**SCOPE OF WORK**

**Nature and Scope of the Project.**

The Department of Administration (Department) is seeking to generate a statewide 9-1-1 plan with specific initiatives as established in House Bill 61 (HB61) that was passed by the 2017 Montana Legislature (10-4-315 Montana Code Annotated (MCA)).

HB61 (10-4-107 MCA) directs the Department to establish a statewide 9-1-1 plan that includes: the use of existing commercial communications infrastructure, 9-1-1 system standards and support efforts to migrate legacy technologies to Next Generation 9-1-1 (NG9-1-1) technologies. In addition, HB61 provides for a seventeen (17) member 9-1-1 Advisory Council that is administratively attached to the Department and directs the Council to advise the Department in the development of a statewide 9-1-1 plan.

**Objectives.**House Bill 61 significantly amended the State Emergency Telephone System Act (MCA 10-4-101 et seq.) and tasks the Department and the 9-1-1 Advisory Council with specific initiatives related to statewide 9-1-1 planning. **The Department is seeking subject matter expert (SME) assistance with the following areas:**

* Develop a statewide 9-1-1 plan with specific initiatives. The statewide 9-1-1 plan must be presented to the 9-1-1 Advisory Council for adoption. ***The statewide 9-1-1 plan must include***:
  + Comprehensive inventory of Montana’s fifty-eight (58) Public Safety Answering Points (PSAPs);
  + Priorities for 9-1-1 systems in Montana and plans for NG9-1-1 technology deployment;
  + Uniform standards relating to 9-1-1 equipment, hardware, and software and NG 9-1-1 technology.
    - Any standards adopted by the 9-1-1 Advisory Council and the Department for legacy 9-1-1 technologies or principles adopted for baseline NG9-1-1 technologies must be: flexible and graduated, while ensuring minimum service levels; and based on industry standards.
  + Design and plans for deployment of a statewide interoperable internet protocol network (i.e. Emergency Services Internet Protocol Network (ESInet)) using NG9-1-1 technology that coordinates the delivery of local emergency services. The ESInet design and plan must include:
    - The use of existing commercial communications infrastructure, to the maximum extent feasible; and
    - Steps to promote collaboration among local governments and incentives for cooperation among local governments and PSAPs to improve efficiency by developing interconnectivity of 9-1-1 systems through partnerships for enhancement, operation, and maintenance of the network.
* Support the 9-1-1 Advisory Council and the Department in the statewide 9-1-1 planning process with SME, presentation delivery, and stakeholder meeting facilitation.

**Tasks.**The selected Contractor shall perform all described tasks and all deliverables are subject to 9-1-1 Advisory Council and Department review and approval. All deliverables must be accepted in writing by the Department. The selected Contractor shall provide continued SME input and support throughout the term of the contract.

The Montana State Library (MSL) is issuing a separate RFP for professional services for the development of a ***NG9-1-1 Geographic Information System (GIS)*** ***Data Assessment***. The selected Contractor shall coordinate with MSL’s contractor, as required or needed, in the development and completion of any GIS related tasks and deliverables.

***The selected Contractor shall provide a cost and time estimate and describe how it will perform each of the tasks described below:***

Stakeholder Engagement

All of Montana’s PSAP(s) are hosted by local governments so the plan must be developed and supported by a consensus of local stakeholders. Local stakeholder groups include PSAPs, fire services, law enforcement and emergency medical services. The contractor at a minimum shall host and provide regional town hall meetings and incur all meeting expenses.

**Regional town hall meetings, at a minimum, will include:**

* **Initial Kick-Off, PSAP Inventory and Assessment**: this meeting will be an informative meeting to inform stakeholders about the plan, what input we will be soliciting, and what the process will be for obtaining their input. This meeting will also include focus-group sessions to begin the inventory and assessments (PSAPs & ESInet).
* **Draft Plan Review**, and
* **Final Plan Presentation**.

At a minimum, the contractor must:

* deliver meetings in seven (7) regions, with three (3) meetings per region, for a total of twenty-one (21) regional meetings statewide. Regional meeting locations include: Kalispell, Missoula, Great Falls, Bozeman, Billings, Sidney and Miles City.
* inform and formally invite stakeholders to the meetings, via email, websites, flyers, etc. to encourage attendance and participation;
* develop, host and manage a website that will include at a minimum: meeting announcements, status reports and progress updates, draft and final documents. The contractor will be responsible for developing and managing all website content and the website must be in a DNN compatible web content management system that is approved by the Department;
* make all the regional meetings available for stakeholders to participate via GoToMeeting;

**The contractor is required to:**

* develop, document and present a stakeholder communications and engagement process for approval by the 9-1-1 Advisory Council and conduct stakeholder meetings;
* perform all meeting planning and management and incur all meeting expenses;

**Contractor deliverables include:**

* Stakeholder Communications Plan
* copies of all meeting materials and a summary report of each regional meeting.

**STATEWIDE 9-1-1 PLAN**

The Statewide 9-1-1 Plan at a minimum will have the following parts:

* PSAP Inventories
* ESInet Inventory
* NG9-1-1 Technology Standards and Requirements
* PSAP Needs Assessments
* ESInet Design and Implementation Plan

PSAP Inventories

The Contractor shall plan, design and develop a PSAP inventory that includes, but is not limited to, each PSAP’s: facilities, hardware, software, communications infrastructure, network capabilities, GIS resources, capabilities, and data maintenance, and related equipment and services procured to determine the status of each PSAP’s 9-1-1 system’s stage of advancement to NG9-1-1.

All PSAPs served by a selective router that receives 9-1-1 calls will be included in the PSAP inventory and assessment, which is currently fifty-eight (58) PSAPs total.

**The contractor is required to:**

* Develop, document and present a methodology and plan for completing the PSAP inventories that includes:
  + development of inventory data requirements;
  + regional meetings;
  + online survey(s);
  + individual interview(s), Note: Individual PSAP site visits are required; and
  + data verification by each PSAP.
* Complete a comprehensive inventory of Montana’s fifty-eight (58) PSAPs.

**Contractor deliverables include:**

* Inventory data requirements, methodology and plan for completing the PSAP inventories;
* Survey Monkey Online Survey(s);
* Survey Results and Summary; and
* Microsoft Access database that includes all verified inventory data collected by PSAP.

ESInet Inventory

The selected Contractor shall plan, design and develop an inventory of the current ESInet to determine the status of the current statewide 9-1-1 network and its stage of advancement to a full NG9-1-1 ESInet.

**The contractor is required to:**

* Develop, document and present a methodology and plan for completing the ESInet inventory; and
* Complete a comprehensive inventory of the current ESInet in Montana.

**Contractor deliverables include:**

* Inventory data requirements, methodology and plan for completing the ESInet inventory;
* Microsoft Access database that includes all verified inventory data collected;
* Network diagrams;
* Detailed maps of the current network;
* Detailed maps of local and state government and/or commercial owned fiber and/or microwave assets that can be leveraged into a full NG9-1-1 ESInet solution with the PSAPs;
* Existing PSAP network connections to local and state government owned facilities;
* Identification of shared network elements; and
* Current network bandwidth availability and utilization must be identified.

NG9-1-1 Technology Standards and Requirements

As Montana’s PSAPs migrate from current legacy technologies to NG9-1-1 technologies, developing, adopting and adhering to a uniform set of standards will be critical to ensuring that all PSAPs reach and maintain a minimum level of service that meets common user expectations for 9-1-1. Uniform standards will guide the following areas of NG9-1-1:

* ESInet architecture and associated interfaces;
* Network security and data integrity;
* GIS data, data maintenance and provisioning, and functional elements;
* Call delivery components and functional elements; and
* Call processing components and functional elements

Recommended standards must be voluntary, consensus-based, and open and support efforts to migrate to the adoption of NG9-1-1 technologies.

To support Montana’s PSAPs migration to NG9-1-1 and procurement of a statewide ESInet the contractor must provide NG9-1-1 technology requirements documents. At a minimum the documents must include requirements for applications to be supported by a statewide ESInet, such as:

* 9-1-1 Call Handling Solution (CHS),
* Computer Aided Dispatch (CAD),
* Spatial Interface (SI),
* Location Validation Function (LVF),
* Emergency Call Routing Function (ECRF),
* Logging Recorder System, and
* Management Information Systems (MIS).

**The contractor is required to:**

* Develop, document and present recommended uniform standards and requirements for NG9-1-1 technology.

**Contractor deliverables include:**

* NG9-1-1 Uniform Standards Document; and
* NG9-1-1 Technology Requirements Documents.

PSAP Needs Assessments

The selected Contractor shall plan, design and develop a needs assessment for the NG9-1-1 readiness of each PSAP. The contractor will assess each PSAP and determine the required technology, hardware, software, and GIS functions needed for each PSAP to become fully NG9-1-1 capable.

To support Montana’s PSAPs transition to NG9-1-1 and migration from MSAG and ALI databases to GIS databases, the contractor will provide strategies and recommendations for GIS data development, maintenance, quality assurance, and aggregation to statewide datasets. Recommendations should be informed by a NG9-1-1 GIS Data Assessment to be conducted under contract by the MSL.

**The contractor is required to:**

* Develop, document and present a methodology and plan for completing the PSAP Needs Assessments; and
* Complete a Needs Assessment for each PSAP.

**Contractor deliverables include:**

* PSAP Needs Assessment document for each PSAP in Montana.

ESInet Design and Implementation Plan

The selected Contractor shall provide SME support to the 9-1-1 Advisory Council and the Department in the planning and design of a statewide ESInet that provides PSAP interconnectivity, improves efficiency and assures compliance with national cybersecurity standards.

**The contractor is required to:**

* Develop and validate ESInet requirements that include bandwidth allocation requirements for defined public safety applications including but not limited to: Customer Premises Equipment (CPE); GIS; Voice and NG data logging; Land Mobile Radio (LMR); Video Conferencing; IP Telephony; Computer Assisted Dispatch (CAD); and Traffic Camera Video.
* Develop and present recommended requirements, designs and implementation plans for a statewide ESInet for review and adoption.

**Contractor deliverables include:**

* ESInet Requirements Document;
* ESInet Detailed Design Document; and
* ESInet Implementation Plan that includes, at a minimum, a project scope, schedule and detailed budget estimate for the procurement of a statewide ESInet.

**Contractor Qualifications**

The selected Contractor must demonstrate technical, functional, and policy related subject expertise on 9-1-1 and NG9-1-1. Specific requirements include, but are not limited to:

* NG9-1-1 planning;
* NG9-1-1 implementation;
* NG9-1-1 industry technical standards;
* NG9-1-1 procurements;
* Geospatially controlled call delivery;
* GIS planning, development, and maintenance
* Network design, security, and monitoring;
* Methodology for state to state transfers;
* Knowledge and experience with Federal Communication Commission (FCC) requirements, the U.S. Department for Transportation National 9-1-1 program, and other national 9-1-1 related entities;
* NG9-1-1 planning experience in more than one state; and
* Statewide ESInet design and implementation experience that includes, but is not limited to: system design, procurement, deployment and integration.

Contractor(s) shall submit a complete list of all projects completed within the last two (2) years.

Contractor(s) shall provide a minimum of three (3) references from public entities that it has performed similar work for within the past three (3) years. A contact person and telephone number for each reference shall be provided.

**Replacement of Personnel**.

During the project period, personnel not previously identified in the Contractor’s proposal may only be substituted for another person or added to the project team when approved in writing by the Department.

After key personnel are assigned and approved by the Department, the Contractor may not divert or replace personnel without written approval of the Department and in accordance with the following procedures.

* The selected Contractor must provide notice of proposed diversion or replacement to the Department at least thirty (30) calendar days in advance and provide the name, qualifications and background check of the person who will replace the diverted or removed staff. The Department will notify the selected Contractor within ten (10) calendar days of the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.
* The selected project manager cannot be diverted from the project for the duration of the project and replacement of the project manager must be approved by the Department.
* The selected Contractor must provide a minimum of a fourteen (14) calendar day overlap at no additional charge to the Department for replacement of key personnel.
* Advance notification and employee overlap is not required for changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of termination of a subcontract or any other cause that is beyond the control of the selected Contractor or its subcontractor. However, the Department must approve the replacement staff and receive the same documentation. Replacement of key personnel whose availability changes for reasons beyond the control of the selected Contractor must occur: on a temporary basis within one week of the availability change and; on a permanent basis no longer than 30 calendar days from the availability change.

The Department may request that the selected Contractor remove one or more of its staff persons from this project at any time, with thirty (30) calendar days written notice. In the event that a staff person is removed from the project, the selected Contractor will have ten (10) days to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to the Department approval.

**Project Management Services.** Project management involves planning, organizing and managing resources to bring about the successful completion of specific project goals and objectives. The Contractor shall provide project management services throughout the life of the project. These services include, but are not limited to; oversight of Contractor staff delivering and maintaining the work plan, communications plan, requirements management plan, risk management plan, change management plan, and final report.