

**Attachment “C”  
Option A Revision One  
Technical Requirements  
Public Service Commission ESInet  
Request for Proposal Number 6264 Z1**

Bidders are instructed to complete a Matrix for Emergency Services Internet Protocol (IP) network (ESInet). Bidders are required to describe in detail how bidder's proposed solution meets the conformance specification outlined within each Requirement. The matrix is used to document and evaluate bidder's response to the requirements.

The matrix should indicate how the bidder intends to comply with the requirement and the effort required to achieve that compliance. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. PSC will consider any such response to the requirements in this RFP to be non-responsive and the bid may be rejected. The narrative should provide The Public Service Commission (PSC) with sufficient information to differentiate the bidder's business solution from other bidders' solutions. Bidder shall not refer to other sections as a response. Even if the response is an exact duplicate of a previous response, the details shall be provided in the same paragraph as the requirement. Bidder shall not include pricing information in the description and shall not refer the reader to pricing.

The bidder must ensure that the original requirement identifier and requirement description are maintained in the matrix as provided by PSC. Failure to maintain these elements may render the bid non-responsive and result in for rejection of the bidder.

The bidder's response to each of the below requirements shall include an indication on the level of compliance that can be met. (Complies, Complies Partially, Complies with Future Capability, Does Not Comply) Bidder shall respond by placing an "X" in only **one** checkbox per requirement. Failure to complete this process properly will be treated the same as "Does Not Comply," and may result in the rejection of the response form.

1. **Complies:** Bidder's proposal complies with the RFP requirements and the products/services are included in the base price, are currently developed, generally available, and successfully deployed. Responding with "Complies" or "Complies with Future Capability" shall mean the bidder's solution meets or exceeds the requirement regardless of any comments included as additional information.
2. **Complies Partially:** Bidder's proposal addresses the RFP requirements through another method that currently is developed and available for implementation (i.e., shall be generally available), or the solution complies with some, but not all of the requirements. Bidder is responsible for clearly explaining how the proposed solution does not fully comply.
3. **Complies with Future Capability:** The RFP requirements will be met with a capability delivered at a future date. This response shall include a calendar quarter and year in which the requirement will be met with a generally available product or service at no additional cost.
4. **Does Not Comply:** Bidder's proposal does not/cannot meet the specific RFP requirement.

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Req Identifier	Requirement Description				
GEN-1	<b>General Requirements - Bidder Vision of NG911</b> The Commission is issuing this RFP for the purpose of selecting a qualified bidder that understands and can clearly demonstrate alignment with the industry’s evolution to <a href="#">NENA i3</a> -compliant ESI <sup>net</sup> and NGCS solutions. Describe bidder’s vision of NG911 and how bidder’s vision aligns with NENA’s i3 standard, bidder’s approach to monitoring and supporting evolving standards and the bidder’s level of involvement in standards development and Industry Collaboration Events (ICE).	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

GEN-2	<b>Proprietary Solutions and Standards</b> 1. Describe any use of proprietary standards, interfaces, or protocols in bidder’s proposed solution. 2. Describe any patented technology in the proposed solution, who owns the patent and describe any licensing arrangements. Disclose any technological limitations, in the response.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

GEN-3	<b>System and Network Architecture</b> The Commission is seeking a Public Safety Grade Next Generation 911 System. System and network architecture, including the design and deployment of interface functions and security measures, shall comply with current NENA i3 requirements as established in NENA-STA-010.2-2016, NENA Detailed Functional and Interface Standards for the NENA i3 Solution. Describe how the solution meets or exceeds the requirements in Section V.D.1.b. of the RFP.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

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GEN-4	<p><b>General Requirements – Capacity- Initial Design and Deployment</b></p> <p>The bidder's initial design and deployment of the ESInet and NGCS elements, including all components and physical network segments, shall provide capacity that will support current and planned ESInet traffic and usage that occurs as a result of data sharing in, and between, all participating PSAPs, the Commission, and designated support agencies. Additionally, the system and network design shall allow for 50 percent traffic and usage growth for the life of the contract. All current and potential core functions and applications shall be considered, e.g., call-handling systems, CAD, logging, GIS data, streaming media, real-time text (RTT), IP traffic, traffic management systems, communications systems, and incident management systems. Describe how bidder's solution will meet or exceed the above requirements.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

GEN-5	<p><b>Capacity - Scalable Deployment</b></p> <p>As the Commission migrates toward a fully compliant NG911 environment, additional PSAP functions will transition to the systems and network. The bidder's systems and network solution shall be designed and deployed in a way that is easily scalable, with the capability to grow in both capacity and coverage without disruption in service. Describe in detail how the solution meets or exceeds the above requirements.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

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SEC 1	<p><b>Security - Cybersecurity</b> For the purposes of this RFP, cybersecurity (security) is considered to be the established systems and processes focused on protecting computers, networks, programs, and data from unintended or unauthorized access, modification, or destruction.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<p><b>Security Requirements and Standards</b> The security requirements established in applicable standards listed in Section V.D.1. Table 1 of the RFP apply equally to all elements of the system requested in this RFP, including but not limited to components located in the following building types: 1. Data centers; 2. Network-housing structures ; and, 3. Regeneration sites and other buildings housing any element or device that is part of the overall system.</p> <p>Describe how the solution meets or exceeds the above requirements.</p> <p>Bidder Response:</p>				

Any additional documentation can be inserted here:

SEC 2	<p><b>Security Plan</b> A comprehensive security plan is a critical component of the Nebraska’s NG911 network solution. Describe the security plan, including the 1. mitigation; 2. monitoring; 3. alerting and incident-response processes; and 4. provide information on specific hardware components and software systems incorporated in the proposed security plan.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<p>The proposed solution’s security plan is required to utilize the latest NENA specifications and incorporate the intentions of the Communications Security, Reliability and Interoperability Council (CSRIC) and Task Force on Optimal PSAP Architecture (TFOPA) <a href="#">best practices</a>.</p> <p>Bidder Response:</p>				

Any additional documentation can be inserted here:

SEC 3	<p><b>Security Compliance Matrix</b> Describe how the proposed solution addresses compliance in each of the following categories in NENA 75-502, NENA NG-SEC Audit Checklist.</p>
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Category
1. Senior Management Statement
2. Acceptable Use Policy
3. Authentication/Password Policy
4. Data Protection
5. Exception Request/Risk Assessment
6. Hiring Practices
7. Incident Response
8. Information Classification and Protection
9. Physical Security
10. Compliance Audits & Reviews
11. Network/Firewall/Remote Access
12. Security Enhancement Technical Upgrade
13. Technical Solutions Standards
14. Wireless Security

Bidder Detailed Response:

Any additional documentation can be inserted here:

SEC 4	<b>Predictive Analysis and Monitoring</b> Describe solution's capabilities to provide predictive analysis and modeling to combat security threats.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response				

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SEC 5	<b>Credentialing Process</b> Solution shall provide a process so that devices and carriers outside the IP network shall not have credentials, per NENA-STA-010.2-2016. Provide details regarding how the solution ensures that devices and carriers outside the IP network are not provided credentials.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

SEC 6	<b>Third-Party Security Audits</b> Bidder shall allow for annual third-party security audits at the request and cost of the Commission. Describe bidder’s current process for third party security audits.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

SEC 7	<b>Physical Security</b> All structures outside the Commission’s control that will house components of the ESIInet and NGCS shall have security and access-control systems that ensure that only duly authorized individuals can access the areas housing the Commission’s systems and network equipment. Any workstations or other equipment connected to, or capable of accessing, the ESIInet and NGCS systems shall be housed in secured, access-controlled areas. Any devices, power distribution, and cross-connect panels feeding the cages or rooms housing the Commission’s systems similarly shall be protected. Identify any elements that are not under the direct control of the bidder, and a description of the building’s security and access-control systems shall be provided.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
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	<b>General Requirements – Network Operations Center (NOC)/Security Operations Center (SOC)</b>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
NOC/ SOC 1	<b>Centralized NOC/SOC</b> All services and components deployed and interconnected as part of the solution shall be monitored 24 hours a day, 7 days a week, 365 days a year (24 x 7 x 365) by a centralized Network Operations Center (NOC) and Security Operations Center (SOC). These functions may be in separate buildings or combined in a single building located in the continental United States.				
	<b>NOC/SOC Interoperability</b> Contractor shall have the ability to communicate, troubleshoot and connect with other vendors NOCs should there be a different ESInet and NGCS provider. In addition, the Contractor shall interface with the NOCs that support the regions throughout the state. This shall include ebonding of the ticket systems to support transparency throughout the troubleshooting process.				
	<b>NOC/SOC Operations Model</b> Provide documentation including organizational structure and procedures that describe bidder’s 1. NOC/SOC operations model, 2. Continuity Of Operations Plan (COOP), 3. problem and change management systems, 4. reporting systems, 5. escalation plan, and 6. conformance with best practices (Information Technology Infrastructure Library (ITIL) or equivalent methodology)) for service-delivery management. The Contractor shall confirm the requirement compliance of any interconnected network utilized by the Contractor not previously identified to the Commission.				
	Bidder Response:				

Any additional documentation can be inserted here:

	<b>NOC/SOC - Remote Connectivity Required</b>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
NOC/ SOC 2	Contractor shall provide any network connectivity required to support Contractor’s NOC/SOC services. Describe any remote connectivity required by the solution including, but not limited to, Virtual Private Network (VPN), phone-home connection, and tech support remote access.				
	Bidder Response:				

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NOC/ SOC 3	<p><b>NOC/SOC - Network Security Monitoring and Management Security Management Solution</b></p> <p>The bidder’s security management solution shall control access to network resources in accordance with public safety network security best practices such as NIST, NENA and the FCC to prevent sabotage, service interruption (intentional or unintentional) and the compromise of sensitive information. Security management shall comply with security- and data-integrity standards listed in Section V.D.1. Table 1 in the RFP, to monitor users logging into network resources and to refuse access to those who enter inappropriate access codes. The proposed IP network and systems shall support standard security policies that may include the use of firewall rules, Access -Control Lists (ACLs), Virtual Local-Area Networks (VLANs), VPNs, and Transport Layer Security (TLS) protocols to control network traffic and access. The systems shall support the use of software to detect and mitigate viruses, malware, and other attack vectors. Describe how the solution meets or exceeds the above requirement.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 4	<p><b>NOC/SOC - Connected Systems Compliance</b></p> <p>Any system that connects to an IP network shall be required to comply with listed standards in Table 1, including security standards, and demonstrate compliance through an initial and recurring audit.</p> <p><b>Security Reports and Recommendations</b></p> <p>Contractor shall provide, within 30 days of the end of each calendar month, security summary reports and recommended improvements on a monthly basis (at a minimum), including incidents and incident response; building, facility, and network access reports, including failed attempts; and updates or changes to security systems and software. All related data shall be retained for the period of the contract and provided to the Commission electronically at the end of the contract. Describe how the solution meets or exceeds the above requirement.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 5	<p><b>NOC/SOC – Connected Systems Compliance Support for Similar Solutions</b></p> <p>Provide details concerning how bidder provides security monitoring and management for similarly deployed production solution. Provide details, including drawings, which explain how the proposed solution meets or exceeds the above requirements.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
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NOC/ SOC 6	<b>NOC/SOC - Physical Access Monitoring and Management</b>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Contractor shall track and log all physical access to structures housing IP network components serving the Commission or have the capability to obtain access logs for structures not under immediate control of the bidder. Reports may be requested and shall be made available for review upon request. All related data shall be retained for the period of the contract and provided to the Commission electronically at the end of the contract. Provide a detailed explanation of bidder's processes and procedures for logging physical access to ESInet /NGCS components, and how the bidder's solution generates the required reports.				
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 7	<b>NOC/SOC - Incident Management System</b>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	The bidder's incident management system shall log all support requests, both from users and those automatically generated. 1. Provide examples of monthly reports detailing tickets opened, pending, resolved, and closed. 2. Provide a matrix outlining Service Impact Levels in a detailed response, to include notification times and response times.				
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 8	<b>NOC/SOC - Change Management System</b> <b>Change Management Review System</b>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Describe bidder's change management system and the ability to provide the Commission's program manager and designated PSAP representatives with the ability to review proposed change requests and the client approval process. The Contractor shall provide monthly reports detailing change tickets opened, pending, resolved, and closed.				
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NOC/ SOC 9	<b>NOC/SOC - Change Management System Change Management Tools</b> Provide detailed descriptions of any other tools bidder intends to use to provide access to the change management system, such as web portals and client software.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 10	<b>NOC/SOC – Change Management System Change Testing and Training Environment</b> A non-production ESInet replica, NGCS replica, test lab, or similar system shall be established to test, and exercise proposed upgrades, third-party interfaces, and applications prior to release in live production. This system also could be leveraged for training purposes. Provide detailed descriptions of how the solution satisfies this function in the change management process.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 11	<b>NOC/SOC – Change Management System Change Management Process</b> 1. Outline bidder’s proposed change management process. The ITIL change management standard methods and procedures are preferred. 2. Include a description of the process for notifying the Commission and affected PSAPs. Notification shall be made no less than ten (10) business days in advance of the change, except in emergency situations, in which case notification shall be provided immediately. 3. Include explanation of solution’s Fault, Configuration, Accounting, Performance, and Security (FCAPS) procedures. 4. Provide a detailed explanation describing how the proposed solution meets or exceeds the requirements for the ITIL and FCAPS processes.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
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NOC/ SOC 12	<b>NOC/SOC - Network Management System System and Network Management Software</b> Software packages are widely available for capturing, analyzing, and reporting the network’s health based on the Simple Network Management Protocol (SNMP) traffic it receives. Provide the name and description of the management software that will be implemented including all functional modules associated with it (e.g., reporting, backup, and IP address management).	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 13	<b>NOC/SOC – Network Management System NMIS Interworking with Elements and Services</b> Provide a detailed explanation and associated drawings explaining how the proposed solution interworks with all of the various elements and services of the proposed systems and network elements.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 14	<b>NOC/SOC - Network Event Logging System and Network Event Logging and Reporting</b> The network management system shall capture real-time and historical tracking of network and system events, as well as event resolution of the IP network and attached systems. This is for logging errors and statistical information related to the health of the network and attached systems. Events shall include, but are not limited to, hardware (power, processor, interface cards, ports), software (operating system errors, database errors, application errors and failures), network (Quality of Service (QoS), Mean Opinion Score (MOS), jitter, latency, and packet loss)).	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	The events recorded in this section are not related to the event logging of 911 requests for service as part of NGCS Option B requirement NGCS 13 Event Logging. Describe how the solution meets or exceeds the above requirement.  Bidder Response:				

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NOC/ SOC 15	<b>NOC/SOC - Network Event Logging Management System Interface to Incident Management System</b> This system should be part of, or interfaced with, the bidder's incident management system, or contain cross-reference abilities. Contractor shall maintain historical information for the term of the contract and provide copies of the data to the Commission on request, and at the end of the contract. Describe how the solution meets or exceeds the above requirements.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 16	<b>NOC/SOC - Network Event Logging Interfacing Between Solutions</b> Provide a detailed explanation and associated drawings explaining bidder's processes, tools, and procedures for interfacing with the bidder's monitoring solutions.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 17	<b>NOC/SOC - Access to Technical Staff</b> 1. Detail the procedures by which bidder communicates with technical personnel from participating subcontractors, the Commission, and the participating PSAPs. 2. Specify the level of assistance required from such technical personnel to resolve service-related issues.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

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NOC/ SOC 18	<b>NOC/SOC - Notification</b> Specify how the bidder's NOC informs the Commission and the affected PSAPs or their designees of problems with the network, scheduled service and maintenance outages, and upgrades. Include all methods of notification used. Notifications for scheduled maintenance or outages shall be made no less than ten (10) business days in advance, except for emergency situations in which case, notification will be given immediately. Tickets related to the services delivered to subcontractors shall be forwarded automatically. Notification shall be provided via multiple communications means to the Commission and applicable PSAPs. Entities requiring notification may change, depending on the alarm or incident. Provide a detailed explanation explaining how the solution meets or exceeds the above requirements, including the methods of communications used.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 19	<b>NOC/SOC - Executive Dashboard</b> Contractor shall provide a web-based executive dashboard or similar tool, providing near real-time visibility of network status displayed geographically with service impact levels color-coded. Open ticket status shall be available to users through this dashboard. Describe how the solution meets or exceeds the above requirement.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 20	<b>NOC/SOC - Escalation Procedures</b> 1. Outline a detailed regional-level escalation process to be used during incidents that affect service, particularly those that result in critical service outages. 2. Describe how discrepancies in the perception of service level agreement (SLA) incident levels may be escalated and addressed. These procedures shall be maintained and accessible via an online portal. This escalation notification process shall be integrated with the notification processes described above, based on the problem reported.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

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NOC/ SOC 21	<p><b>NOC/SOC -Statement on Standards for Attestation Engagement Number 16</b>  Bidder shall demonstrate compliance with the Statement on Standards for Attestation Engagements Number 16 (SSAE 16). The applicable report from an SSAE 16 engagement is the Service Organization Controls 1 (SOC 1) report.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<p>1. If bidder is proposing services, provide a detailed explanation of how bidder has complied with SSAE 16 for similar solutions, and how this would be implemented with the Commission's NG911 implementation.</p> <p>2. Provide with the detailed explanation and graphical representation explaining how the solution meets or exceeds the above requirement.</p>				
	Bidder Response:				

Any additional documentation can be inserted here:

NOC/ SOC 22	<p><b>NOC / SOC - Configuration Backup and Restoration</b>  1. The bidder shall deploy and provide detailed descriptions of bidder and any subcontractors' capabilities to automatically or routinely back up configuration data and define the conditions under which the configuration of network elements, such as routers or switches, will be restored, and the process that will be used. A reporting process shall confirm regularly scheduled (e.g., monthly, quarterly) backup and restoration, and provide sufficient details on backup and restoration activity.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<p>2. Describe the bidder's abilities to perform on-demand backups, such as at the end of a successful configuration change. A reporting process shall confirm on-demand backup and restoration and provide sufficient details on backup and restoration activity.</p> <p>3. Describe bidder's COOP as it applies to the NGCS and delivery of 911 traffic via IP network to the respective host locations.</p> <p>4. Provide a detailed explanation and any associated drawings explaining how the proposed processes and procedures provide the ability to manage these configuration backup and restoration processes in a manner that has no negative impact on the total Commission ESInet and NGCS solution.</p>				
	Bidder Response:				

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NOC/ SOC 23	<p><b>NOC/SOC - Third-Party Management</b></p> <p>The Commission is seeking the optimum value provided by best-of-class products and services integrated as part of the total IP network solution. This may present a situation where no single manufacturer or supplier can provide a public safety-grade, unified NOC/SOC accountable for all components, products, and services that comprise the Commission's total IP network solution. Consequently, the Commission may find it beneficial to have a third party provide that overarching NOC/SOC service.</p> <p>A third-party NOC/SOC provider may be responsible for functioning as an umbrella for monitoring all of the Contractor's products and services, including collaboration with the Contractor's NOC/SOC. To facilitate that capability, the third-party NOC/SOC shall have a view into all elements that are under SLAs. Bidder's NOC/SOC NMIS and/or incident-tracking tools shall have the ability to perform eBonding, which enables bidirectional data synchronization.</p> <p>2. Provide a detailed narrative discussing bidders experience in providing access to third-party NOC/SOC, overarching support as well as for each of the requirements in Third-Party NOC/SOC Support below.</p>				
Bidder Response:					

1. In support of the Commission's consideration of such an option, bidder shall indicate the compliance level of experience in providing access to third-party NOC/SOC overarching support, as related to the requirements identified in the table below.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
Change management processes				
Coordinating and managing trouble tickets to resolution from bidder and multiple suppliers.				
Trouble ticket report management (reports may be daily, weekly, monthly, quarterly, or yearly).				
Notification processes for bidder and suppliers, and any other entities or people designated by the Commission.				
System alarm access in the form of SNMP or syslog data.				
Experience and processes for interworking of multiple public safety data system suppliers.				

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SLA 1	<b>General Operations - Service Level Agreements</b> <b>System Capacities and Performance</b> 1. Provide capacity levels of each element of the IP Network This may be in terms of busy-hour calls, network bandwidth, or any other applicable measure. The proposed solution shall be capable of handling current and planned IP traffic and usage plus 50 percent capacity growth over the term of the contract. 2. Specify lead times required to increase capacities on each element of the IP network.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

SLA 2	<b>Service Level Agreements - System Performance</b> <b>Network Latency</b> Specify the guaranteed maximum latency across the backbone network under a full-load condition, and include how that information will be gathered, calculated and provided to the Commission and the affected PSAPs.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

SLA 3	<b>Service Level Agreements - System Performance</b> <b>Point of Presence (POP) to POP</b> Specify the guaranteed maximum latency from interconnection facility to interconnection facility, and include how that information will be gathered, calculated and provided to the Commission and the affected PSAPs.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

SLA 4	<b>Service Level Agreements - System Performance</b> <b>POP to Endpoints</b> Specify the guaranteed maximum latency from interconnection facilities to the network interface device located at the entrance to the hosts' premises, and include how that information will be gathered, calculated and provided to the Commission and the affected PSAPs.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
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Any additional documentation can be inserted here

SLA 5	<b>Service Level Agreements - System Performance</b> <b>Mean Opinion Score (MOS)</b> Bidder shall guarantee, in the response, a consistent MOS of 4.0 or better across all network links transporting media streams from interconnection facilities to the network interface device located at the entrance to the hosts' premises, and include how that information will be gathered, calculated and provided to the Commission and affected PSAPs monthly or as requested. Describe how the solution meets or exceeds the above requirements.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

SLA 6	<b>Service Level Agreements - System Performance</b> <b>Packet Loss</b> Specify the guaranteed maximum end-to-end packet loss across the network. This specification also shall include any loss characteristics associated with another carrier's network or any applicable wireless links, including how that information will be gathered, calculated and provided to the Commission and affected PSAPs monthly or as requested.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

SLA 7	<b>Service Level Agreements - System Performance</b> <b>Network Latency</b> Specify the guaranteed maximum end-to-end network latency across the network. This specification also shall include any latency associated with another carrier's network or any applicable wireless links, including how that information will be gathered, calculated and provided to the Commission and affected PSAPs monthly or as requested.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

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SLA 8	<b>Service Level Agreements - System Performance</b> <b>Jitter</b> Specify the guaranteed maximum end-to-end jitter across the network. This specification also shall include any jitter characteristics associated with another carrier's network or any applicable wireless links, including how that information will be gathered, calculated and provided to the Commission and affected PSAPs monthly or as requested.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

SLA 9	<b>Service Level Agreements - System Performance</b> <b>Network Traffic Convergence</b> Specify convergence protocols and the estimated or guaranteed network convergence time (less than 54 ms) of IP traffic at any point within the proposed solution, including how convergence information will be gathered, calculated and provided to the Commission and affected PSAPs monthly or as requested.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

SLA 10	<b>Service Level Agreements - System Performance</b> <b>Mean Time to Repair (MTTR)</b> Specify the MTTR characteristics of the proposed solution. These specifications shall reflect the end-to-end solution, as well as components or subsystems that are subject to failure. Include how MTTR information will be gathered, calculated and provided to the Commission and affected PSAPs.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

SLA 11	<b>Service Level Agreements - System Performance</b> <b>Mean Time Between Failures (MTBF)</b> Specify the MTBF characteristics of the proposed solution. These specifications shall reflect the end-to-end solution, as well as components or subsystems that are subject to failure. Include how MTBF information will be gathered, calculated and provided to the Commission and affected PSAPs.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

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SLA 12	<b>Service Level Agreements - System Performance</b> <b>Network Reliability</b> Network reliability is defined as the ability for system end-points to effectively communicate with each other, and all associated data and information is exchanged in usable formats. An IP-based network looks at reliability as an overall redundancy design, rather than component by component.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Specify in the response the overall reliability service level of the IP network, including all bidder-provided components and facilities.				
	Bidder Response:				

Any additional documentation can be inserted here

SLA 13	<b>Service Level Agreements - System Performance</b> <b>Network Availability</b> 1. Specify the service level offered as a percentage of time when the service is available, and the maximum period of total outage before remedies are activated. Availability is defined as MTBF/(MTBF+MTTR). 2. Include how system availability information will be gathered, calculated and provided to the Commission and affected PSAPs.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

SLA 14	<b>Service Level Agreements - System Performance</b> <b>End-of-Support Equipment</b> Contractor shall proactively replace, at Contractor's expense, any hardware that has reached end of support (EOS) no later than 90 calendar days prior to the manufacturer's EOS date. All equipment must be new and of current manufacture, not refurbished. Describe your procedures for End-of-Support Equipment.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

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SLA 15	<p><b>Service Level Agreements – SLAs for Incident Management</b></p> <p>The Commission requires the Contractor to establish processes and procedures for supporting a NOC/SOC that can rapidly triage and manage reported network incidents. Bidder shall develop an ITIL compliant severity-level scale that includes levels one through four, with level one being the most severe incident. The top two levels shall capture all incidents affecting the level of service of one or more end-points. Include a description of incident severity-level attributes, including response and resolution times for each severity level, and how response and resolution times are measured.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

SLA 16	<p><b>Service Level Agreements – Outage Notification and Reason for Outage (RFO) Report Outage Summary and Lessons Learned</b></p> <p>Provide a summary of FCC reportable outage situations that interrupted 911 service to bidder’s clients over the past three years, where 911 calls were not delivered or not delivered to the appropriate PSAP as a result of the issue. The response shall include the deployment type (legacy, ESI-net, and NGCS), month, year, duration, number of PSAPs or population impacted, number of PSAPs or population served by the impacted system, impacted system, and lessons learned from each outage.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<p><b>Regulatory Compliance</b></p> <p>Contractor shall comply with all applicable local, state, and federal outage and notification rules throughout the term of the contract.</p>				
Bidder Response:					

Any additional documentation can be inserted here

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SLA 17	<b>Service Level Agreements –                  Outage Notification and Reason for Outage (RFO) Report                  Outage Notification</b> Contractor shall notify the Commission and affected PSAPs within a maximum 30 minutes of discovering an event or outage that may impact 911 services. All events that meet criteria for local, state, or federal reporting shall also be completed by the Contractor. At the time of initial notification, the Contractor shall convey all available information that may be useful in mitigating the effects of the event or outage, as well as a name, telephone number, ticket or reference number, and email address at which the service provider can be reached for follow-up. The Contractor is responsible for coordinating data gathering, troubleshooting and reporting on behalf of subcontractors. Describe how the solution meets or exceeds the above requirements.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

SLA 18	<b>Service Level Agreements –                  Outage Notification and Reason for Outage (RFO) Report                  Status Updates</b> The Contractor shall communicate any updated status information to the Commission and affected PSAPs no later than two hours after the initial contact, and at intervals no greater than two hours thereafter until normal 911 service is restored. This information shall include the nature of the outage, the best-known cause, the geographic scope of the outage, the estimated time for repairs, and any other information that may be useful to the management of the affected operations. Describe how the solution meets or exceeds the above requirements.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

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SLA 19	<p><b>Service Level Agreements – Outage Notification and Reason for Outage (RFO) Report</b></p> <p><b>Reason For Outage (RFO) Reporting</b></p> <p>Following the restoration of normal 911 service, Contractor shall provide a preliminary RFO report to the Commission and affected PSAPs no later than three (3) calendar days after discovering the outage. An in-depth RFO report, including a detailed root-cause analysis, shall be provided to the Commission and affected PSAPs no later than ten (10) calendar days after discovering an outage.</p> <p>1. Describe how bidder will comply with the notification and reporting requirements above.                  2. Describe the NOC/SOC tools and techniques at bidder's disposal to ensure that bidder's various subcontractor perform troubleshooting and post-event analysis and provide associated reports.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

SLA 20	<p><b>Service Level Agreements – Outage Notification and Reason for Outage (RFO) Report</b></p> <p><b>PSAP Notifications</b></p> <p>Outage notifications and follow-up analysis of outages are a critical element to understanding overall system health and preventing future service interruptions. Having awareness of issues that exist in a neighboring PSAP provides valuable insight into potential issues that may begin impacting another PSAP's operations.</p> <p>The Commission' is seeking an outage notification service that allows for each PSAP to elect the outage notification types and PSAPs for which it will receive outage notifications, outage updates and RFO reports. A web portal for authorized users to select/deselect outage notifications is required.</p> <p>Provide a detailed description of how bidder will support such an outage notification service.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

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SLA 21	<p><b>Service Level Agreements – Media Contact</b> 1. Contractor shall provide a 24 x 7 spokesperson who will be available for media contact regarding ANY outage of 911 service due to any failure of 911 call delivery to the Commission’s host equipment and to the affected PSAPs.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<p><b>Government &amp; Regulatory Contact</b> 2. Contractor shall provide a 24 x 7 representative who will be available for government and regulatory contact regarding ANY outage of 911 service due to any failure of 911 call delivery to the Commission’s host equipment and to the affected PSAPs</p> <p>Describe bidder’s experience in providing both a Media Contact and Government &amp; Regulatory Contact for similar contracts.</p> <p>Bidder Response:</p>				

Any additional documentation can be inserted here

SLA 22	<p><b>Service Level Agreements – SLA Violations</b> An SLA violation shall have occurred whenever: A. The Contractor fails to meet any single performance level; or, B. The average of any single performance item over the preceding two-month period fails to meet the service level stated in response to requirements SLA 1 through SLA 22. Contractor shall deliver an SLA violations report to the Commission on a monthly basis.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<p><b>SLA Reporting</b> Provide a detailed description of how bidder measures and reports incidents, including immediate notifications and regularly scheduled reports. SLA results shall be delivered to the Commission on the 10th business day of the month. The report shall include all performance items identified in the bidder’s proposal and documented in contract negotiations.</p> <p>Bidder Response:</p>				

Any additional documentation can be inserted here

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SLA 23	<p><b>Service Level Agreements – SLA Violation Financial Remedies</b></p> <p>Contractor shall provide financial remedies to the Commission for each event in which service levels are not maintained. The Commission requires that all of the Contractor’s network facilities, devices, and services will be measured on a rolling, 12-month calendar. Failure to meet SLAs shall be measured per service-affecting outage. Financial remedies shall be assessed for failure to meet SLAs.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<p>For service-affecting incidents, a 10 percent (10%) discount shall be assessed against the Monthly Recurring Charge (MRC) applicable to the source of the failure, whenever the initial period of resolution is exceeded. If the resolution period length of time doubles, then the discount shall increase to 20 percent of the MRC. If the resolution period length of time quadruples the initial period, then 50 percent of the MRC shall be assessed. The amount related to the damages is to be credited to the invoice for the month immediately following the violation. Bidder shall include how uptime information will be gathered, analyzed and provided to the Commission.</p>				
Bidder Response:					

Any additional documentation can be inserted here

**Operational Scenarios**

Safeguards shall be established to minimize the impact of human or system error. Describe bidder’s risk-mitigation and issue-resolution strategies for the following hypothetical scenarios:

GEN SCEN 1	<p><b>Scenario 1</b></p> <p>At 0300 hours, a series of SBC alarms previously unseen by the NOC staff on duty begin to increase in volume and frequency. At 0330, multiple critical alarms are received. At 0345, a few PSAPs start reporting garbled audio while others report an inability to obtain location information. At 0600, some PSAPs are reporting that they have not received a call in the last 15 minutes.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

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GEN SCEN 2	<p><b>Scenario 2</b>  All originating service providers in the state are connected directly via Signaling System Number 7 (SS7) protocol to the bidder's LNGs that serve the PSAPs in Nebraska, as well as others outside the Commission's footprint. Each LNG consistently processes about 10,000 calls per day, but each is capable of processing in excess of 100,000 calls per day. One of the LNGs experiences a catastrophic failure and is unable to process any calls. In a review of the prior day's logs, it is found that the two surviving LNGs only are processing 2,000 calls each.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

GEN SCEN 3	<p><b>Scenario 3</b>  As part of normal data-maintenance procedures, the bidder has uploaded six minor recent changes. The bidder's Quality Assurance/Quality Integrity (QA/QI) process provides a discrepancy report detailing 15,000 errors resulting from the updated file.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here

GEN SCEN 4	<p><b>Scenario 4</b>  At 0700, the NOC has received an alarm reporting loss of connectivity for a single path to Host A. At 0705, the NOC contacts Host A to confirm the loss of connectivity. The PSAP has found that the link lights are off, but the system appears to be operational. At 0725, the redundant link appears to be bouncing for Host A. At 0900, the PSAP is reporting a decrease in typical call volume.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

PM 1	<p><b>Project Management and Ongoing Client Management Services</b>  <b>Project Management Methodology</b>  1. Describe bidder's project management methodology and support structure.  2. Describe the daily, weekly, and monthly interactions during the migration.  3. Include a proposed high-level project plan.  4. Include a schedule for the through implementation of this project.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

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Any additional documentation can be inserted here:

PM 2	<b>Project Management and Ongoing Client Management Services</b> <b>Post-Deployment Client Management</b> Describe the post-deployment client management service, including client management reports, executive briefings and the fielding of ad hoc support requests.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

TRN 1	<b>General Requirements – Training</b> <b>Comprehensive Training</b> Contractor shall provide comprehensive training to designated Commission representatives responsible for varying layers of network/system monitoring and system maintenance. Describe bidder's training program for system implementation and ongoing operation and maintenance, including but not limited to the following topics: 1. user-configurable elements; 2. NOC/SOC procedures; 3. escalations; 4. trouble reporting; 5. help desk portal; 6. executive dashboard; and, 7. service monitoring tools. Training shall be available at the user level and delivered to the PSC and each region (up to 10) and also the train-the-trainer level (up to 25 individuals).	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

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TRN 2	<b>General Requirements – Training Attendees and Curriculum</b> 1. Describe the number and types of attendees required to attend training, training curriculum, number of training attendees included in the proposed price, and the duration of the training program per attendee (expressed in hours per day and number of days), as well as the location of the training and whether such training is available online or onsite. Preference is given to training that can be conducted in an onsite setting for attendees. 2. Provide Examples of the proposed training plans. 3. Provide a sample of the training materials to be used. Training classes shall be recorded for future reference and training of new Commission and PSAP employees.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

SRAR 1	<b>General Requirements – Service, Repair and Advance Replacement</b> The Commission shall not be responsible for the replacement and maintenance of hardware and software required to provide the NGCS or ESInet connectivity provided as part of the bidder's solution. The Contractor shall resolve all faults or malfunctions at no additional cost to the Commission.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<b>Support Maintenance</b> 1. Describe in detail bidder's 24 x 7 x 365 maintenance support for the life of the contract. 2. Describe bidder's understanding of public safety maintenance windows and associated notification processes. 3. Describe bidder's problem resolution and change management processes, the supporting systems, and adherence to best practices, such as those described in the ITIL version 3 or most current version.				
Bidder Response:					

Any additional documentation can be inserted here:

SRP 1	<b>General Requirements – Software Release Policy Scheduled Releases Frequency of Scheduled Releases</b> 1. Describe the frequency of scheduled software releases, the feature release testing process, and the decision-making processes involved in deciding what features and defect resolutions to include in a scheduled release. 2. Include a current roadmap of feature updates and additions with projected release by quarter and year.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

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Any additional documentation can be inserted here:

SRP 2	<b>General Requirements – Software Release Policy</b> <b>Maintenance Releases</b> Describe the frequency of defect-resolution software releases, as well as the decision-making processes involved in selecting which software defects to fix.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
Bidder Response:					

Any additional documentation can be inserted here:

SRP 3	<b>General Requirements – Software Release Policy</b> <b>Test Environment</b> Prior to install of new releases, bidder shall explain how Contractor replicates the production environment for software release testing to provide assurances that future software releases will not negatively impact PSAP operations.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
Bidder Response:					

Any additional documentation can be inserted here:

SRP 4	<b>General Requirements – Software Release Policy</b> <b>Access to Defect Tracking System</b> Contractor shall provide the Commission with access to the Contractor’s defect tracking system for the Commission to track the progress of defect resolutions.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<b>Software Defect Tracking Process</b> Provide a detailed description of the software defect tracking process and describe how bidder will provide training for no more than ten (10) Commission staff prior to Final Acceptance Testing.				
Bidder Response:					

Any additional documentation can be inserted here:

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SRP 5	<p><b>General Requirements – Software Release Policy</b> <b>Software Defect Aging</b> Describe how service-affecting software defects are aged. If minor problems (from the Contractor's perspective) are not identified and resolved immediately, these minor problems can become major or critical problems. Describe in detail how/when this minor problem gets scheduled or automatically escalated, and the feedback mechanism in place for keeping the Commission informed.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

DOC 1	<p><b>General Requirements – Documentation</b> The Contractor shall provide the Commission with all pertinent documentation for the ESInet and/or NGCS connectivity provided as part of the Contractor's solution as implemented, No more than 30 days after completion of the network construction, and update the Commission as configurations change over the term of the contract. The required documentation shall include the following:</p> <ol style="list-style-type: none"> <li>1. Detailed project plan;</li> <li>2. Escalation procedures;</li> <li>3. Circuit identification;</li> <li>4. Single points of failure;</li> <li>5. Network path diversity drawings into each PSAP;</li> <li>6. Network path diversity drawings into each non-PSAP site or structure housing any element or device that is part of the overall system;</li> <li>7. PSAP backroom as-built drawings;</li> <li>8. PSAP demarcation point drawings; and,</li> <li>9. All user interface training and reference materials.</li> </ol> <p><b>Network As-Built Documentation</b> Upon implementation, Contractor shall provide a network or solution diagram that clearly depicts the Contractor's solution as implemented.</p> <p>The Contractor shall provide all documentation in agreed-upon electronic format via a Contractor-hosted web portal. Please describe how bidder's solution meets or exceeds this requirement.</p>	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

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ESI 1	<b>Emergency Services IP Network (ESInet) Diversity</b> The network shall be designed with diverse entrances (e.g., east-west entrances) into specified buildings that are part of the ESInet. This requirement shall apply to the core network sites, including data centers and PSAPs specified in Attachment A - PSAP Host End-Point Locations, Equipment List and Selective Router Locations. Primary and redundant links shall not share common routes, trenches, or poles. If last-mile facility or building construction is required, bidder shall so indicate. If this is not possible at a given location, indicate how bidder intends to provide redundant and resilient connectivity to that location. Describe how bidder’s solution meets or exceeds the above requirement.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

ESI 2	<b>Emergency Services IP Network (ESInet) Network Design</b> Bidder shall design the physical network using the most robust facilities available. Use of fiber-optics is the preferred method for connectivity due to available capacity (bandwidth) and increased reliability. Given the amount of fiber-optic facilities and interconnections between the fiber-optic networks in Nebraska, the ESInet design should include as much fiber as possible, not only on the transport side but on the access side as well. Describe the design of proposed network with specific details on connectivity.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

ESI 3	<b>Emergency Services IP Network (ESInet) No Single Points of Failure</b> The mission-critical ESInet shall be designed with no single points of failure. All equipment shall include redundant processors and power supplies and be supported by an uninterruptible power supply (UPS) system and alternate power source in a properly conditioned environment. Describe how the solution meets or exceeds the above requirement.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

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ESI 4	<b>Emergency Services IP Network (ESInet) IPv4 and IPv6 Support</b> All network equipment shall be new and of current manufacture at the time of implementation. All servers, systems, routers, switches, and other network equipment shall support IPv4 and IPv6 and have the capability to run dual protocol stacks. Describe how the solution meets or exceeds the above requirement.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

ESI 5	<b>Emergency Services IP Network (ESInet) Open Standards</b> Open standards-based protocols shall be used, and the use of proprietary routing protocols is prohibited.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<b>Resiliency</b> Resiliency, or fast failover, may be achieved through the use of the Bidirectional Forwarding Detection (BFD) protocol as defined in IETF Request for Comments (RFC) 5880 and RFC 5881, or other standards-based, non-proprietary methods. Describe how the bidder’s solution will achieve resiliency.				
Bidder Response:					

Any additional documentation can be inserted here:

ESI 6	<b>Emergency Services IP Network (ESInet) Multicast Routing and Switching</b> Routers and switches must support multicast routing and switching. The applicable base protocols are Internet Group Management Protocol (IGMP) and Protocol Independent Multicast (PIM). Describe how the solution meets or exceeds the above requirement.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

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ESI 7	<b>Emergency Services IP Network (ESInet) Quality of Service (QoS)</b> The network equipment shall support Quality of Service (QoS) marking for prioritizing traffic in the network using the Differentiated Services Code Point (DSCP) protocol. While the network can change DSCP values through rules, the values typically are set by the system or functional element that originates the traffic. Network routers and switches shall not be configured in such a manner as to change DSCP values set by originating functional elements. Describe how the solution meets or exceeds the above requirement.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

ESI 8	<b>Emergency Services IP Network (ESInet) ESInet Properties</b> The proposed ESInet shall be private, robust, scalable, secure, diverse, redundant, sustainable, and self-healing. Bidder shall propose a network solution for all host sites listed in Attachment A - PSAP Host End-Point Locations and any future identified regions throughout the term of the contract. Describe how the proposed system meets each of these individual requirements.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

ESI 9	<b>Emergency Services IP Network (ESInet) Special Construction</b> Bidder is responsible for any fees incurred through system commissioning, construction permits, make-ready costs, and other subcontracted activity.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	<b>Use of Existing Network Assets</b> There is already a microwave network in place that may be used as a backup network, as well as other local and state-owned network assets that may be suitable for inclusion in the ESInet. The final network design may make use of any of these facilities that are determined by the bidder to be suitable for inclusion in the ESInet. The bidder may support the router configuration necessary to make use of these facilities.				
	<b>Network Design Documentation</b> Provide a network or solution diagram that clearly depicts the bidder’s proposed transitional and end-state designs for the ESInet.				
	Bidder Response:				

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Any additional documentation can be inserted here:

ESI 10	<b>Emergency Services IP Network (ESInet)</b> <b>Provide Network to Network Interface with Other IP Networks</b> Contractor shall provide an ESInet solution capable of interfacing with neighboring state and regional NG911 IP networks as they are established, and capable of transferring voice and data between PSAPs. Describe how the solution will meet these requirements.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

ESI 11	<b>Emergency Services IP Network (ESInet)</b> <b>Provide Network to Network Interface with Other IP Networks</b> <b>Connecting to Other IP Networks</b> At such time as neighboring ESInets and NGCS systems are able to interconnect and exchange traffic, Contractor shall establish such connections and provide routing and security to allow traffic to be exchanged with neighboring ESInets and NGCS systems, regardless of the respective vendors of those systems. Describe how the solution meets or exceeds the above requirement.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				

Any additional documentation can be inserted here:

SVAL- 1	<b>Service Validation</b> Throughout the life of the contract, upon request of the Commission, Bidder shall allow for network testing and validation by a third-party entity, to verify that the service(s) and/or solution(s) are in compliance with the contract’s scope.	Comply	Partially Comply	Complies with Future Capability	Does Not Comply
	Bidder Response:				