



Next Generation 9-1-1 Transition Planning

Prepared March 8, 2013

R E Q U E S T F O R Q U O T A T I O N

State Term Schedule

Table of Contents

INTRODUCTION AND BACKGROUND.....3
 PURPOSE OF THE REQUEST FOR QUOTATION3
 BACKGROUND.....3
 PRICING AND DELIVERABLES.....6
ADMINISTRATIVE7
 DUE DATES7
 SCHEDULE OF EVENTS.....7
EVALUATION FACTORS FOR AWARD8
 EVALUATION8
 TERM AND CONTRACT8
 STATUS REPORTING.....9
 NON-DISCLOSURE AGREEMENT9
GUIDELINES FOR QUOTATION PREPARATION.....9
 QUOTATION SUBMITTAL9
 PROPRIETARY INFORMATION10
 WAIVER OF DEFECTS.....10
 REJECTION OF QUOTATIONS.....10
 EVALUATION OF QUOTATIONS10

INTRODUCTION AND BACKGROUND

PURPOSE OF THE REQUEST FOR QUOTATION

Please consider this as the State of Ohio, Department of Administration, Office of Information Technology's (OIT) Request for Quotation for the following services for:

Next Generation 9-1-1 Transition Planning

BACKGROUND

This Ohio Emergency Services Internet Protocol Network (ESINet) Steering Committee is seeking assistance with the development of a transition plan to support the migration of 9-1-1 services within the state to Next Generation 9-1-1 System Architecture. The scope of work will include the working with the ESINet Steering Committee and subcommittees to examine the readiness of the state's current technology to support NG9-1-1 deployment, research legislative authority with regard to governance and funding, an examination of policies, procedures, and statutory or regulatory authority to effectively govern a statewide ESINet, and; to provide recommendations for the consolidation of public-safety-answering-point operations in accordance with state law. It is expected that the work will be accomplished by November 15th, 2013, with the bulk of the findings provided to the committee by April 15th, 2013 as described below.

SCOPE OF SERVICES

The tasks outlined below reflect the scope of services being requested. Based on the responses to this RFQ the State may elect to contract for some or all of the services outlined below

It is expected that the selected vendor will hold a "kick-off" meeting and subsequent working sessions with the State and key project stakeholders to establish lines of communication, introduce project contacts, and identify key stakeholders. This will be an opportunity for the State to clarify expectations, define deliverables and timelines.

Next Generation 9-1-1 Plan

The vendor will develop an NG9-1-1 Plan that can be used by the State to identify the tasks necessary to assess, plan, design, test, implement and maintain an NG9-1-1 System in the State of Ohio. The plan will establish guidelines for the statewide coordination of NG9-1-1 and provide State Public Safety Answering Points (PSAPs) with the information they need to transition their systems to NG9-1-1. The Ohio NG9-1-1 Plan will include:

- Recommendations for the state to address in the development of an ESINet (including current funding model review recommendations)
- Review of wireless 9-1-1 charges

- Legislation
- Governance
- Technology
- Operations
- Security

Regulatory/Statutory Funding Review

The vendor will review State statutes and/or regulations that make up the State's current fund distribution laws to identify alternative models for funding distribution. Utilizing information and statistics collected through the NG9-1-1 Assessments conducted by the ESINet Steering Committee, the vendor will analyze the data, identify inefficiencies in the current distribution method and propose alternative 9-1-1 funding distribution models for the State to consider.

Public Safety Answering Point Models

Review NG9-1-1 Assessments to develop an inventory of equipment and systems, relevant technological and operational information (including required procedures, training and staffing), local budgetary information to determine optimal PSAP configuration recommendations. The vendor will meet with stakeholders to assure understanding, consistency and correctness of the data and to gain an understanding of current PSAPs operations within the State.

The vendor will provide a consolidation model that determines an optimum number of PSAPs based on the criteria of the analysis models and present the findings of the consolidation report to the ESINet Steering Committee.

Next Generation 9-1-1 Legislation Review

The vendor will review Ohio's statutes to identify any existing provisions that could restrict or limit the progress of NG9-1-1 in the State of Ohio. Types of provisions reviewed should include, but not be limited to, funding, definitions, scope and authority to govern and fund ESINets, security, enforcement and penalties, confidentiality and liability. The vendor will identify and review any other Ohio Statutes that relate to or touch upon 9-1-1, as well as any telephone company tariffs.

Develop ESINet recommendations and Technical Requirements

Review of existing infrastructure and develop ESINet recommendation

A thorough working knowledge of the capabilities, features and functionality of the State's existing current technology infrastructure is necessary in order to facilitate a working ESINet

design specification. An operational understanding of current conditions, procedures, technologies and policies, as well as physical design is required. During this data gathering several items expected to be reviewed are:

- Internet protocol (IP) routing protocols and policies supported
- Current network layout
- Equipment standards/support
- Service levels in place
- Quality of service (QoS) policies
- Maintenance policies in place
- IP routing protocols and policies supported
- Security policies in place
- Other services under contract to the state

If an ESINet design specification uses existing state infrastructure as transport, understanding the current capabilities of the network is essential. Policies and procedures in place to maintain and support the network have to meet the requirements of an ESINet.

Development of ESINet Technical and Operational Requirements

technical standards and requirements that are flexible enough to allow for the transition of equipment and operations from the legacy environment to the NG9-1-1 environment over time. Standards will conform to existing national NG9-1-1 standards (i.e. National Emergency Number Association (NENA) i3 and other industry NG9-1-1. The vendor will hold initial meetings with standards agencies involved in the ESINet design (NENA, Internet Engineering Task Force [IETF], Association of Public-Safety Communications Officials [APCO], etc.) to address issues concerning but not limited to carrier interconnections, PSAP connection policies and guidelines, database structures and policies. Points of discussion should include issues such as legacy network gateway (LNG) functions, location information server (LIS) database design and maintenance, and location to service translation (LoST) services.

Development of ESINet Governance Framework

The vendor will work with the State to develop a plan an ESINet Governance Framework based on the needs and statutory framework of the State to recommend policies, procedures, and statutory or regulatory authority to effectively govern a statewide ESINet, and to provide recommendations on best practices for an effective transition to an NG9-1-1 system.

In addition to the proposal the vendor should include resumes of the candidates. The candidates in the proposal must demonstrate the following experience:

- Experience developing statewide Next Generation (NG) 9-1-1 Transition Plans
- Experience with Public Safety Answering Point optimization and model development
- Experience developing Emergency Services Internet Protocol Network technical standards and operational requirements
- Experience developing ESINet/NG9-1-1 Governance policies and procedures

PRICING AND DELIVERABLES

TASK	DESCRIPTION	DELIVERY DATE	AMOUNT OF HOURS	COST
1	Project Kickoff	On or After March 20, 2013		
2	NG9-1-1 Plan	April 15, 2013		
3	Funding Distribution Assessment	April 15, 2013		
4	Public Safety Answering Point Models	November 15, 2013		
5	NG9-1-1 Legislative Review	April 15 2013		
6	Review Existing Infrastructure	April 15 2013		
7	Draft Document of ESINet Technical and Operational Requirements	June 30, 2013		
	COST THROUGH JUNE 30, 2013	TOTAL		
7	Completed Document of ESINet Technical and Operational Requirements	November 15, 2013		
8	Development of ESINet Governance Framework	November 15, 2013		

	TOTAL COST JULY 1, 2013 TO NOVEMBER 15, 2013	TOTAL		
--	---	--------------	--	--

TOTAL COST OF ENTIRE PROPOSAL _____

*** Include in your proposal a detailed spreadsheet of the above hours that include a breakdown of all hours by STS category, the STS rate or lower, by deliverable and state fiscal year.**

ADMINISTRATIVE

DUE DATES

All quotations are due by 3:00 pm, EST, on Thursday, March 14, 2013. Any quotation received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late quotations might not be reviewed.

SCHEDULE OF EVENTS

All times are Eastern Standard Time (EST).

Event	Date
1. RFQ Distribution to Vendors	March 8, 2013
2. Proposal/Quotation Due Date	3:00 p.m., March 14, 2013
3. Target Date for Review of Proposal/Quotation	March 15, 2013
4. Anticipated decision and selection of Vendor	March 15, 2013
5. Anticipated commencement date of work	On or after March 20, 2013

EVALUATION FACTORS FOR AWARD

EVALUATION

The following will be considered in determining the vendor to be selected for this engagement, according to a standardized scoring methodology:

- Relevant experience
 - Relevant skill level
 - Proposed contractor rate(s)
- The contractor will not be permitted to substitute personnel for those submitted for RFQ evaluation (during the RFQ evaluation or at project start-up), except when a candidate's unavailability is no fault of the contractor (e.g., Candidate is no longer employed by the Contractor, is deceased, etc.). Note: If a substitution situation occurs, the proposal will be re-evaluated. If the substitution gives the contractor an unfair advantage during the RFQ process, the proposal may be eliminated or the other vendors will also be given the chance to submit substitutions of personnel also.
 - All proposals will be evaluated for meeting the requested information. Incomplete proposals will not be reviewed. The proposals that provided the requested information will be evaluated. The proposals will be scored based on the criteria requested above. We reserve the option to interview the top candidates. Candidate substitutions between the proposal evaluation and interview periods are highly discouraged (see above). If OIT has other qualified candidates, the contractor's proposal requesting a substitution will be denied at this stage and the proposal will be eliminated from evaluation. If OIT does not have enough qualified candidates due to the substitution, all received proposals will be asked to confirm their candidates, given a couple of days to provide replacements, and the entire process will start over.

TERM AND CONTRACT

- The contract will be for **Time and Material** through State Term Schedule (STS) contract and must reflect or be lower than STS rates, and must use STS categories.
- The proposal must reflect costs based on the project deliverables and the state's fiscal years. Fiscal year 2013 through June 30, 2013 and fiscal year 2014 that begins July 1, 2013. The proposal for work beginning on July 1, 2013 is subject to the term and non-appropriation of funds provisions set forth in the awarded vendor's state term schedule and OBM certification.
- No additional costs, such as travel, meals, lodging, taxes, parking or other associated costs may be charged separately for this work. The vendor's sole compensation for the duties described herein shall be the billings at the vendor's hourly rate.
- All contractors shall read, acknowledge and follow DAS policies, rules and guidelines.

- All work performed by the vendor shall be deemed a “work-for-hire,” and shall be the sole property of the State of Ohio. The vendor may not use such work without OIT’s written consent.
- Contractors shall use state provided equipment, any exceptions shall be approved by the OIT Administrator.
- The contractor, as a component of the project kick-off meeting, will be required to sign any state policy documents that are deemed appropriate by the OIT Division.

STATUS REPORTING

The contractor will provide weekly status reports to the State. The contractor will be responsible for meeting all timelines designated by assigned Project Manager. Weekly timesheets will be reviewed and signed by the OIT Project Manager. Invoices must be accompanied by timesheets and submitted monthly for payment.

NON-DISCLOSURE AGREEMENT

Both candidate and company will be required to sign a non-disclosure agreement which prevents disclosure of any data obtained while on the engagement which can be used to personally identify any parties at any time either during or after the engagement.

GUIDELINES FOR QUOTATION PREPARATION

QUOTATION SUBMITTAL

Each Vendor must submit one (1) single electronic copy of the complete signed copy of its quotation and each quotation must be clearly marked “Next Generation 9-1-1 Transition Planning” the email subject line.

The electronic copy MUST be submitted to the State’s Procurement Representative, Ms. Nychola Richardson to: Nychola.Richardson@OIT.OHIO.GOV

Each proposal must be organized in the same format as described below. Any material deviation from the format outlined below may result in a rejection of the non-conforming proposal. Each proposal must contain an identifiable tab sheet preceding each section of the proposal. Quote should be good for a minimum of 45 days.

- Cover Letter (include email address)
- State Term Schedule Number
- STS Labor Category Code
- Complete proposal including candidates resumes:
- Hourly Rate
- Conflict of Interest Statement
- Payment Address

The State will not be liable for any costs incurred by any offeror in responding to this RFQ, even if the State does not award a contract through this process. The State may decide not to award a contract at the State's discretion. The State may reject late quotations regardless of the cause for the delay. The State may also reject any quotation that it believes is not in its interest to accept and may decide not to do business with any of the Vendors responding to this RFQ.

PROPRIETARY INFORMATION

All quotations and other material submitted will become the property of the State and may be returned only at the State's option. Proprietary information should not be included in a quotation or supporting materials because the State will have the right to use any materials or ideas submitted in any quotation without compensation to the Vendor. Additionally, all quotations will be open to the public after the contract has been awarded.

The State may reject any Proposal if the Vendor takes exception to the terms and conditions of this RFQ.

WAIVER OF DEFECTS

The State has the right to waive any defects in any quotation or in the submission process followed by a Vendor. But the State will only do so if it believes that is in the State's interest and will not cause any material unfairness to other Vendors.

REJECTION OF QUOTATIONS

The State may reject any quotation that is not in the required format, does not address all the requirements of this RFQ, or that the State believes is excessive in price or otherwise not in its interest to consider or to accept. The State will reject any Non-STS responses. In addition, the State may cancel this RFQ, reject all the quotations, and seek to do the work through a new RFQ or other means.

EVALUATION OF QUOTATIONS

Clarifications and Corrections

During the evaluation process, the State may request clarifications from any Vendor under active consideration. It also may give any Vendor the opportunity to correct defects in its quotation. But the State will allow corrections only if they do not result in an unfair advantage for the Vendor and it is in the State's best interest.

Requirements

While each criterion represents only a part of the total basis for a decision to award the contract to a Vendor, a failure by a Vendor to make a required submission or meet a requirement will normally result in a rejection of that Vendor's quotation. The value assigned to each criterion is only a value used to determine which quotation is the most advantageous to the State in relation to the other quotations that the State received. It is not a basis for

determining the importance of meeting any requirement to participate in the quotation process.

The evaluation process **may** consist of up to three distinct phases:

1. The procurement representative's initial review of all quotations for defects;
2. The evaluation committee's evaluation of the quotations; and
3. Interviews (optional).

Initial Review

The procurement representative normally will reject any incomplete or incorrectly formatted quotation, though the procurement representative may elect to waive any defects or allow a Vendor to submit a correction. If a late quotation is rejected, the procurement representative will not open or evaluate the late quotations. The procurement representative will forward all timely, complete, and properly formatted quotations to an evaluation committee, which the procurement representative will chair.

Committee Review of the Quotations

The State's review committee will evaluate and numerically score each quotation that the procurement representative has forwarded to it.

The evaluation will result in a point total being calculated for each quotation. Those Vendors submitting the highest-rated quotations may be scheduled for the next phase. The number of quotations forwarded to the next phase will be within the committee's discretion, but regardless of the number of quotations selected for the next phase, they will always be the highest rated quotations from this phase.

At any time during this phase, the State may ask a Vendor to correct, revise, or clarify any portions of its quotation.

The State will document all major decisions in writing and make these a part of the file along with the evaluation results for each quotation considered.

Once the technical merits of a quotation are considered, the costs of that quotation will be considered. But the State may also consider costs before evaluating the technical merits of the quotations by doing an initial review of costs to determine if any quotations should be rejected because of excessive cost. And the State may reconsider the excessiveness of any quotation's cost at any time in the evaluation process.

Interviews

The State may record any presentations, demonstrations and interviews.

Determination of Responsibility

The State may review the highest-ranking Vendors or its key team members to ensure that the Vendor is responsible. The Contract may not be awarded to a Vendor that is determined to be not responsible. The State's determination of a Vendor's responsibility may include the following factors: the Vendor's and its key team members' experience, past conduct on

previous Contracts, past performance on previous Contracts, ability to execute this contract properly and management skill. The State will make such determination of responsibility based on the Vendor's quotation, reference evaluations and any other information the State requests or determines to be relevant.

Changing Candidates

The major criterion on which the State bases the award of the contract is the quality of the Vendor's candidate(s). Changing personnel after the award may be a basis for termination of the contract.

Contract Award Process

It is OIT's intention to award one contract under the scope of this RFQ and as based on the RFQ Calendar of Events schedule, so long as OIT determines that doing so is in the State's best interests and OIT has not otherwise changed the award date. Any award decision by OIT under this RFQ is final. After OIT makes its decision under this RFQ, all Proposers will be notified in writing of the final evaluation and determination as to their proposals.

OIT anticipates making one award depending on program needs and the fit of the Proposer to the scope of this RFQ.