

**Next Generation 9-1-1 Emergency Communications System Request for Response
Question & Answers – March 12, 2014**

Q1: The position count reflected for Milestone 4 is 801. This does not match with the count of 823 reflected in the CPE section. Please explain this discrepancy and confirm the correct count to reference.

A1: **The number of positions noted in the RFR is correct. The CPE position count, including the mobile PSAP, is 829. This reconciles with milestone 3 and 4.**

Q2: Would the State 911 Department please provide the specific addresses for the Limited Secondary PSAPs.

A2: **This information is not publicly available.**

Q3: Can you please confirm that the number of 2-way lines listed for each PSAP in Attachment K1 is correct for all PSAPs.

A3: **The number of 2-way lines listed for each PSAP in Attachment K1 is correct.**

Q4: Can you please confirm that the number of wireless trunks listed for each PSAP in Attachment K1 is correct for all PSAPs.

A4: **The number of wireless trunks as listed for each PSAP in Attachment K1 is correct.**

Q5: Reference: Section 6 Anticipated Duration of Contract, Including Renewal Options
Question: Why is the term of the contract 5 years with 1 additional 5-year renewal option if the hard and fast deadline of 6/30/16 is only 2 years from the contract effective date?

A5: **The deadline for implementation of a Next Generation 9-1-1 system is not driven by the contract term but rather by the maximum support available for our current legacy system.**

Q6: Reference: Section 8.2.2 Open Standards Question: Rather than ISO layers, do you mean OSI (open systems interconnection) layers?

A6: **Yes, OSI is the proper term. The RFR has been updated accordingly.**

Q7: Reference: Section 12.3 Bid Bond
Question: Is there a specified bid bond form required by the Commonwealth?

A7: **As stated in the questions and answers posted on December 13, 2013, there is no specific form required for the Bid Bond. However, as stated in Section 12.3 of the RFR, "Bidders shall submit the bid bond in a sealed envelope clearly marked Bid Bond, and shall execute Attachment Q- Certification of Compliance with Bid Bond Requirement certifying that the bid bond names the Commonwealth, is in the amount required, and is executed by a surety licensed in the Commonwealth." Said sealed envelope shall be included with the bidder's technical response.**

**Next Generation 9-1-1 Emergency Communications System Request for Response
Question & Answers – March 12, 2014**

Q8: Reference: Section 12.4 Performance and Payment Bonds

Are there specified bond forms required by the Commonwealth?

A8: As stated in the questions and answers posted on December 13, 2013, there are no specific forms required for the Performance and Payment Bonds.

Q9: Reference: Section 12.4 Performance and Payment Bonds

What is the intent of the Commonwealth with regard to collecting on the bonds if the deadline is not met? The language can be perceived to indicate that the full value of the bond could be collected, despite significant work progress. Please clarify the intent of “reserves the right to collect.”

A9: As stated in the questions and answers posted on December 13, 2013, it is not the State 911 Department’s goal to collect on the performance bond. Rather, it is the State 911 Department’s goal to have full performance by the deadline set forth in the RFR, and the performance bond is intended to protect the Commonwealth in the event of non-performance.

Q10: Reference: Section 12.4 Performance and Payment Bonds

These types of bonds generally guarantee performance (installation) of a contract, and payment of all subcontractors and suppliers; however, the stated contract term is beyond the installation deadline. Would the Commonwealth consider revising the duration of the bonds to coincide with installation deadline of 6/30/2016?

A10: The requirement as issued in the RFR stands.

Q11: RFR Reference: Section 13 – Pricing/Cost Table Information

Can the Commonwealth clarify whether the network equipment listed under Optional Components includes equipment located at the PSAPs only or equipment located at the PSAPs as well as the Data Centers?

A11: The network equipment listed on the Optional Components includes equipment located at the PSAP and the Data Center.

Q12: In order for Bidder to respond with specific information with respect to PSAP workstation specifications, there are many instances where the RFR just states “specification” but does not provide the existing specification. In order for Bidder to provide as much information and detail as requested, can the Commonwealth provide a list of current PSAP position workstation specifications and applications?

A12: The State 911 Department believes that the equipment currently located in its PSAPs is irrelevant to this RFR. As stated in the RFR “The State 911 Department seeks to procure the services of such contractor or contractors to design, equip, install, operate, monitor, maintain, train, and support a Next Generation 911 system throughout the Commonwealth in a turnkey fashion.”

**Next Generation 9-1-1 Emergency Communications System Request for Response
Question & Answers – March 12, 2014**

Q13: RFR Reference: Section 6 - Anticipated Duration of Contract, Including Renewal Options: The Total Anticipated Contract Duration as stated in Section 6 is ten (10) years from the Contractive Effective Start Date. The pricing tables provided in Attachment E indicate pricing for a period ending June 30, 2019 and not for any option period(s). Can the Commonwealth clarify its expectation with respect to the pricing format Bidder should utilize for the 5 year option period? Or is the Commonwealth not requesting pricing for the 5 year option period as part of this submission?

A13: Cost tables shall be completed for the initial term of the contract (through June 30, 2019). Any and all pricing for the renewal period may be addressed at such time as the option to renew is exercised.

Q14: RFR Reference: Attachment E - Cost Tables
With respect to the "Optional Components" table, can the Commonwealth provide specifications & additional clarifications for all of the components listed in this table? For example, the Commonwealth provided a specific model (or equivalent) for the HP printer, but only lists the component for all other optional components. Can the Commonwealth provide a model number, part number, manufacturer for all other components? There are so many options for each of the components listed and Bidder has no way of knowing what the exact requirement is without knowing the specific component specification.

A14: The State 911 Department does not have specifications for the required equipment as it does not have the specifications for the hardware and software being proposed by the bidder for the implementation of a Next Generation 9-1-1 system. The expectation is that the bidder will propose a make and model that supports the Next Generation 9-1-1 system being proposed.

Q15: RFR Reference: Attachment E - Cost Tables
In regards to the "Optional Components", can the Commonwealth provide further detail & explanation on the "Network Equipment (Routers, Switches, Firewalls, Intrusion Protection/Intrusion Detection)" line item? This line appears to be multiple products combined into one line item. Can the Commonwealth provide a model number, part number, manufacturer for each optional component listed in this section? There are so many options for each of the components listed and Bidder has no way of knowing what the exact requirement is without knowing the specific component specification.

A15: The State 911 Department does not have specification for the required equipment as it does not have the specifications for the hardware and software being proposed by the bidder for the implementation of a Next Generation 9-1-1 system. The expectation is that the bidder will propose a make and model that supports the Next Generation 9-1-1 system being proposed.

**Next Generation 9-1-1 Emergency Communications System Request for Response
Question & Answers – March 12, 2014**

Q16: RFR Reference: Section 14 Invoicing and Payment
Bidder's proposed pricing is Firm Fixed Price (FFP) with defined deliverables which will be formally accepted by the Commonwealth of Massachusetts. Once accepted, Bidder does not anticipate providing any additional supporting documentation with submission of FFP invoices. Bidder will include contract number, project name, milestone number and other project/contract identifying information as reasonably requested. Is this the expectation of the Commonwealth with respect to the submission of invoices on this FFP price contract?

A16: No, as stated in the RFR “Invoices shall, where applicable, clearly detail contract number, project information, number of hours worked, hourly rate, unit cost, service rate(s), itemization of any other costs with supporting documentation, including but not limited to, invoicing from communication service providers to contractor for circuit costs, applicable prompt payment discount, any and all credits applied during that billing cycle and invoice total.”

Q17: It is Bidders understanding that Mass. Gen. Laws c. 6A, § 18H(g) provides immunity from civil liability for the 9-1-1 contractor for any action resulting from or caused by such providers in connection with or as a result of omissions in the development, installation, operation, maintenance, performance or provision of enhanced 911 service, except for wanton or willful misconduct. Our question is whether Bidder should add this assumption into the Commonwealth Terms and Conditions and the Commonwealth of Massachusetts Standard Contract Form, or the Bidders transmittal cover letter?

A17: The statute speaks for itself. The Commonwealth Terms and Conditions and the Commonwealth Standard Contract Form may not be altered.

Q18: The RFR is very complex and by its nature the wording cannot always clearly address certain provisions. In an effort to provide as much detail as possible for reviewer to clearly understand Bidders response, in some areas of the RFR, Bidder may be required to include some points of clarification or assumptions to Bidders reply. In order for Bidder to submit a compliant proposal, should bidder add points of clarification into the body of the RFR by adding language after the required: “comply with specification” *subject to the following point of clarification?* Or should Bidder include any such point of clarification in the transmittal cover letter?

A18: As stated in Section 16.4 of the RFR, “Bidders shall follow the same sectional format of this RFR and provide an individual response to each RFR specification in its response. All responses shall be presented using the same numbering sequence and order used in this RFR.

Bidders shall acknowledge that the bidder accepts the terms and conditions of the RFR specification by clearly stating in the affirmative that the bidder shall “comply” with or “agree” to” the specification. Bidders are advised that a response of “understands” or “understood” may be considered non-responsive. In addition,

**Next Generation 9-1-1 Emergency Communications System Request for Response
Question & Answers – March 12, 2014**

bidders shall explain in detail how the system shall meet the requirements of the RFR, and a failure to do so may be viewed as an incomplete response.” To the extent a bidder feels the affirmative statements above do not provide a complete response, bidders shall provide the additional information following that section being addressed.