

Morgan County, WV

REQUEST FOR PROPOSAL

Morgan County Emergency Communications Center is seeking proposals for full implementation of Next Generation Core Services (NGCS) for Emergency 9-1-1 Call Delivery to NG9-1-1 Call- Handling Equipment.

RFP NUMBER:	MCECC 2025-01
RFP ISSUED:	DATE: 29 January 2025
RFP PACKAGE AVAILABLE FOR PICK-UP UNTIL:	DATE: 7 February 2025
DEADLINE FOR QUESTIONS:	DATE: 21 February 2025
RESPONSE TO QUESTIONS:	DATE: 28 February 2025
RFP DUE TO THE MORGAN COUNTY COMMISSION	DATE: 10 March 2025
RFP OPEN DATE:	DATE: 11 March 2025

Send Proposal/s Marked:

SEALED BID

Next Generation Core Services

RFP#: ID# MCECC 2025-01

**Morgan County Emergency
Communications Center**

77 Fairfax St.

Berkeley Springs, WV 25411

Questions should be submitted in writing, on or before 21 February 2025 and e-mailed or mailed to the attention of:

Marshall N Younker II

Director

Email: **myounker@morgancountywv.gov**

**Morgan County Emergency
Communications Center**

111 Fairfax St

Berkeley Springs, WV 25411

No Questions Accepted by Phone

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1. INTRODUCTION

The purpose of this solicitation is to procure National Emergency Number Association (NENA) i3-capable routing and functional elements capable of transitioning to Next Generation 9-1-1 (NG9-1-1), and an Emergency Services Internet Protocol (IP) network (ESInet) to support Next Generation Core Services (NGCS) call-routing functions for Morgan County, West Virginia. Procurement and implementation of these elements must recognize the need for interoperability with, and continuing support of existing legacy systems currently in use.

Morgan County is interested in retaining a vendor that understands and can clearly demonstrate alignment with the industry's evolution to NENA i3-compliant ESInet and NGCS solutions, as well as demonstrate the ability to deliver such with the utmost reliability. Each Respondent shall describe its vision of NG9-1-1 and how it aligns with NENA's vision.

2. GENERAL INFORMATION AND INSTRUCTIONS

Respondents must refer to the agency's demographics in Section 3 when responding to certain questions in order to present the agency with the most current plans for integration with the PSAPs current technological systems. (Documents and/or illustrations may be requested by the Selection Committee.) The Respondent is urged to submit questioning, as specified below, if additional information is required. Information regarding the agency's current and future operating plans, other than what is described in this **RFP**, will be disseminated on a need-to-know basis.

Respondents must provide a response and detailed description for each requirement. Do not underestimate the importance of providing detailed descriptions. The details should be sufficient to properly convey the Respondent's intention but should not be verbose. Marketing materials are not considered appropriate in-line responses. Respondents may attach marketing material as separate, supplemental documents, but details are required to support the answer.

Responses shall be referenced with the appropriate section number of this RFP and organized in a manner that is easy to read and understand. (i.e. a response to section 4.1 should be marked "Response to 4.1")

2.1 REFERENCES TO OTHER SECTIONS

Respondents 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 manner.

2.2 PROJECT QUESTIONS

Questions must be submitted to Morgan County Emergency Communications Center in writing, mailed, and received or emailed on or before 21 February 2025 at close of business, to the attention of Marshall N Younker II, Director. Questions will be answered in writing on or before 28 February 2025. Copies of questions, with the appropriate response, will be supplied to all firms requesting a bid package in order to provide a fair and equal opportunity for all firms wishing to respond.

2.3 PROPOSAL AND AWARD SCHEDULE

Proposals received prior to the deadline will be treated as confidential and will remain sealed until the bid opening date. Proposals received after the deadline will not be considered in the selection process and will be eliminated.

Proposals may not be altered or amended after they are opened in a public meeting. The approval or disapproval of the Respondent's proposal will be determined by its official response to this RFP and on

past performance. No assumptions should be made on the part of the Respondent as to the Selection Committee's prior knowledge or abilities.

It is expected that a selection will be made within ninety (90) days after opening of proposals in a public meeting. The solicitation will be awarded to the firm whose proposal, conforming to this RFP, will be the most advantageous to Morgan County Emergency Communications Center.

2.4 SELECTION PROCESS

This solicitation is issued pursuant to Morgan County Emergency Communications Center's Purchasing and Procurement Policy. Morgan County Emergency Communications Center shall not be liable for any costs not included in the proposal, not contracted for subsequently, or in regard to preparation of the Respondent's proposal.

A Selection Committee, appointed by the Director of Morgan County Emergency Communications Center, will evaluate responses to this request and select those firms determined to be most qualified.

It is Morgan County Emergency Communications Center's intent to open and review each Respondent's proposal to determine their qualifications, experience, and technical approach to services. If the Selection Committee determines that a Respondent's proposal is acceptable, then the Respondent will be a contender for the award.

Since it is Morgan County Emergency Communications Center's desire to select the most qualified firm, the Selection Committee reserves the right to schedule oral presentations from those firms it deems most qualified, to take place within ten (10) business days following notification.

Morgan County reserves the right to request on-site demonstrations of a Respondent's proposed solution from PSAP in the State of West Virginia or surrounding states. The Respondent shall coordinate these visits and demonstrations with Morgan County and the visiting PSAP.

The Selection Committee will utilize the following criteria:

- Responsiveness to the RFP instructions and required responses.
- Past performance of the firm, including timely completion of services, compliance with score of work performed within budgetary constraints, and user satisfaction.
- Specialized experience and technical competence in performing relevant services; Oral presentations or demonstrations, if required.
- Firm's capacity to perform the work as specified with an adequate number of employees.
- Firm's familiarity with problems applicable to this type of service.
- Firm's ability to work with the agency's legacy systems and other vendors that may be required for the complete implementation of the project.
- References from current and previous clients, including the size and scope of services, name and contact information of the person submitting the reference.
- Project Price. Please note that Morgan County Emergency Communications Center is a tax-exempt organization. Please exclude tax as applicable; and finally
- Any conclusions, remarks and/or supplemental information pertinent to this solicitation.

2.5 SPECIAL INSTRUCTIONS TO RESPONDENTS

It is intended that each proposal furnish the information requested by this RFP. Morgan County has gone to great measures to reduce the administrative burden and has clearly marked each section of the RFP that requires a response.

A cover letter from the submitting firm should be page 1, it must bear the signature of an authorized representative, and it must also designate the name of the primary authorized individual to negotiate and sign a contract with Morgan County. The cover letter should also include particular information the Respondent wishes to bring to Morgan County's attention.

Following the cover letter, there shall be a complete-itemized summary of the proposed costs. The summary shall list the following:

- Total Project Cost
- Cost for each component, including hardware, software, installation, and training.
- Cost of yearly maintenance for five years, after the first initial year.

The Respondent shall deliver five (5) bound original copies of the proposal to Morgan County.

Morgan County reserves the right to accept or reject any or all proposals.

2.6 SCHEDULE OF EVENTS

Respondents must carefully observe the following dates. Failure to do so may disqualify the Respondent's proposal.

RFP ISSUED:	DATE: 29 January 2025
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DEADLINE FOR QUESTIONS:	DATE: 21 February 2025
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RFP DUE TO THE MORGAN COUNTY COMMISSION	DATE: 10 March 2025
RFP OPEN DATE:	DATE: 11 March 2025

All proposals are due to Morgan County by close of business on 10 March 2025, which is considered to be 5:00 p.m. EST.

All proposals will be opened and entered into public records during the regular scheduled Morgan County Commission Meeting, on 11 March 2025.

2.7 PROPOSAL WITHDRAWAL

Proposals may be withdrawn only by written notice to Morgan County prior to proposal due date and time.

2.8 INCURRING COSTS

Morgan County shall not be liable for or responsible for any costs incurred by the Respondent in preparing, submitting, or presenting proposals to Morgan County, or in satisfying any other requirements. Morgan County shall not reimburse any costs incurred by Respondent's in anticipation of being awarded a contract under the RFP.

2.9 PRICING, PAYMENTS, RETENTION

Negotiated prices shall be firm and not subject to increase during the term of any contractual agreement arising between Morgan County and the awarded Respondent, as a result of this RFP.

2.10 OPEN PROCUREMENT

Morgan County reserves the right to accept or reject any or all proposals and to accept any proposal determined by Morgan County to be in the best interest of the agency, even though not the lowest proposal. Morgan County reserves the right to purchase more or less of an item or service at the unit price offered, in the Respondent's response, unless the Respondent specifically and explicitly limits the response in this regard. Morgan County reserves the right to negotiate with Respondents regarding variations to the original proposal that may be in the best interest of Morgan County.

2.11 HARDWARE AND SOFTWARE VERSIONS

Morgan County shall accept only new equipment and only the latest version of software or operating systems. Used and/or remanufactured equipment will not be accepted.

2.12 CONTRACT COMMITMENT

The Respondent shall maintain and update the technological components described in the RFP at its current or public-released level for the term of the contract or any subsequent maintenance contracts with Morgan County, pursuant to this RFP.

3. AGENCY DEMOGRAPHICS

3.1 POPULATION

According to 2020 Census data, Morgan County Emergency Communications Center serves a population of approximately 17,063.

3.2 CPE / CALL HANDLING EQUIPMENT/ CALL HANDLING

Morgan County utilizes Emergency Callworks (CPE). The desire of Morgan County is to upgrade or replace the current CPE to encompass the full functionality of NG9-1-1 at a later date, if necessary. This includes the ability to process both voice and text calls (SMS), the ability to receive photographs, videos, and live-stream data, as well as initiate text conversations from the PSAP, all from a single platform with single sign-on (SSO) capabilities.

Presently, Frontier Communications provides four centralized automatic message accounting (CAMA) trunks to Morgan County Emergency Communications Center across two diverse paths for redundancy. In addition, Morgan County answers nine non-emergency/administrative lines, which are Plain Old Telephone Service (POTS) lines. In addition to NGCS, the desire of Morgan County Emergency Communications is to migrate all POTS lines to Session Initiation Protocol (SIP)

3.6 INTERNET AND NETWORK INFRASTRUCTURE

Morgan County utilizes an internal IT department for Information Technology needs, including network and internet configurations, etc. Depending on the scope of work, it may be necessary to coordinate work through this firm.

3.7 CONTINUITY OF OPERATIONS

Continuity of Operations are handled on multiple different levels, including secondary PSAP locations in neighboring jurisdictions, etc. Morgan County has identified Allegany County, MD and Berkeley County, WV as the tertiary back-up PSAP. Connectivity to all two redundant PSAPs, as well as Morgan County Emergency Communications Center's secondary PSAP is a requirement. The Respondent must be able to successfully illustrate its plan to connect these sites to Morgan County Emergency Communications Center and once awarded, demonstrate its functionality.

3.8 FIBER CONNECTIVITY

Fiber providers for core services have already been selected by Morgan County. Morgan County has dedicated fiber connectivity provided by GloFiber & Frontier Communications for the use of NG9-1-1 call-routing. The Respondent must be able to work with these firms directly, on behalf of Morgan County for technical related issues or instances that require their expertise or assistance in advancing the project. Morgan County Emergency Communications is not opposed to utilizing AT&T FirstNet or Starlink as options for diversity.

3.9 GIS / MAPPING

GIS is maintained locally within Morgan County by the GIS Department. Currently, we are using Arc Map with plans of moving to Arc GIS Pro in the coming year.

4. RESPONDENT INFORMATION

4.1 COMPANY BACKGROUND INFORMATION - *RESPONSE REQUIRED*

Respondents shall provide in their response with a brief description of their company background, including history, experience, products, capabilities, and vision for the future, as well as any distinguishing characteristics that delineate their solution from other companies' solutions.

The Respondent's description shall include:

- Background and experience
- Company Vision
- Company financial stability statement
- Distinguishing solution characteristics
- Pending litigation matters
- References (at least three written references that demonstrate similar implementation of the service model solution proposed)

4.2 LIABILITY INSURANCE CERTIFICATION - *RESPONSE REQUIRED*

Proof of Professional Liability Insurance must be submitted with the Respondent's proposal to reflect liability coverage in the amount of one million (\$1,000,000) dollars per occurrence and one million. (\$1,000,000) dollars aggregate and must include coverage for errors, omissions, and negligent acts.

4.3 RESPONDENT'S EMPLOYEES - *RESPONSE REQUIRED*

Morgan County recognizes there may be times when unescorted access may be needed within the accessed controlled areas within the facility. Firm Employees must submit to a background check, per CJIS requirements, and as deemed necessary by Morgan County. The Respondent shall submit a statement acknowledging this requirement.

5. MINIMUM SPECIFICATIONS

Morgan County wishes to procure NENA i3-capable routing and functional elements capable of transitioning to NG9-1-1, and an ESInet to support NGCS call-routing functions. Procurement and implementation of these elements may recognize the need for interoperability with, and continuing support of, existing legacy systems currently in use.

The deliverable solution must be market-ready and capable of agnostic interoperability between call routing and existing technical elements internal to Morgan County Emergency Communications Center's 9-1-1 solutions and technologies, and to future external NG9-1-1 solutions that may become operational in neighboring jurisdictions.

Morgan County offers no instruction on preference as to the physical location of the "service" - for example, cloud-based or premise-based - but rather seeks the best value for compliance with the technical requirements to accomplish the service.

5.1 NETWORK DESIGN - *RESPONSE REQUIRED*

Respondent shall provide a network or solution diagram that clearly depicts the Respondent's proposed transitional and end state plan for the Morgan County ESInet and NGCS.

5.2 FIBER PROVIDERS - *RESPONSE REQUIRED*

Fiber providers for core services have already been selected by Morgan County. Morgan County has dedicated fiber connectivity provided by GloFiber & Frontier Communications for the use of NG9-1-1 call-routing and delivery. The Respondent must be able to coordinate with these firms directly, on behalf of Morgan County for technical related issues or instances that require their expertise or assistance in advancing the project. Morgan County is not opposed to utilizing AT&T FirstNet or Starlink as a path of diversity.

5.3 CALL HANDLING SOLUTION PLATFORMS- *RESPONSE REQUIRED*

The respondent shall provide a list of CPE platforms for which it has successfully implemented the proposed solution in a live environment, noting any interfaces that have not yet been tested with each CPE vendor/model that may be necessary for Morgan County's implementation. Please refer to Section 3 for generalized listing of current operating products.

Where interfaces with CPE vendors/models have yet been deployed and/or tested, please describe the integration testing process that the Respondent will perform prior to acceptance testing of the solution.

Respondents must describe the physical interface handoff expected at the PSAP demarcation point.

Morgan County reserves the right to request a demonstration of the proposed CPE equipment prior to making a final selection and award notification.

5.6 UNIQUE REQUIREMENTS - *RESPONSE REQUIRED*

Morgan County desires a make-busy functionality (i.e. abandon switch). The Respondent must detail its plan to address this requirement within the project.

Transition of all legacy services shall be the responsibility of the selected Respondent. As such, the Respondent shall ensure migration of all legacy connections and associated costs are completed within 120 days of the NGCS "go live" date.

The selected Respondent must be able to fully convert the Morgan County's 10-digit non-emergency lines (POTS) to SIP and be able to have these SIP lines recorded locally using the agency's selected call recorder already in place.

5.7 ORIGINATING SERVICE PROVIDER (OSP) CONNECTIVITY - *RESPONSE REQUIRED*

The Respondent shall be responsible for identification of current service providers connected to the Legacy Selective Router. The Respondent shall be responsible for identifying all wireline, wireless, and Voice over Internet Protocol (VoIP) service providers currently connecting to the existing legacy router. The respondents shall be responsible for updating this information for the term of the contract.

The respondent shall be responsible for negotiating interconnection agreements and trunking agreements with each service provider identified within Morgan County coverage area.

Respondent shall be responsible for managing moves, additions, modifications, and deletions of the connections from the OSP's to the Respondents proposed system for the term of the contract.

Respondents shall proactively monitor these connections and work with the service providers to resolve issues that may occur.

The Respondent must coordinate cut-over activities with all service providers in Morgan County. Morgan County has final approval of all cutover schedules.

A detailed cut-over plan, along with coordinated conference calls, and supporting documents must be provided to Morgan County prior to the scheduled migration date.

5.8 MIGRATION PLAN - *RESPONSE REQUIRED*

Within thirty (30) days of contract signing, the selected Respondent shall provide a detailed migration plan that shall include a full description of the methods and procedures that will be employed to ensure a non-service affecting migration from the current environment to the new system.

The migration plan shall include a fallback procedure to restore Morgan County to a premigration operational state in the event of failure.

5.9 CYBERSECURITY - *RESPONSE REQUIRED*

For the purposes of this document, cybersecurity 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.

A comprehensive security plan is a critical component of the Morgan County IP network solution. The Respondent shall describe its security plan, including its mitigation, monitoring, alerting, and incident response processes; and provide information on specific hardware components and software systems incorporated in the proposed security plan. Please include a network diagram including security components.

The proposed security plan is required to utilize the latest NENA specifications. All applicable rules and regulations of the Federal Communications Commission (FCC), in addition to those specified herein, shall apply.

5.10 INCIDENT MANAGEMENT SYSTEM - *RESPONSE REQUIRED*

The Respondent's incident management system shall log all support requests, both from users and those automatically generated. The Respondent shall provide examples of monthly reports, detailing tickets opened, pending, resolved, and closed cases. Respondents shall provide a matrix outlining service impact levels in its detailed response, to include notifications and response times.

5.11 OUTAGE NOTIFICATION - *RESPONSE REQUIRED*

Regulatory Compliance - The Respondent shall comply with all applicable local, state, and federal outage and notification rules throughout the term of the contract.

Outage Notification - The Respondent shall notify Morgan County within 15 minutes of discovering an event or outage that may impact 9-1-1 services. All events that meet criteria for local, state, or federal reporting shall also be completed by the vendor. At the time of initial notification, the vendor shall convey all available information that may be useful in mitigating the effects of the event or outage, as well as the name, telephone number, ticket or reference number, and email address at which the service provider may be reached for follow-up. During outages, a follow-up or update shall be supplied to Morgan County at the beginning of every hour during the outage. Note, the network design should be designed with a self-healing architecture with multiple routes to prevent outages or loss for service.

Reason for Outage (RFO) Reporting - Following the restoration or normal 9-1-1 services, the vendor shall provide a preliminary report to Morgan County no later than three (3) days after discovering the outage. An in-depth RFO report, including a detailed root-cause analysis, shall be provided to the PSAP no later than ten (10) days after discovering an outage. The Respondent shall describe its compliance with the notification and reporting requirements above.

Escalation Procedures - The Respondent shall outline in detail the jurisdictional-level escalation process to be used during incidents that affect service, particularly those that result in critical service outages.

5.12 PROJECT MANAGEMENT - *RESPONSE REQUIRED*

The Respondent shall describe its project management methodology and support structure. Please describe the weekly interactions during the migration. Respondents shall include a proposed high-level project plan and schedule for the entire duration of the project. Morgan County reserves the right to request a new Project Manager in the event of poor performance or lack of responsiveness. The selected Respondent shall execute change requests within thirty (30) days.

The selected Respondent must submit written weekly progress reports that captures the minutes and action-items of a weekly project call.

5.15 SERVICE REPAIR AND ADVANCE REPLACEMENT- *RESPONSE REQUIRED*

The Respondent shall describe in detail its 24/7/365 maintenance support for the life of their solution. The Respondent shall describe its understanding of public safety maintenance windows and associated notification processes. The Respondent shall describe its problem resolution and change management processes, its supporting systems, and its adherence to best practices. Morgan County requires a 4-hour response time, should hardware or on-site technical service be required.