

Questions/Answers and Updates for CAPCOG/CAECD RFP for NEXT GENERATION 9-1-1 Call Handling Equipment and Solution

This document includes responses to any questions that were submitted in a timely manner related to the Capital Area Council of Governments (CAPCOG)/Capital Area Emergency Communications District (CAECD) Request for Proposals for Next Generation 9-1-1 (NG911) Call-Handling Equipment (CHE) and Solution. CAPCOG will update this document as questions are submitted and post it online for all vendors to review, or if there are any updates prior to submission deadline (2 pm on Monday, April 10, 2023). The deadline for questions is 2 pm, Friday, March 17, 2023.

Responses to Questions 3/14/2023

Q1: Is CAPCOG/CAECD providing a list of Public Safety Answering Points (PSAPs)/Emergency Communication Centers (ECCs)?

Answer: Please refer to Attachment “A” Page 9, Figure 1 for an overview of PSAPs/ECCs in the district. Below is also an additional list with current positions assigned.

Table 1. PSAPs/ECCs and Number of Positions

PSAP/ECC	Number of Positions
Austin Fire Department (AFD)	12
AFD - Back Up Center	10
AFD	45
AFD - Back Up Center	18
Austin/Travis County Emergency Medical Services (EMS)	13
Austin/Travis County EMS - Back Up Center	13
Back Up Center - Wall Boards	1
Bastrop County Emergency Communications	10
Blanco County Sherriff’s Office (SO)	2
Burnet County SO	3
CAECD Training	16
Caldwell County SO	2
Cedar Park Police Department (PD)	5
CTECC - Wall Board	4
Fayette County SO	2
Georgetown PD	7
Hays County SO	6
Kyle PD	4
Lago Vista PD	2
Lakeway PD	2
Leander PD	3
Lee County SO	2
Llano County SO	2
Lockhart PD	2
Luling PD	2

PSAP/ECC	Number of Positions
Marble Falls PD	3
Pflugerville PD	4
Regional Backup Center (RBUC)	20
Round Rock PD	11
San Marcos PD	6
Taylor PD	3
Texas State University PD	2
Travis County SO	11
Travis County SO - Back Up Center	10
University of Texas PD	3
Williamson County Emergency Communications - Wall Board	1
Williamson County Emergency Communications	20
Total	282

Q2: Can you please describe the room and A/V equipment available for the on-site demonstration?

Answer: On-site vendor presentations are not a prerequisite nor a requirement for evaluation and scoring of any RFP responses submitted. The room available is a classroom setting equipped with dual overhead projection system connected with either HDMI cable (provided) or serial cable (not provided) at a podium, the room has limited visitor wi-fi access and virtual meeting capability is limited.

Responses to Questions March 22, 2023

Q3: Can companies from Outside USA can apply for this?

Answer: Companies outside the continental United States are not prohibited from submitting proposals to this RFP. This project is being funded with U.S. Federal grant funding from the American Rescue Plan Act of 2021. All requirements for use of those federal grant funds and Texas procurement requirements are listed in Attachment B & C.

Q4: Do we need to come over there for meetings?

Answer: Physical participation will be required for project planning meetings, ongoing project meetings and all system implementations.

Q5: Can we perform the tasks (related to RFP) outside USA?

Answer: All tasks will need to be completed in the US as the installation of equipment and network systems are located in the U.S., Attachment B also list specific requirements in Section 4.4.12, (...shall provide US or Canada – Based NOC/SOC staff.....there shall be no “offshore” remote access into systems....)

Q6: Can we submit the proposals via email?

Answer: Yes, proposal should be emailed by 2:00 pm (CST) on April 10, 2023, the email address is: CAECD-RFP@capcog.org

Q7: How many admin lines do they have at each PSAP for call back or out dialing?

See the following table.

Questions/Answers and Updates to CAPCOG/CAECD RFP for NG911 CHE and Solution

Table 2. PSAPs with Number of Positions and Number of Integrated Lines

PSAP/ECC	# Positions	# Admin Lines
Austin FD	12	0
Austin FD - Back Up Center	10	0
Austin PD	45	0
Austin PD - Back Up Center	18	0
Austin/Travis County EMS	13	0
Austin/Travis County EMS - Back Up Center	13	0
Back Up Center - Wall Boards	1	0
Bastrop County Emergency Communications	10	0
Blanco County SO	2	0
Burnet County SO	3	0
CAECD Training	16	0
Caldwell County SO	2	0
Cedar Park PD	5	6
CTECC - Wall Board	4	0
Fayette County SO	2	0
Georgetown PD	7	5
Hays County SO	6	6
Kyle PD	4	0
Lago Vista PD	2	0
Lakeway PD	2	0
Leander PD	3	0
Lee County SO	2	0
Llano County SO	2	0
Lockhart PD	2	0
Luling PD	2	0
Marble Falls PD	3	5
Pflugerville PD	4	4
Regional Backup Center (RBUC)	20	0
Round Rock PD	11	24
San Marcos PD	6	6
Taylor PD	3	0
Texas State University PD	2	0
Travis County SO	11	0
Travis County SO - Back Up Center	10	0
University of Texas PD	3	4
Williamson County Emergency Communications - Wall Board	1	0
Williamson County Emergency Communications	20	7
Total	282	N/A

Q8: Can we get an extension?

Answer: NO, extensions will not be authorized, all responses to the RFP are due at 2:00 pm (CST) on April 10, 2023.

Q9: You mention a pricing sheet in the RFP. Is there a specific price sheet we are supposed to be using?

Answer: Yes, an addendum to the RFP will be released which includes a pricing sheet document.

Q10: Regarding Section 4.5.6: Would it be acceptable to achieve the required redundancy through separate redundant devices each with a single network connection?

Answer: Yes, this is acceptable.

Q11: Regarding Section 4.5.7: "All powered devices" would seem to include devices such as monitors and speakers or other peripherals. Can you please clarify?

Answer: This requirement applies to the CHE host equipment and network connected devices, i.e. gateways, routers and firewalls. (Not workstations)

Q12: Regarding Section 4.13.5: Does this potentially require the respondent to provide facilities for host systems, contrary to requirement 4.5.1? Would this be in addition to host locations identified in the conceptual diagram?

Answer: No, host facilities are designated in the conceptual diagram and additional host facilities are not required. This requirement refers to the need for each ECC to have redundant connectivity to multiple hosts.

Q13: Regarding Section: 4.16.2: This requirement appears to conflict with that of 4.5.6 and 4.5.7. Does the "whenever supported" stipulation supersede these previous requirements?

Answer: See the response to questions 4.5.6 and 4.5.7 above.

Q14: Regarding Section 4.27.2: Can you please elaborate on how a "top down" ACD algorithm would function?

Answer: ECC has the ability to prioritize call presentation based on role.

Q15: Regarding Section 4.29.8. The HMI shall provide the ability to make such dynamic features private (i.e., visible only to the creating agent), visible to specific groups (i.e., roles, agencies), or visible to all users. Can you provide the complete list of dynamic features expected in #8

Answer: Respondent shall provide a list of dynamic features available.

Q16: Regarding Section 4.29.18. The HMI shall provide the ability to search for a location using either: a) geo-coordinates, b) civic addresses, or c) common place name. Is there a high-availability geocoding service with common points of interest or commonplace names as an Esri REST endpoint that will be made available to the selected vendor?

Answer: CAPCOG currently does not provide an outward-facing geocoding service. CAPCOG will make the necessary road centerlines and address points available to the selected vendor to create, publish, and manage a service within vendor's environment.

Q17: Regarding Section 4.29.21. The HMI shall provide the ability to retrieve location information (i.e., address and geo-coordinates) by clicking on a point on the map display. Will a high availability hosted web map be provided with the underlining data requested in #21?

Answer: CAPCOG will not provide hosted feature or map services supporting this CHE implementation. However, CAPCOG will make the necessary road centerlines and address points available to the selected vendor through the CAPCOG open GIS data portal. This requirement is for the vendor to provide fully integrated call location mapping with the ability to retrieve and return location information without assistance from CAPCOG systems, services, or APIs.