failover to other NG911 systems in the area</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Passive and active solutions available for all routing types</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**Demonstration Meeting: November 7, 2025**

**TRT Member Name: Mark Jones**

Signature: 

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Communications Venture Corp., dba INdigital**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show	☒	☐	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.
		• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Alternate-routed calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text-to-911 instances	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Abandoned calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by hour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by day of the week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Agent availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Repeat callers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the following elements:</li> </ul>				
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.	
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.	
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.	
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.	
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.	
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.			
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool. References:				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.
• Demonstrate the ability to pull data from other systems (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• System can notify of infrastructure failures and/or	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		outages within 15 minutes of discovery			
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Time limit on accessing the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks. References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of calls able to be queued	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of rules, policies, algorithms, and configuration levels available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Reasons for the access levels for the provider and County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References:			



**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Communications Venture Corp., dba INdigital**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications				
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:				
		• Call Flow	☒	☐	Offers an LSRG connectivity option in a phased approach during implementation.  Offers MEVO for redundancy	
		• OSP	☒	☐		
		• Alternate Routing	☒	☐		
		• PSAP and CHE Connectivity	☒	☐		
		• Data Center Connectivity	☒	☐		
		• Network to Network Interfaces	☒	☐		
		• Redundancy and Resiliency	☒	☐		
• GIS Repository	☒	☐				
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References:				

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	911logix platform, Thruk (System reporting)
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call delivery time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Individual call information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					requirements, however, it was not demonstrated.
		• Call transfers/bridges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the following elements:			
		○ Call processing time between elements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○ Payload processing time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○ Calls per circuit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Able to drill down to the circuit level to obtain metrics
		○ Call distribution to PSAP circuits	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○ Circuit utilization from OSP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Able to drill down to the circuit level to obtain metrics
		○ Circuit utilization to PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Able to drill down to the circuit level to obtain metrics
		○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○ End-to-end call-flow analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		○Event by incoming Internet Protocol (IP) address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○Root cause analyses	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○Service availability for each component including Emergency Services IP network (ESInet) segments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○Monitoring, alarming, and logging	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○Mean Opinion Score (MOS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool. References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Did not demonstrate role based access or exception codes
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain		

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		not adversely affect legacy data to GIS match rates			
		• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF],	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		and Policy Routing Function [PRF])			
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Time limit on accessing the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Did not demonstrate call back functions	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Did not demonstrate call back functions	
		Repeat for:				
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS. References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification				
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:				
		• A call being delivered and the circuit with the voice call failing	<input checked="" type="checkbox"/>			
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>			
		• Ability to transfer a call	<input checked="" type="checkbox"/>			
		• Queueing of a call(s) for a PSAP	<input checked="" type="checkbox"/>			
		• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>			
• Number of calls able to be queued	<input checked="" type="checkbox"/>					
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting. References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing				
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:				
		• Creation of rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain	
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain	

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Number of rules, policies, algorithms, and configuration levels available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Reasons for the access levels for the provider and County	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Could not demonstrate how the current routing will be performed
		• A Regional environment failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• A Non-Regional environment failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain
• What is needed to failover to other NG911 systems in the area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain		



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**Vendor Name: Communications Venture Corp., dba INdigital**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☐	☒	
		• Alternate Routing	☐	☒	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☐	☒			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show	☒	☐	

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call delivery time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Text-to-911 instances	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by day of the week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call transfers/bridges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Agent availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

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Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>• Display the following elements:</li> </ul>			
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	☒	☐	
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	☒	☐			
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	☒	☐	
		• Demonstrate the steps of the proposed upload procedures	☒	☐	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	☒	☐	
		○ GIS data validation	☒	☐	
		○ Publishing to the NGCS	☒	☐	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	☐	☒	
	• Demonstrate the ability to pull data from other systems (if available)	☐	☒		
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	☒	☐	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	☒	☐	
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	☒	☐			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs.  References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Procedure to request logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Time limit on accessing the logs		<input type="checkbox"/>	<input checked="" type="checkbox"/>		
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution: • Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Maximum number of parties to a bridge	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Number of calls able to be queued	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
10	Call Routing	<p>Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.</p> <p>References:            DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing</p>			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of rules, policies, algorithms, and configuration levels available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Reasons for the access levels for the provider and County	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
11	Alternate Call Routing	<p>The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.</p> <p>References:            SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems</p>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Regional environment failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• A Non-Regional environment failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• What is needed to failover to other NG911 systems in the area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 7, 2025**

**TRT Member Name: Soraya Diamond**

**Signature:** \_\_\_\_\_

SORAYA DIAMOND Digitally signed by SORAYA DIAMOND  
Date: 2025.12.04 15:47:40 -05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Motorola Solutions Connectivity, Inc. dba Motorola**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.			
		References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	Multi-core, multi-cloud, SD-WAN local connectivity Diverse carriers, diverse paths, diverse MPLS Vesta NXP (inet-based CHE) for business continuity (optional) System diagram
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
• Redundancy and Resiliency	☒	☐			
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show	☒	☐	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dynamic analytics Eclipse – cloud-based FIFO, bookmarks, permission-based access, summary reference sheet (video aid), insight on-demand (natural language), bookmarking (sharing capable), syntax drill-down, dashboard (RT system monitoring)
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Alternate-routed calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Abandoned calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by hour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by day of the week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SSO capabilities for BC Operational transparency (persona-based experience) functional elements dashboard view with drill-down capabilities, multi-view, policy-based routing capabilities, PSAP abandonment, Rapid-Deploy Reporting, anomaly reporting, logging, i3 log data, transfers, routing rules, data viewer, call details, RT, situational awareness
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the following elements:</li> </ul>				
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:				
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unified GIS – premier1CAD, PSAP Mapping, export to ECRS – QA check Critical core services errors are auto blocked, QA (data layer, import validation) auto data ECRS provisioning	
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unified GIS will have new capabilities Change to geofence – easy process	
		• Demonstrate all tools necessary including:				
		○ GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		○ GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		○ Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
• Demonstrate the ability to pull data from other systems (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications.  References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications				
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:				
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	NSOC, system notification, ticketing notification flow, call routing exception notification,	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
• System can notify of infrastructure failures and/or	<input checked="" type="checkbox"/>	<input type="checkbox"/>				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		outages within 15 minutes of discovery			
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Eclipse Data Viewer, logging architecture, 30-90 day view, add'l data store 5-years, AI topics to ID anomalies to create normalized call data record, on-demand data availability, data log access, external events, i3 log event logging, SIEM integration,
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Time limit on accessing the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks. References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PSTA ESInet monitoring – reactive – failure detection, ticket gen, historical analysis (trending/anomalies) /proactive – patching, automatic remediation (cloud duplication, aggressive patching), active call quality monitoring Application monitoring – log and trace diag engine, application monitoring, RT user visualization (Carter Racing problem) what worked vs. what broke (e.g. Nasa challenge) Different perspective to view the data (cyber, avail, etc.) DDoS – architecture – no public routed exposed endpoints (ingress/egress over private lines PKI – DNS requirement (who), OSCP portal/CRL function Cloud protection – dedicated infra, Mitigations TDoS – how to deliver the call Authenticated ingress, SBC, Web App FW, encrypted egress STIR/SHAKEN – routing tags (remove scam calls) CHE can act on tags (e.g. less trusted) pass through and CHE options TDoS route injection (early 2026) Larger pipes address capacity Security training – annual, TTX, differential logging,
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Demo (ANI vs. Pitiflo), wire, wireline, VoIP, TTY, OTT Multimedia, (working with phone and carriers) working group members
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.			

**DEMONSTRATION SCRIPT**

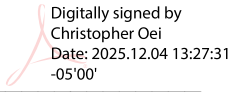
Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			Call Routing Queue depth support Call overflow Call tag support
		• A call being delivered and the circuit with the voice call failing	☒	☐	
		• Ability to bridge multiple calls	☒	☐	
		• Ability to transfer a call	☒	☐	
		• Queueing of a call(s) for a PSAP	☒	☐	
		• Maximum number of parties to a bridge	☒	☐	
		• Number of calls able to be queued	☒	☐	
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			Policy routing – mutual support plan for call management NENA standards Load balancing URI, policy routing rule
		• Creation of rules, policies, algorithms, and configurations	☒	☐	
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	☒	☐	
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	☒	☐	
• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	☒	☐			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>Number of rules, policies, algorithms, and configuration levels available</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>Reasons for the access levels for the provider and County</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>Process to gather the data, implement, and test these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		<ul style="list-style-type: none"> <li>How the current routing can be performed in the NG911 solution</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Regional and non-regional failover call routing Activation of call routing PSAP abandonment/ restore
		<ul style="list-style-type: none"> <li>A Regional environment failover</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>A Non-Regional environment failover</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>What is needed to failover to other NG911 systems in the area</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Passive and active solutions available for all routing types</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**Demonstration Meeting: November 6, 2025**

**TRT Member Name: Christopher Oei**

**Signature:** Christopher Oei

 Digitally signed by Christopher Oei  
 Date: 2025.12.04 13:27:31 -05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Motorola Solutions Connectivity, Inc. dba Motorola**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
	• Log in (may require multiple accounts and log ins to show	☒	☐		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review live status display (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by hour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by day of the week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call transfers/bridges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the following elements:</li> </ul>				
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	☒	☐	
		• Demonstrate the steps of the proposed upload procedures	☒	☐	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	☒	☐	
		○ GIS data validation	☒	☐	
		○ Publishing to the NGCS	☒	☐	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	☐	☒	
• Demonstrate the ability to pull data from other systems (if available)	☒	☐			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	☒	☐	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	☒	☐	
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	☒	☐			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs.  References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Time limit on accessing the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>Number of calls able to be queued</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
10	Call Routing	<p>Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.</p> <p>References:            DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing</p>				
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:				
		<ul style="list-style-type: none"> <li>Creation of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Ability to put in multiple levels of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Number of rules, policies, algorithms, and configuration levels available</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Reasons for the access levels for the provider and County</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<ul style="list-style-type: none"> <li>Process to gather the data, implement, and test these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
11	Alternate Call Routing	<p>The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.</p> <p>References:            SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems</p>				

**DEMONSTRATION SCRIPT**


Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Non-Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• What is needed to failover to other NG911 systems in the area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 6, 2025**

**TRT Member Name:** Click or tap here to enter text.

**HOWARD**

**Signature: DANSKY**

 Digitally signed by HOWARD  
DANSKY  
Date: 2025.11.18 14:48:21 -05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Motorola Solutions Connectivity, Inc. dba Motorola**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications				
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:				
		• Call Flow	☒	☐	2 system diagrams presented	
		• OSP	☒	☐		
		• Alternate Routing	☐	☒	Alternate Routing not presented or discussed in diagram	
		• PSAP and CHE Connectivity	☒	☐		
		• Data Center Connectivity	☒	☐		
		• Network to Network Interfaces	☒	☐		
• Redundancy and Resiliency	☒	☐	Geodiverse cloud-based routing, 3 active circuits at each site (preventing need for failover process), and 2 ESINet connections. Existing customers have experienced disaster situations with zero loss of call routing capabilities.			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• GIS Repository</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	GIS repository not presented or discussed in diagram	
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring				
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:				
		<ul style="list-style-type: none"> <li>• Log in (may require multiple accounts and log ins to show security controls and role-based access)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vendor logged in to Rapid Deploy reporting system and presented live data from State of Kansas.	
		<ul style="list-style-type: none"> <li>• Display the ability to be able to limit access to specific PSAPs for specific users</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that permissions are customizable at the group and individual level but did not demonstrate capabilities or options for limiting access.	
		<ul style="list-style-type: none"> <li>• Display and review all available reports</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reports available were visible on screen, but only a few were reviewed.	
		<ul style="list-style-type: none"> <li>• Display and review live status display (if available)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Dashboard tab shows last rolling 60 min and updates every 5 minutes	
		<ul style="list-style-type: none"> <li>• Display and review ad hoc report creation</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Ad-hoc Insights tab demonstrated, which uses Natural Language query to custom search for data. Displays tabular data.	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific dates and times</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		Display the following elements:				
<ul style="list-style-type: none"> <li>• Date and time stamp</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Call delivery time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Call volume by hour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>• Call conferences</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		<ul style="list-style-type: none"> <li>• Agent availability</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		<ul style="list-style-type: none"> <li>• Call volumes by originating service provider (OSP)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		<ul style="list-style-type: none"> <li>• Repeat callers</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
		<ul style="list-style-type: none"> <li>• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that all elements in this script are available; however, this specific element was not discussed or visible during the demonstration.
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer Web Portal presented (different website than Rapid Deploy reports).
		• Display the ability to limit access for specific users	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vendor navigated through portal dashboards showing various data points.
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Portal has real-time system monitoring capabilities of circuits, NGCS usage, network status, and error alarms.
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Unclear whether the dashboard dates can be changed
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Demonstrated drilling down into PSAP on dashboard
		• Display the following elements:			
		○ Call processing time between elements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○ Payload processing time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○ Calls per circuit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call distribution to PSAP circuits	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Circuit utilization from OSP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○ Circuit utilization to PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					during the demonstration.
		○All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider’s NG911 system)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○End-to-end call-flow analysis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○Event by incoming Internet Protocol (IP) address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
		○Root cause analyses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interactive maps and reports with drill down capabilities to assess system issues
		○Service availability for each component including Emergency Services IP network (ESInet) segments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○Monitoring, alarming, and logging	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○Mean Opinion Score (MOS)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This specific element was not discussed or visible during the demonstration.
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool. References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution: • Log in (may require multiple accounts and log ins to show	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unified GIS presented.

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that pulling GIS data from other systems is not required, as Spatial Central is used as a repository that pushes data (referred to past BC GIS project). No demonstration of this component.
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SNO17 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:  • System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Network and Security Operations Center available 24/7 for ticket support and monitoring. "ServiceNow" portal available to customers. Automated notifications can be programmed for delivery via phone, email, and text for outages/

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					failures, and trouble tickets. Alerts can be set based on pre-defined criteria/ parameters.
		<ul style="list-style-type: none"> <li>System that performs outward notifications and updates of system, component, and service outages through phone, email, and text</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>System can notify of infrastructure failures and/or outages within 15 minutes of discovery</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		<ul style="list-style-type: none"> <li>Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor displayed an individual call log; however, this specific component was not explained or visible during the demonstration.
		<ul style="list-style-type: none"> <li>Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor displayed an individual call log; however, this specific component was not explained or visible during the demonstration.
<ul style="list-style-type: none"> <li>Call information from the exit point to the PSAP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor displayed an individual call log; however, this specific component was not explained or visible during the demonstration.		
		<ul style="list-style-type: none"> <li>Logs that are accessible directly by the County</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Eclipse data viewer was used to demonstrate call

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					event logging. Vendor generated a list of calls, and an individual call log was displayed.
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All logs are on demand; no log request process required.
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Time limit on accessing the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Logs available 30-90 days.
		• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	List of proactive and reactive solutions were presented, including NSOC monitoring, threat detection, firewalls and patches.
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	STIR/SHAKEN will be available in 2026. Info is passed to our system to take action.
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	☒	☐	Vendor performed live demonstration of call types using Vesta NXT System as CHE.
		• Answering a wireline call on the CHE and changes to the screen	☒	☐	
		Repeat for:			
		• Wireless	☒	☐	
		• Text	☒	☐	
• Multimedia	☒	☐	Vendor explained that Multimedia standards development is still in progress, and they are actively collaborating with Android, Apple, etc. on this component.		
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	☒	☐	Vendor performed live demonstration of call functions using Vesta NXT System as CHE. Circuits disconnected during a live call and call maintained connection.
		• Ability to bridge multiple calls	☒	☐	
		• Ability to transfer a call	☒	☐	
• Queueing of a call(s) for a PSAP	☒	☐	Vendor explained that queuing is not a function of NGCS and it will continue to reside on the Viper side, with their		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
					solution supporting as many queues the Viper can hold.	
		<ul style="list-style-type: none"> <li>• Maximum number of parties to a bridge</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Live demonstration included several people in the room being added to a conference bridge; however, the maximum number was not indicated.	
		<ul style="list-style-type: none"> <li>• Number of calls able to be queued</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing				
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:				
		<ul style="list-style-type: none"> <li>• Creation of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vendor will work with BC to design call flows and policy routing rules.	
		<ul style="list-style-type: none"> <li>• Ability to put in multiple levels of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Vendor indicated that Customer Web Portal is used to view routing, but customer editing capabilities were not explained.	
		<ul style="list-style-type: none"> <li>• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Same as above	
<ul style="list-style-type: none"> <li>• Number of rules, policies, algorithms, and configuration levels available</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>Reasons for the access levels for the provider and County</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>Process to gather the data, implement, and test these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Design meetings
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		<ul style="list-style-type: none"> <li>How the current routing can be performed in the NG911 solution</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This is handled through policy routing rules. Will be defined during design meetings.
		<ul style="list-style-type: none"> <li>A Regional environment failover</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Solution includes dynamic routing, which provides automatic rerouting during failures. No failover occurs, as all circuits are always active.
		<ul style="list-style-type: none"> <li>A Non-Regional environment failover</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Same as above
		<ul style="list-style-type: none"> <li>How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>What is needed to failover to other NG911 systems in the area</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PSAP Abandonment option available
		<ul style="list-style-type: none"> <li>Passive and active solutions available for all routing types</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 6, 2025**

**TRT Member Name: Jenna DiPlacido**

DEMONSTRATION SCRIPT

Signature:  \_\_\_\_\_

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Motorola Solutions Connectivity, Inc. dba Motorola**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show	☒	☐	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call delivery time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by hour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by day of the week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Agent availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>•</li> </ul>			
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
• Log in (may require multiple accounts and log ins to show security controls and role-based access)		☒	☐		
• Demonstrate the steps of the proposed upload procedures		☒	☐		
• Demonstrate all tools necessary including:					
○ GIS data upload		☒	☐		
○ GIS data validation		☒	☐		
○ Publishing to the NGCS		☒	☐		
• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates		☒	☐		
• Demonstrate the ability to pull data from other systems (if available)	☒	☐			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	☒	☐	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	☒	☐	
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	☒	☐			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Time limit on accessing the logs	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks. References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
	• Systems used to monitor the system	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• How STIR/SHAKEN is used in the system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>Number of calls able to be queued</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing				
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:				
		<ul style="list-style-type: none"> <li>Creation of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Ability to put in multiple levels of rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Number of rules, policies, algorithms, and configuration levels available</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Reasons for the access levels for the provider and County</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>Process to gather the data, implement, and test these rules, policies, algorithms, and configurations</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Non-Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• What is needed to failover to other NG911 systems in the area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 6, 2025**

**TRT Member Name: Luke Perciak**

Signature:                      **Luke Perciak** Digitally signed by Luke Perciak  
Date: 2025.12.10 16:51:35  
-05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Motorola Solutions Connectivity, Inc. dba Motorola**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show	☒	☐	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.
		• Call volumes by call type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Alternate-routed calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text-to-911 instances	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Abandoned calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by hour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volume by day of the week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Agent availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Repeat callers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the following elements:			
		○ Call processing time between elements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Payload processing time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Calls per circuit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call distribution to PSAP circuits	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Circuit utilization from OSP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.
		○ Circuit utilization to PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.
		○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.
		○ End-to-end call-flow analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Event by incoming Internet Protocol (IP) address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.
		○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Root cause analyses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Service availability for each component including Emergency Services IP network (ESInet) segments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided..
		○ Monitoring, alarming, and logging	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Mean Opinion Score (MOS)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No demonstrative evidence was provided.
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool. References:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
		The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
	Components	• Log in (may require multiple accounts and log ins to show security controls and role-based access)	☒	☐	
		• Demonstrate the steps of the proposed upload procedures	☒	☐	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	☒	☐	
		○ GIS data validation	☒	☐	
		○ Publishing to the NGCS	☒	☐	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	☒	☐	
		• Demonstrate the ability to pull data from other systems (if available)	☒	☐	
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	☒	☐	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	☒	☐	
• System can notify of infrastructure failures and/or	☒	☐			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		outages within 15 minutes of discovery			
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call information from the exit point to the PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that are accessible directly by the County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Time limit on accessing the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks. References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Queueing of a call(s) for a PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>• Maximum number of parties to a bridge</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>• Number of calls able to be queued</li> </ul>	☒	☐	
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		<ul style="list-style-type: none"> <li>• Creation of rules, policies, algorithms, and configurations</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>• Ability to put in multiple levels of rules, policies, algorithms, and configurations</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>• Number of rules, policies, algorithms, and configuration levels available</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>• Reasons for the access levels for the provider and County</li> </ul>	☒	☐	
		<ul style="list-style-type: none"> <li>• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations</li> </ul>	☒	☐	
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References:			



**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

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**Vendor Name: Motorola Solutions Connectivity, Inc. dba Motorola**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications				
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:				
		• Call Flow	☒	☐		
		• OSP	☒	☐		
		• Alternate Routing	☒	☐		
		• PSAP and CHE Connectivity	☒	☐		
		• Data Center Connectivity	☒	☐		
		• Network to Network Interfaces	☒	☐		
		• Redundancy and Resiliency	☒	☐		
• GIS Repository	☒	☐				
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring				
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:  • Log in (may require multiple accounts and log ins to show	☒	☐		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call delivery time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Individual call information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call transfers/bridges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
					requirements, however, it was not demonstrated.
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the following elements:			
		○ Call processing time between elements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○ Payload processing time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○ Calls per circuit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Call distribution to PSAP circuits	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○ Circuit utilization from OSP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○ Circuit utilization to PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ End-to-end call-flow analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Event by incoming Internet Protocol (IP) address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		○ Network Operations Center (NOC)-to-NOC reporting,	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		trouble reporting, and tracking			
		○Root cause analyses	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate
		○Service availability for each component including Emergency Services IP network (ESInet) segments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
		○Monitoring, alarming, and logging	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○Mean Opinion Score (MOS)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained that the available reports satisfy requirements, however, it was not demonstrated.
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool. References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		○GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○Publishing to the NGCS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Explained but not demonstrated.
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SR-GI012: They do not currently have exception codes within the Unified GIS platform.
• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	☒	☐	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	☒	☐	
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	☒	☐			
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	☒	☐	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	☒	☐	
○ Call information from the exit point to the PSAP	☒	☐			
• Logs that are accessible directly by the County	☒	☐			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Logs that require a request to get	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Procedure to request logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Format of the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Time limit on accessing the logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks. References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available. References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Repeat for:				
	• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS. References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Did not demonstrate text transfers or bridge text sessions
		• Queueing of a call(s) for a PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate SR-DL015 call queuing and stated that no NGCS provider is queuing calls.
		• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Number of calls able to be queued	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting. References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate the creation of rules, policies, algorithms, and configuration.
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
• Systems applications or dashboards the County will	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		have access to for editing these rules, policies, algorithms, and configurations			
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of rules, policies, algorithms, and configuration levels available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Stated near unlimited number of rules, policies, algorithms.
		• Reasons for the access levels for the provider and County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• A Regional environment failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not explain the function of a regional environment failover.
		• A Non-Regional environment failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not explain the function of a non-regional environment failover.
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not explain VIPER 7 routing feature support.
• What is needed to failover to other NG911 systems in the area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not explain what is needed to failover.		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		<ul style="list-style-type: none"> <li>• Passive and active solutions available for all routing types</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Did not demonstrate or explain an active solution.

**Demonstration Meeting: November 6, 2025**

**TRT Member Name: Rafael Reyes**

**Signature:** Rafael Reyes Digitally signed by Rafael Reyes  
Date: 2025.12.04 13:21:19 -05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Motorola Solutions Connectivity, Inc. dba Motorola**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.  References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
		• Redundancy and Resiliency	☒	☐	
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.  References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show	☒	☐	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Some reports were displayed and reviewed.
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call delivery time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call disconnect time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call duration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Average call answer time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Alternate-routed calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Text-to-911 instances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Individual call information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Summary of call volumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call transfers/bridges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call conferences	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Agent availability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments	
		<ul style="list-style-type: none"> <li>• Display the ability to run reports for specific PSAPs, sources, providers, etc.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>• Display the following elements:</li> </ul>				
		<ul style="list-style-type: none"> <li>○ Call processing time between elements</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Payload processing time</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Calls per circuit</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Call distribution to PSAP circuits</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization from OSP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Circuit utilization to PSAP</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ End-to-end call-flow analysis</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Event by incoming Internet Protocol (IP) address</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Root cause analyses</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Service availability for each component including Emergency Services IP network (ESInet) segments</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
		<ul style="list-style-type: none"> <li>○ Monitoring, alarming, and logging</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<ul style="list-style-type: none"> <li>○ Mean Opinion Score (MOS)</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool.  References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload				

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	☒	☐	
		• Demonstrate the steps of the proposed upload procedures	☒	☐	
		• Demonstrate all tools necessary including:			
		○ GIS data upload	☒	☐	
		○ GIS data validation	☒	☐	
		○ Publishing to the NGCS	☒	☐	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	☒	☐	
• Demonstrate the ability to pull data from other systems (if available)	☒	☐			
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	☒	☐	
		• System that performs outward notifications and updates of system, component, and service outages through phone, email, and text	☒	☐	
• System can notify of infrastructure failures and/or outages within 15 minutes of discovery	☒	☐			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs.  References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Locations of various system logs including:			
		○ Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)	☒	☐	
		○ Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])	☒	☐	
		○ Call information from the exit point to the PSAP	☒	☐	
		• Logs that are accessible directly by the County	☒	☐	
		• Logs that require a request to get	☒	☐	
		• Procedure to request logs	☒	☐	
		• Format of the logs	☒	☐	
• Time limit on accessing the logs	☐	☐	<del>Unknown if this element was demonstrated or not demonstrated.</del>		
• Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution	☒	☐			
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks.  References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How STIR/SHAKEN is used in the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available.  References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS.  References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A call being delivered and the circuit with the voice call failing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Queueing of a call(s) for a PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of calls able to be queued	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of rules, policies, algorithms, and configuration levels available	<input type="checkbox"/>	<input type="checkbox"/>	<del>Unknown if this element was demonstrated or not demonstrated.</del>
		• Reasons for the access levels for the provider and County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Process to gather the data, implement, and test these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.  References:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Non-Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• What is needed to failover to other NG911 systems in the area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Demonstration Meeting: November 6, 2025**

**TRT Member Name: Soraya Diamond**

**Signature:** \_\_\_\_\_

SORAYA DIAMOND Digitally signed by SORAYA DIAMOND  
Date: 2025.12.04 15:41:59 -05'00'

**DEMONSTRATION SCRIPT**

**Next Generation 911 (NG911)**

**Vendor Instructions:** Vendors determined to be both responsive and responsible to the solicitation’s requirements and shortlisted (if applicable), are required to demonstrate the below features of its offered solution (including any out-of-box, configurable, and customizable features). All Vendors will have equal time for demonstrations.

Demonstration Time: 115 minute(s) (script and time subject to change prior to Demonstration date). Questions and Answer time is 35 minutes.

**Technical Review Team (TRT) Instructions:** During the Demonstration Meeting, each TRT member will place a mark (☒) in the applicable column, along with a comment (if needed), for each criterion based on the vendor’s demonstration.

**Vendor Name: Motorola Solutions Connectivity, Inc. dba Motorola**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
1	System Diagram	Present a functional Call Flow and System Diagram to represent the proposed solution. The Diagram shall depict the requirements outlined in the Scope of Work, Functionality Checklist, Project Questionnaire, and General Compliance documents.			
		References: SD004 Design Specifications			
	Components	The NG911 Service Provider shall <b>present</b> the following functions of their proposed solution:			
		• Call Flow	☒	☐	
		• OSP	☒	☐	
		• Alternate Routing	☒	☐	
		• PSAP and CHE Connectivity	☒	☐	
		• Data Center Connectivity	☒	☐	
		• Network to Network Interfaces	☒	☐	
• Redundancy and Resiliency	☒	☐			
• GIS Repository	☒	☐			
2	PSAP Dashboard	Demonstrate the use of the PSAP dashboard to include the security for access and role-based access.			
	References: RPT001 Single Reporting Platform, RPT002 Reporting Platform PSAP Functions, RPT005 Real-Time System Monitoring				
Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:				
	• Log in (may require multiple accounts and log ins to show	☒	☐		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		security controls and role-based access)			
		• Display the ability to be able to limit access to specific PSAPs for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Display the following elements:			
		• Date and time stamp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call delivery time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call disconnect time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call duration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Average call answer time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Seizure time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Call volumes by call type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
		• Alternate-routed calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text-to-911 instances	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Abandoned calls	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Call volume by hour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Call volume by day of the week	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Individual call information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Summary of call volumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call transfers/bridges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call conferences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Agent availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Call volumes by originating service provider (OSP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Repeat callers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Routing method (e.g., geospatial, Federal Information Processing Standard [FIPS]/emergency service number [ESN], default, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Staff Dashboard	Demonstrate the use of the County staff dashboard to include the security for access and role-based access. References: RPT001 Single Reporting Platform, RPT003 Reporting Platform County Staff Functions, RPT004 Reporting Platform, RPT005 Real-Time System Monitoring			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to limit access for specific users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review all available reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display and review live status display (if available)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Display and review ad hoc report creation	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• Display the ability to run reports for specific dates and times	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the ability to run reports for specific PSAPs, sources, providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Display the following elements:			
		○ Call processing time between elements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Payload processing time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Calls per circuit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Call distribution to PSAP circuits	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Circuit utilization from OSP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Circuit utilization to PSAP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ All Next Generation Core Services (NGCS) element usage volumes (all elements used in the NG911 Service Provider's NG911 system)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ End-to-end call-flow analysis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Event by incoming Internet Protocol (IP) address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Network Operations Center (NOC)-to-NOC reporting, trouble reporting, and tracking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Root cause analyses	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		○ Service availability for each component including Emergency Services IP network (ESInet) segments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		○ Monitoring, alarming, and logging	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		o Mean Opinion Score (MOS)	<input type="checkbox"/>	<input type="checkbox"/>	Uncertain if this was covered.
4	Spatial Interface/GIS	Demonstrate the use of GIS dashboard, portal, or other tool. References: SR-GI009 SI <sup>3</sup> GIS Data Uploads, SR-GI010 SI and NGCS Provisioning, SR-GI012 Exception Codes, DAT001 GIS Upload			
	Components	The NG911 Service Provider shall <b>demonstrate</b> the following functions of their proposed solution:			
		• Log in (may require multiple accounts and log ins to show security controls and role-based access)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the steps of the proposed upload procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate all tools necessary including:			
		o GIS data upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		o GIS data validation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		o Publishing to the NGCS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the process for applying a persistent exception code to non-critical errors so that the same are not included in discrepancy reports and do not adversely affect legacy data to GIS match rates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Demonstrate the ability to pull data from other systems (if available)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
5	Notifications	Demonstrate the methods used to notify the client for routine and emergent communications. References: SN017 User Notifications and Communications, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• System that performs outward notifications and updates of customer tickets through phone, email, and text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• System that performs outward notifications and updates of	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		system, component, and service outages through phone, email, and text			
		<ul style="list-style-type: none"> <li>System can notify of infrastructure failures and/or outages within 15 minutes of discovery</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
6	Logging	Demonstrate the logging capabilities and how the County can access or request activity logs. References: SN010 System Logging, SN011 System Logging Repositories, SN012 System Log Retrieval, SR-DL014 Call Delivery Monitoring and Notifications			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		<ul style="list-style-type: none"> <li>Locations of various system logs including:                             <ul style="list-style-type: none"> <li>Call information from the entry point of the system (Points of Interconnection [POI], Border Control Function [BCF], etc.)</li> <li>Call information from the routing components (Emergency Services Routing Proxy [ESRP], Emergency Call Routing Function [ECRF], and Policy Routing Function [PRF])</li> <li>Call information from the exit point to the PSAP</li> </ul> </li> <li>Logs that are accessible directly by the County</li> <li>Logs that require a request to get</li> <li>Procedure to request logs</li> <li>Format of the logs</li> <li>Time limit on accessing the logs</li> <li>Ability to have devices at the PSAP report to the County's security information and event management (SIEM) solution</li> </ul>			
			<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
			<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
			<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
			<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
7	Security	Demonstrate the process and systems that are used to provide security to the system against Telephony Denial of Service (TDOS) and Distributed Denial of Service (DDOS) attacks. References: SN008 Proactive Cybersecurity Analysis, SN009 STIR/SHAKEN, SN020 TDOS and DDOS Prevention			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Systems used to monitor the system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How STIR/SHAKEN is used in the system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Systems used to identify TDOS and DDOS attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems used to respond to attacks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• Initial and recurring training on these types of attacks given to your staff and subcontractors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.		
8	Call Types	Demonstrate the look of the various call types on an example CHE screen. If the provider has access to a VIPER 7 system in its lab, the preference is for it to be used in CHE demonstrations; however, other CHE solutions may be used if a VIPER 7 system is not available. References: SR-IN007 Integrated Text-to-911, SR-IT003 Multimedia Sessions			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• A wireline call presenting on a CHE screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Answering a wireline call on the CHE and changes to the screen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		Repeat for:			
		• Wireless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Text	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	• Multimedia	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
9	Call Functions	Demonstrate the look of call functions on the CHE and NGCS. References: SR-NR006 Maintain Active Calls, SR-DL010 Call Back and Bridging, SR-DL011 Call Back and Transfer, SR-DL012 Bridging, SR-DL015 Call Queuing, SR-CR012 Overflow Notification			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		• A call being delivered and the circuit with the voice call failing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient time provided.
		• Ability to bridge multiple calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to transfer a call	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Queueing of a call(s) for a PSAP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Maximum number of parties to a bridge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of calls able to be queued	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10	Call Routing	Demonstrate the call routing that would be used to meet the advanced call routing that the County is expecting.  References: DAT002 Alternate Routing Data, DAT003 Data for the PRF, DAT005 Routing and Configuration Data, SR-CR003 Rules, Policies, and Algorithms, SR-CR004 Distribution of Calls to PSAPs, SR-CR006 Call Routing Configurations, SR-CR008 Regional PSAP Routing, SR-CR009 Non-Regional PSAP Routing, SR-CR010 Emergency Call Routing, SR-CR011 Geofencing			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• Creation of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Ability to put in multiple levels of rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the County will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Systems applications or dashboards the provider will have access to for editing these rules, policies, algorithms, and configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Number of rules, policies, algorithms, and configuration levels available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• Reasons for the access levels for the provider and County	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	• Process to gather the data, implement, and test these	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

**DEMONSTRATION SCRIPT**

Script No.	Statement of Work	Criteria	Demonstrated/ Explained	Not Demonstrated/ Not Explained	Comments
		rules, policies, algorithms, and configurations			
11	Alternate Call Routing	The County has advanced alternate routing in place today as described in the RFP. Demonstrate the alternate routing solutions.			
		References: SR-AF001 Activation of Alternate and Failover Routing, SR-AF002 Regional Environment Failover, SR-AF003 Non-Regional Environment Failover, SR-AF005 Activation of Call Routing to Other NG911 Systems			
	Components	The NG911 Service Provider shall <b>explain</b> the following functions of their proposed solution:			
		• How the current routing can be performed in the NG911 solution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• A Non-Regional environment failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		• How the routing features of VIPER 7 will be supported by the NG911 solution (demonstrate or explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• What is needed to failover to other NG911 systems in the area	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
• Passive and active solutions available for all routing types	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

**Demonstration Meeting: November 6, 2025**

**TRT Member Name: Mark Jones**

Signature: 