REQUEST FOR PROPOSAL

NG 911 Telephone Call Handling Equipment

1.0 INTRODUCTION

In 2022 the Counties of Adams, Cumberland, Dauphin and Franklin adopted resolutions to establish the South Central Inter-County Phone Network (hereafter "SCIPNet"). The SCIPNet vision is to establish a regional 911 telephone system with focus on system resiliency, redundancy, and interoperability while reducing the overall cost of ownership. The SCIPNet membership encompass 2,404 square miles and receives approximately 770,000 combined emergency and non-emergency telephone calls annually.

For purposes of this document, the SCIPNet consists of Adams, Cumberland, Dauphin and Franklin Counties.

Adams County Department of Emergency Services
230 Greenamyer Ln. Gettysburg, PA 17325

Cumberland County Department of Public Safety
1 Public Safety Dr. Carlisle, PA 17013

Dauphin County Department of Public Safety
911 Gibson Blvd. Steelton, PA 17113

Franklin County Department of Emergency Services
390 New York Ave. Chambersburg, PA 17201

The E911 Call Handling Equipment (CHE) utilized in each of the four (4) counties is under consideration for the manufacturer prescribed hardware refresh. As such, the technical subcommittee of SCIPNet is soliciting proposals from qualified firms to design, furnish, install, and maintain a state-of-the-art shared NG 911 i3 compliant Call Handling System. The all-inclusive turnkey solution must contain the call processing hardware, software, workstations, servers, related peripheral components, accessories, and other required materials. Furthermore, the solution shall ensure a fully functional NG911 system capable of meeting or exceeding the SCIPNet requirements, Pennsylvania Emergency Management Agency Minimal Technical, Operational, and Planning Requirements for PSAPS, Pennsylvania Public Safety Emergency Title 35 Health and Safety Act, chapter 53 section 120b Emergency Telephone Services, as well as the National Emergency Number Association (NENA) NG911 i3 standards.

The vendor must demonstrate technical expertise and have readily available the resources to engineer, design, project manage, install, educate users, and maintain the proposed system. Furthermore, the vendor of choice shall design and implement a solution in accordance with the requirements to utilize the NG911 core services delivered by the Pennsylvania Emergency Management Agency (PEMA) ESInet.

The objective of this document is to provide sufficient information for qualified respondents to competitively pursue reviewing the SCIPNet telecommunication needs, configure a solution, and submit written proposals satisfying the stated and implied objectives.

The SCIPNet technical subcommittee will consider responses from organizations who plan to share work through a subcontracting agreement however, such responses will be considered only if one firm assumes the role and responsibilities of prime vendor.

This Request for Proposal will entertain options to purchase, lease, and/or subscribe to hosted, cloud-based services.

Responses that do not conform to the procedures, format, and content requirements outlined in this request will not be considered responsive to this request.

The quotations received shall remain confidential therefore, there will not be a public bid opening.

This invitation and subsequent proposal are not a contractual offer or commitment to purchase services and do not commit SCIPNet or its members to award a contract, to pay any costs incurred in the preparation of a quotation, or to procure or contract for services. SCIPNet reserves the right to negotiate with all qualified sources and to cancel this Request in part or in its entirety. As these services are of a professional and highly technical nature, SCIPNet is not legally required to acquire said goods and services by proposal but is free to do so by alternative methods as it seeks the best value for the member counties' residents. SCIPNet further reserves the right to amend or waive any or all requirements or specifications.

The SCIPNet Executive Board shall accept the successful respondent's submission that is, in the sole judgment of SCIPNet, most advantageous to the counties and their citizens, even though it may not be the lowest priced solution received.

The laws of the Commonwealth of Pennsylvania shall apply to the interpretation of this and every other document and/or agreement related to this Request for any and all disputes arising therein.

2.0 BACKGROUND

Historically, each county established and now operates a Public Safety Answering Point (PSAP) independently of the other. In the case of Adams and Franklin counties, each provides overflow capabilities to the other for 911 call handling. Each county separately negotiated with vendors of their choice to design, implement and maintain their current systems. The selection process was in part driven by equipment distributorships being held by the Local Exchange Carriers (LEC) who have been instrumental in providing network and customer premise equipment services in their respective territories. The system configurations and operational procedures of each PSAP varies in accordance with the call taking and dispatching requirements of the geographic area served.

Lumen is the primary LEC for Adams, Cumberland, and Franklin Counties whereas Verizon serves Dauphin County.

3.0 FUTURES

While keeping in mind that some configurations, settings and protocols must be system wide in order for the combined CHE to function properly, it is envisioned that each county will remain operationally autonomous and shall have the functionality to backup and/or augment one another's operation should the desire and need arise. Additionally, the Counties seek a solution whose capabilities include the ability to tailor feature/functions to their specific needs without imposing restrictions on its partners, which includes self-administration of their system.

Incorporating the Pennsylvania ESInet into the architecture will provide the first opportunity for counties to share NG911 core services and networking capabilities to fully implement business continuance and disaster recovery strategies with SCIPNet members.

As described in its charter, SCIPNet seeks to provide, in a consortium-like manner, the means to provide member counties additional technical, operational, and economic benefits of which consolidated purchasing and adopting a uniform architecture is a part. Although the individual PSAP solutions will vary in size and scope of operation, the common objective for all counties of achieving a reliable, distributed, fault tolerant geo diverse architecture providing operational reliability and interoperability is of the utmost importance.

In consideration of these objectives, SCIPNet has incorporated within its charter provisions to accept additional member counties therefore, design criteria being proposed must demonstrate the capability for growth without the need for major reconfigurations and significant expense to the existing member counties.

4.0 CURRENT

In addition to operating a primary PSAP, each county has established their own unique business continuity scenarios in the event of call handling system or network failure. All four counties are currently utilizing Motorola VESTA Solutions call handling equipment. These configurations include licenses for VESTA Analytics MIS, Activity View, and Managed Services that provide anti-virus updates, patch management, and monitor & response services.

The Adam, Dauphin, and Franklin PSAPs telephone and radio audio integration and arbitration is managed with a Motorola provided Telephone Radio Headset Interface adapter. Cumberland's voice integration and arbitration at the workstation is managed by the Harris Maestro.

Cumberland and Dauphin County PSAPs use Automatic Call Distribution (ACD) in a role-based configuration. Adams and Franklin are non-ACD position-based configurations.

Automatic Location Information (ALI) database service including network access are provided by the respective LEC.

Attachment 3 represents a profile of the current PSAP equipment configurations. This chart is not intended as an all-inclusive list of the components needed to satisfy this RFP. Rather, it attempts to serve as an introduction to identify the PSAP configuration, similarities, and differences.

5.0 Timeline

The fully functioning and tested systems shall be placed into service based on a mutually agreeable schedule determined by Adams, Cumberland, Dauphin, Franklin, PEMA and the selected vendor.

6.0 Call Handling Equipment Configuration

The SCIPNet technical subcommittee requires the Vendor, as part of the response process, to participate in a series of on-site meetings with each member county and SCIPNet Technical Subcommittee to develop a clear understanding of the call processing and operational characteristics that will identify the specific needs of each member as well reinforce the overall objectives of SCIPNet. It is therefore incumbent upon the Vendor to develop and schedule the activities for the processes leading to their recommendations.

7.0 Scope of Work

SCIPNet seeks a qualified vendor to provide a turnkey solution to design, furnish, install, train, and maintain, a state of the art fully functional shared NG 911 i3 capable call handling system.

The successful respondent will be tasked with providing a needs assessment, implementation, project management, training, and maintenance activities in working 911

centers. The proposal must account for daily activity associated with busy call/dispatch centers as there are limited measures available to accommodate implementation activities. This project includes but is not limited to providing the following:

Needs Assessment
Project Management
Detailed Engineering Design
Competitive Pricing options (sale vs lease vs hosted or cloud solution)
Installation by Manufacturer Trained and Certified Technicians
Detailed System/Installation and Administration documentation
Post Installation debug
Manufacturer approved end user and administration training
Documented Test and Acceptance procedures
Manufacturer Warranty
Maintenance by Manufacturer Trained and Certified Technicians
System Software Updates
Ensure Cyber Security
As Built Documentation
24x7 System Monitoring and Response

8.0 System Feature and Capability Requirements

System Architecture

1) All major components proposed in the system should be fully redundant allowing for full geographical diversification without requiring duplicating systems.

2) The system shall be either a cloud-based environment or, as a Geo-diverse deployment without introducing the possibility of having a single point of failure to interrupt call processing.

3) Proposed system shall support a distributed architecture and allow for flexible rules-based call routing possibly using gateways in different locations, including automated fail-over in case a gateway is temporarily unavailable.

4) The proposed system shall include local survivability to ensure a PSAP remains operational in the event network connectivity is lost to the Geo-diverse switch.

5) The system shall include an integrated “softswitch” with automated call distribution (ACD) and auto-attendant capability.

6) The system can be deployed in a hosted and/or shared and/or cloud environment allowing for the allocation of logical system resources on a per site basis.

7) The system shall be provisioned in a manner to ensure continuance of 911 call delivery and processing in the event connectivity to the NG 911 i3 core services ESInet is interrupted.

8) Proposed system must be expandable (without adding servers) to accommodate future growth from current capacity. System expandability must support the potential for PSAP regionalization of neighboring agencies without the need for multiple disparate controllers.

9) The system shall support the deployment of remote centers and call taking positions over an IP network.

10) The system shall support the installation and use of legacy PSTN analog and digital services.

11) The system shall support the creation of multiple agencies in the system allowing the allocation of lines, agents roles, phone groups, screen layouts, analytics, and administration on a per agency basis.

12) Abandoned calls for a specific agency shall be presented only to agents logged in to that agency.

13) Reporting functions such as Incorrect ALI reports shall be generated, printed, and reported on a per agency basis to a destination specific to each agency.

14) System features i.e., Hold shall function within the resources of the agency and be separate from other agencies with regard to such features as lamp displays and access.

15) The system shall be capable of assigning multiple roles to an agent.

16) The system shall be capable of providing raw call detail information (CDR) via a communications or network port.

17) The system shall be capable of providing raw call detail information (CDR) to the PEMA provided NG911 MIS.

18) The solution shall conform to the applicable NENA i3 standards.

19) The system shall provide an upgrade path to emerging and new NG911 i3 capabilities utilizing component upgrades if required, instead of hardware replacement.

20) The system shall be capable of providing portable operator answering positions using a high-speed IP connection to remotely access the Central Communications Platform. Remote consoles shall be based on laptop computers.

21) The system architecture must permit maintenance and software update activities without adversely affecting the ability to process 911 calls.

22) The system must use current supported operating systems, firmware, and hardware for the term of the contract to ensure cyber security. The vendor is responsible to provide software or hardware upgrades to ensure products do not reach end of life / end of support during the contract term. These updates shall not require down time. Such upgrades are conducted at the vendor's expense.

23) Throughout the lifecycle of the proposed solution, subsequent software releases, upgrades or fixes shall not diminish or remove features specified in this RFP.

System Line and Trunk Interface

1) The system must provide call-handling capabilities that exceed the requirements specified in the RFP as well as account for those requirements determined necessary by the vendor assessment.

2) The system shall provide interfacing for CAMA trunks, Analog FXO and FXS lines.

3) The systems shall provide interfacing for digital T1 trunks using CAS or ISDN signaling.

4) The system shall have the capability to provide a digital T1 (DS1 standard) and/or ISDN-PRI interface for 9-1-1 trunks and administrative lines. T1 shall be a direct connect T1 without the requirements for separate analog channel bank equipment. For ISDN-PRI, all relevant features, including Feature Group D, shall be supported.

5) The system shall have the capability to accept IP trunking directly from a LEC or in conjunction with ESInet core services as provided through PEMA service agreements.

ACD

6) The configuration shall include a Ring-All distribution for inbound calls presented simultaneously to call handling stations in a common group.

7) The system shall support ACD distribution with routing schemes that include longest idle agent, circular, and linear distribution.

8) The system shall be configurable to allow Call Takers to bypass ACD assignment and answer any ringing 9-1-1 call directly, based on configured layout.

9) Proposed system shall support a minimum of 200 call queues per tenant.

10) The ACD shall support the ability to overflow to an alternate queue based upon maximum wait time, maximum calls in queue, or no agent signed into the queue.

11) The ACD shall support answer modes to play audio messages to the caller.

12) The ACD audio messages shall include an audio message when the caller enters the queue and a separate message played while the caller is in queue.

13) The ACD shall provide the configurable ability to provide post-call-processing time giving the agent time to wrap up the previous call prior to becoming available for new ACD calls.

14) The ACD shall re-queue a call when the call is presented to an agent and not answered in a configured amount of time.

15) The ACD shall re-queue a call when a workstation failure is encountered during the call.

16) The ACD shall provide routing based on console positions and/or based on agent role.

17) The system shall support a wall display panel configurable to show the number of calls in queue, longest call waiting time, number of active calls, and number of available agents per queue or in total.

18) The console shall provide the ability for an agent to refuse an ACD call presented to the workstation and re-queue the refused call with priority.

19) The console shall provide the ability for an agent to change their state to and from ready and not ready to receive an ACD call.

20) The console shall provide the ability to automatically answer incoming ACD calls, also known as Forced Answer.

21) The console shall provide the ability for an agent to pre-record greetings based on the line type of the incoming call whereby, when the call is answered at the console, the caller is automatically played the appropriate agent greeting based on the line group.

22) The system shall provide the ability to route any call to a specific queue based on the DID number dialed by the caller.

23) The system shall support the ability to transfer a call from a console to any ACD queue in the system.

24) The system shall support multiple roles per agent, the ACD can then distribute calls based on the active role for each agent.

25) The system shall provide the ability to assign multiple ACD roles to an agent.

26) An agent can be assigned roles from different agencies based upon login, allowing the agent to answer calls from any agency at any position in the system.

27) The role shall be associated with a specific agency ID, ACD routing, line mapping, permissions, all possible user configurations, console user interface layout, contact list, and audible alerts to be chosen by the user at login to any workstation.

28) An agent shall be able to choose any of their assigned roles during their login with the ability to quickly login with their default role.

29) The system shall provide the means for a trainer and/or supervisor to monitor a call in progress. The monitor feature shall include silent and barge-in options.

ALI

30) The console shall provide the ability to display the Calling Party Number and Location Information (ALI) of an incoming 9-1-1 or emergency call before the call has been answered.

31) The system shall provide the ability to configure multiple ALI links associated to specific trunk groups.

32) Each ALI group shall be configurable for a specific ALI protocol and assignable to individual trunks.

33) The system shall support ALI parsing to extract Class of Service, ESN and CPN (Calling Party Number and Location).

34) The system shall support multiple ALI request schemes across dual redundant ALI links including Priority, Simultaneous and Alternating ALI requests.

35) The system shall provide the ability to create an incorrect location information report and send it to a printer and/or email of a pre-configured email recipient on a per agency basis.

36) The system shall provide the ability to customize the incorrect ALI report by adding or deleting fields and consolidating it into a single printed page if desired.

37) The system shall provide the ability to accept ALI in conjunction with the PEMA ESInet core services.

38) The system shall provide on each ALI search, the history for the number being searched that includes the dates and number of times the calling party has been searched.

39) The console shall provide the ability to request the system to rebid the ALI of the caller and update the call information display.

40) The console shall provide the ability to perform a manual ALI request whereby the agent enters a phone number, and the system performs an ALI query and displays the results on the console. This manual ALI query can be performed while the agent is idle or on a call.

41) The manual ALI request capability can be enabled on a per role basis.

42) The console shall support the display of ALI for past recent calls.

43) The console shall support the search of specific ALI information for past recent calls.

44) The console shall support the ability to print ALI information.

CAD

45) The system shall provide interface to multiple CAD servers using a standard NENA CAD spill using either a serial port or IP Interface

46) The system shall provide an optional CAD spill update when ALI is rebid.

47) The system must include the ability to integrate NG911 additional data elements (ADR) with the CAD systems in use at each PSAP.

Contact Management and Dialing

48) The system shall support the creation of contact lists for dialing, with each contact list assignable based on the role or agency of the users.

49) The system shall provide the ability to define at least 10 custom fields for each contact list.

50) The system shall provide the ability to assign any contacts to a group to be used by an agent for selective transfer based on the ESN. The contacts associated to a caller's ESN can then be accessed with one click of the mouse or button.

51) The system shall support dialing rules based on different contexts including the line type and the state of the console.

52) A contact's dialing instructions can be programmed to also include call control commands such as transfer and conference.

53) The system shall offer a tool to automatically migrate existing dialing data onto the new system rather than require manual entry.

54) The system shall support the ability to import and/or export the contact list data utilizing a standard industry format such as CSV and/or text format.

Console Features

55) The call taking console shall permit customization of the user interface, including window and button layout, window sizes, control element sizes and properties, and font size and types on a per console User Interface layout basis.

56) The console shall support the assignment of one or multiple console User Interface layouts and configuration based on the Agent's role within an agency.

57) The console shall provide a queue status window showing all agents logged currently into the agency including their name, the name of their position, current role, alias, their ACD status, and the name of the line if they are on a call.

58) The console shall support the use of "Reason Codes" with the queue status window to further identify why an agent is in the not ready state.

59) The console shall provide the ability to include a shared call appearance resource for any inbound line or trunk of the system that will show the status of the line, pre-answer ALI of the caller, ability to pick up that line or join the call.

60) The console shall provide pre-answer ANI and ALI to any shared call appearance.

61) The console shall provide the ability to include a multi-call appearance that queues multiple calls from assigned line groups and rings multiple positions.

62) The multi-call appearance, if mapped to the current console User Interface layout, shall indicate the number of calls queued on that appearance as well as the waiting time for the oldest call.

63) The console shall provide the ability for a call taker to answer incoming ACD calls, pick up a call on any line appearance or multi-call appearance configured on its current console User Interface layout.

64) The console shall provide the ability to perform a conference, or transfer to any contact in the contact list with a single click.

65) The console shall provide the ability to perform a supervised transfer or a blind transfer.

66) The console shall provide the ability to put a call on local hold, where only the agent who put the call on hold can retrieve the call, or on system hold, where any agent in the same agency can retrieve the call.

67) The console shall provide the ability for an agent to join a call on any of the shared line appearances configured on the console. When joining, the call taker that was initially on the call shall receive information that another agent has joined as well as the extension or console ID of the joining agent.

68) The console shall provide the ability to perform a no-hold conference where the existing parties on the call are not put on hold when conferencing in a new party.

69) The console shall support a conference of at least 8 parties on the call, including the call taker.

70) The console which initiated a conference shall support the ability to remove all parties from the conference and end the call.

71) The console shall support the ability to drop the last party added to the conference call.

72) A supervisor or trainer shall be able to initiate an observation session with a logged-in agent whose role is approved for monitoring. The supervisor is then silently connected to the agent's audio path. The supervisor can listen in on the call and optionally barge-in to the call and establish a two way audio path with all participants in that call.

73) The observe function can be silent providing no indication that an agent is being monitored or can be configured to provide a notification tone to notify the agent of the observation in progress.

74) All workstation windows shall feature a recent calls window allowing for call-back by clicking an entry.

Dialing

75) The console shall provide a user interface where contacts can be displayed in an array of buttons for one click dialing.

76) Multiple layers of these buttons can be organized such that a call taker shall be able to navigate to the appropriate contact button for dialing.

77) The console shall also provide a search capability of all contacts whereby the search results are narrowed and displayed as the agent enters characters in the search field.

78) The search capability shall provide a simple search of the contact name or an advanced search where the agent can enter additional search criteria for other fields in the contact record.

79) The system shall provide a list of recent incoming and outgoing calls for up to the last 100 calls. The list shall show detailed information about the call including the date and time, CPN, incoming circuit, ALI, and ESN.

80) The console shall provide a one button callback of the most recent emergency call.

81) The console shall provide a one button redial of the last outgoing call.

Abandoned Call Handling

82) The console shall provide the ability to notify the agent of any abandoned calls. The notification shall be in the form of a visual indicator showing the quantity of abandoned calls as well as an audible indicator specific to abandoned calls.

83) The console shall provide the ability to allow agents to selectively perform callback of an abandoned call from the agency's abandoned call list.

84) The console shall have the ability to classify abandoned calls as unserviceable, as in the case of un-initialized cell phones that are not dialable.

Audio and IO Management

85) The console shall provide the connection of up to three headsets, a long-term recorder, a radio console call director, and auxiliary audio inputs.

86) The auxiliary audio inputs shall provide the ability to be automatically activated when the console is idle and disabled when the console is active in a call.

87) The console shall provide the ability to individually control the volume of each headset, the IRR playback, and the auxiliary audio input ports.

88) The console shall provide the ability to manually mute attached headset microphones individually or all simultaneously at the click of one button.

89) The console shall provide the ability to manually control an auxiliary relay output included in the audio management device.

90) The console shall have the capability to transmit telephone audio, SMS transcripts, and other NGCS data elements that maybe delivered with the session for the purpose of being recorded by an interface recorder. Adams, Dauphin, and Cumberland PSAPS currently utilize Nice NRX, while Cumberland utilizes Kova for telephone recording.

91) The console shall provide headset jack recognition to make a console Not Ready when the headset/handset is removed from the jack box.

TDD/TTY

92) A TDD/TTY detection and conversation capability shall be available for every console.

93) The console shall support both Baudot and ASCII encoding and decoding.

94) The console shall be able to detect the encoding to be used for the TDD/TTY conversation.

95) The console shall provide the ability to program an automated TDD answering string.

96) The console shall support pre-programmed configurable TTY messages.

97) The console shall support transferring and conferencing of TDD/TTY calls.

98) The console shall support multiple voice modes such as Hearing Carry Over and Voice Carry Over.

99) The console shall support Text to 911 functionality by utilizing the TTY/TDD option provided by the major wireless carriers.

Text to 911

100) Processing of SMS (text to 911) calls shall be performed in accordance with NENA i3 compliant communications protocols from the Text Control Center (TCC).

101) The workstation user interface shall process SMS (text to 911) calls in the same manner as voice and TTY/TDD calls and feature an integrated SMS (text to 911) call taking window.

102) The dedicated SMS (text to 911) call processing window shall be available to display Text Conversations and clearly delineate between received and transmitted messages.

103) The dedicated SMS (text to 911) call processing window shall permit multiple calls simultaneously.

104) The dedicated SMS (text to 911) call processing window shall feature pre-programmed messages for users to provide one-click responses to common messages.

105) The dedicated SMS (text to 911) call processing window shall provide for grouping of pre-programmed messages into logical call type categories.

106) The dedicated SMS (text to 911) call processing window shall provide the means to add and edit pre-programmed messages and message groups.

107) The system shall feature a SMS (text to 911) text calls window which lists the SMS calls in queue and those being processed. The data in each window should include date, time, queue, CPN, initial text message, location, SMS call state and the current agent.

108) The console shall provide the ability to program an automated Text call greeting and a Text call disconnect message string.

109) SMS (text to 911) conversations may be transferred to other agents on the host system.

110) SMS (text to 911) conversations may be transferred to other Agencies that reside on the host system.

111) SMS (text to 911) conversations may be transferred to other Agencies that are suitably equipped and provisioned.

112) SMS (text to 911) call processing shall support NENA i3 logging specifications.

113) The console shall support the use of the keyboard and pre-programmed configurable Text messages.

114) The console shall support returning a voice call when appropriate.

115) The console shall support displaying available ALI.

116) The console shall maintain the call dialog until disconnected by the agent.

117) The call history shall remain available for subsequent sessions by the same caller for a predefined period i.e. 60 minutes

118) The SMS (text to 911) conversation shall be sent to the system MIS reporting package for reporting and printing along with the systems voice calls.

119) The system shall be capable of setting limits on the number of simultaneous sessions per agent.

System Monitoring and Administration

120) The system shall allow selected county LAN based workstations access to the 911 call handling network for the purpose of utilizing its browser-based auxiliary services i.e. MIS.

121) The system shall allow the customer full access to administration and diagnostic functions that includes agent move/add/change activity.

122) The system shall be equipped to run self-diagnostic programs and to automatically report errors via audible and visible alarms.

123) Server maintenance and administration functions shall be accessible via a browser-based application that is available on workstations outside the server room.

124) The system shall be capable of supporting a VPN for the sole purpose of system monitoring and maintenance response. Any such access shall be provisioned with all appropriate hardware and software security precautions. Communications software shall be updated regularly to ensure security measures are always current.

Greetings Manager

125) The system shall feature an automatic greetings system.

126) Users can record, edit, save, and set unique greetings for themselves which are controlled securely by authorized log-in and log-off.

127) Greetings are saved within a centralized database and loaded to user workstation upon successful log-in.

128) Greetings are removed from a user workstation upon successful log-off.

129) Users can activate or de-activate their unique greetings.

130) Auto-answer mode allows users to associate a particular greeting to play automatically when answering a call.

131) The system, at a minimum ,will provide for an emergency and a non-emergency greeting.

Instant Recall Recording

132) The proposed system must have the ability to record telephony conversations and make that audio available for playback during or after a call.

133) The recording application will list calls by date/time, duration, station name, and list any attachments.

134) The recording application will feature variable speed playback feature.

135) The recording application shall feature a slider to allow the user to select a playback point anywhere within the recording. At any position, the slider will indicate the time from the start of the call and the time to the end of the call.

136) The recording application shall have a feature that allows the user to lock recordings to insure they are not deleted. The locked recording must remain available until unlocked.

Management Information System (MIS)

137) The MIS shall provide a comprehensive Call Management Information Application that will track voice and SMS (text to 911) calls and provide PSAP personnel with historical call information and strategic management reports.

138) State of the art technology shall be used for the MIS solution. Describe upon what technology the application is based.

139) The MIS system shall be designed to be highly reliable and protect the integrity of the data.

140) The MIS shall contain near real-time information (within 15 seconds of call completion) and allow users to search for recently completed events and event details.

141) The MIS shall have the capacity to store a minimum of 3 calendar years of data on-line for report generation

142) Describe what capabilities the MIS solution has regarding integration and support for next generation media types.

143) The MIS solution shall support the ability to filter, group, and set preferences for each user. Describe the MIS solution capabilities in these areas.

144) Provide a description of the standard reports and capabilities in the MIS. Include a list of the available reports.

145) The MIS shall have the capability, through standard reports, to collect and evaluate calling patterns, call types and quantities, and agent performance data.

146) The MIS shall be capable of serving as the principal tool to evaluate key call center metrics through the use of filters to develop specific detailed reports at all levels.

147) The MIS should have the ability to evaluate the use of key console features such a Ready/Not Ready time and Call answer denial and call transfer.

148) The MIS solution shall include the ability to build ad hoc reports. An ad hoc report shall mean the ability to build a report template from scratch; not simply based on selected filtered items from a list. Furthermore, all software tools and information to build said reports must be readily available to the customer.

149) The MIS shall have the ability to segment data functionality by user so that users at one call center cannot see data from another call center – capable of operating in a shared services environment. Describe how calls are handled if they are shared between call centers.

150) The MIS shall support Enterprise capability. Enterprise functionality is defined as the ability to provide consolidated reporting over multiple call centers.

151) Describe how the MIS solution manages data in terms of migration of data from legacy systems, archiving, and backups.

152) The architecture of the MIS solution shall provide consistent reporting totals and minimize the possibility of over/under counting of calls. Describe how the MIS system accomplishes this.

153) The algorithm used in calculating report values must be published and readily available in the administrators guide.

154) The MIS system shall provide the means by which workstations on the customer's enterprise local area network can gain access without the need for dedicated workstations on the MIS network.

155) The MIS system shall support at least 5 simultaneous sessions per agency

156) The MIS shall provide CDR port(s) capability whereby detailed call records can be sent to a 3rd party storage device via standard telecommunications methods or network connection.

9.0 Additional Proposal Requirements

Describe the following in detail:

- The proposed system architecture, major components, and the levels of fault tolerances incorporated
- Overall system expansion capabilities including the number of incoming 9-1-1 trunks and/or talk paths, the number of answering positions, High Capacity T1s, broadband connections, and the number of analog telephone lines.
- The product's anticipated life cycle including system upgrade milestones, application, and operating system software releases, NG911 future capabilities, and technology refresh cycles.
- Training for Call Takers and Administrative staff. Include the course syllabus and the expected level of student proficiency.
- The system Warranty period.
- The typical escalation procedure(s) utilized in the resolution of a problem. The procedure shall include titles of personnel, departments and organizations involved, as well as established time frames.
- Number of employees by Job Title pertinent to the services being quoted. (Include Technicians, Service Managers, Customer Service Representatives, and Trainers etc.)

- The Network Operations Center (NOC), if applicable, to be utilized in remote monitoring or involved in the trouble escalation procedures.

- The electrical and HVAC requirements of the quoted system.

- The migration plan for the current Vesta speed dial directory to the quoted system.

- The migration plan for the current Vesta Analytics (MIS) data and the Call Records database.

- The integration of future Next Generation 911 features and functionality.

- Field deployable remote workstation for disaster recovery operations.

- A complete list of the system components including licenses and extended warranties.

9.1 Additional Proposal Requirements

- Net clock for all system components. The system proposed must have the ability to independently use NTP protocol to maintain clock synchronization with a Master Clock

- System Processors. The system shall have sufficient capability and capacity to provide full system operation for current and future needs of the Customer's access lines at all times, including stand-alone operation without delays in displaying, transferring, or ringing. The system server shall have a processor and memory of sufficient size to accomplish the needs of the system throughout its lifecycle.

- System Diagram. The respondent shall provide a detailed description and engineering diagram of the solution to be provided with proposal, including a discussion of the system's architecture and its ability to provide the service required by the Customer.

- Trouble Reporting._The respondent shall provide, along with their response, a narrative identifying the procedures for reporting trouble including telephone number and email address for first, second, and third level supervision and general maintenance overview.

- Maintenance. During the first year, the successful respondent shall provide maintenance 24 hours per day, seven days per week. Response time shall not exceed 2 hours after notification of a critical nature, and 4 hours for all other trouble tickets. Twenty-four hour per day remote diagnostics shall be provided with Alarm notification to maintenance personnel. Defective components may be replaced by local personnel with Vendor instructions or by Vendor personnel. A quotation on maintenance (24x7) including remote system monitoring and diagnostics shall be provided as outlined on the quotation form.

- Technical Support. ONLY Manufacturer_trained and certified technicians shall be utilized for any maintenance services of system(s) supporting the Emergency Communications Center. Copies of Manufacturer certifications shall be filed with the SCIPNet member county before the technician will be allowed to respond to problems. Certification shall remain current during the period of the agreement. Successful respondent shall provide a current resume for each technician expected to be providing services under the agreement. Noncompliance may be justification for termination of support contracts.

- Facility Access. Services outlined within this RFP require personnel of the successful respondent to work in physical areas that access FBI Criminal Justice Information Services (CJIS) Data, the PA State Police Commonwealth Law Enforcement Assistance Network (CLEAN) Data, Criminal History Record Information (CHRI) and Personal Identifiable Information (PII). The provisions outlined within the FBI CJIS Security Policy relative to the FBI Security Addendum, Vendor Employee Certification and Fingerprint based Background

Screening shall apply to all employees with unescorted access. The criminal justice sponsor agency shall ensure that the FBI CJIS Security Addendum Certification is completed by all vendor employees and available for review.

- Facility Unescorted Access. The successful respondent shall submit on behalf of the individuals responsible for installing and maintaining the system, prior to commencement of any on site activity, the names of individuals, their driver's license information, and social security number for the purposes of conducting a confidential background check. Individuals found to have a criminal history and who, by their presence, may possess the potential to compromise the security or confidential environment of the 911 Operation Center, will be denied access

- Future Expansion_The solution proposed in support of the system specifications provided shall be capable of meeting today's needs, as well as those reasonably anticipated throughout the lifecycle of this installation. Suggesting a possible expansion of 50% of the initial wired configuration, no additional common hardware of software components shall be required to continue providing the required level of performance.

- System Testing Prior to Cutover. The successful respondent must thoroughly test the entire system prior to conversion.

- Testing. Each SCIPNet member county requires the successful respondent to test every trunk, line, connection, feature, and function at all positions at least twice prior to cutover. During the testing of the E-9-1-1 equipment prior to cutover, the successful respondent shall log all troubles found and make any necessary repairs or adjustments at their cost. These reports shall be submitted to the County showing all errors found and corrective action taken to resolve the troubles.

- Initial Support Plan. The successful respondent must provide, at a minimum, an onsite engineer/technician for the first 24 hours after cutover and off-site engineering access for the first week of operation.

- Exceptions. SCIPNet will entertain reasonable exceptions to the stated system capabilities and feature requirements, so long as the desired overall functionality is achievable.

- Corporate Overview. Provide a corporate overview including the length of time the respondent has been in the business of supplying, installing and maintaining the products and services being *quoted. Include a copy of the latest annual financial report.*

- Offer any other information that demonstrates the respondent's stability, ability to supply the requested products and services, and the means to quickly and professionally respond to post sale needs of the customer

- Provide the Name, Position, Office Address, and Phone Number of individual(s) with the authority to negotiate and contractually bind the respondent, and who may be contacted during the response evaluation.

- Non-disclosure of Data: respondent agrees that all data provided to them by each of the SCIPNet and/or each County is of a proprietary nature and remains the sole property of the providing entity. Respondent or any subcontractor or subrogate may not disclose or disseminate SCIPNet or County data to any other party for any reason, without the express written consent of the owner of said date.

- The successful respondent shall indemnify, save, defend, and hold harmless the SCIPNet and its member Counties from all claims for labor and materials furnished under this proposal. When requested by the SCIPNet or County, the successful respondent shall submit satisfactory evidence that all persons, firms, or corporations, who have done work or

furnished materials under the contract, for which the SCIPNet or County may become liable under the laws of the Commonwealth, have been fully paid or satisfactorily secured.

- The respondent and any/all subcontractors, at their own expense, shall provide and maintain contractor insurance with a company licensed to do business in Pennsylvania. Proof of insurances will be required for all contractors to ensure the appropriate liability coverage is in full force prior to commencement of the contract.

- Respondent shall provide three (3) PSAP references whose installation is similar in scope to the proposed system and is located within 150 miles of the SCIPNet Region.

10. Network

The SCIPNet Counties will utilize the PEMA provided ESInet and Next Generation 911 Core Services for call delivery and as the network backbone for the shared call handling solution.

After a competitive procurement process PEMA selected NextGen Communications, Inc. (Comtech SST) to provide 911 call delivery and NG911 Services.

The PEMA ESInet will be a public safety grade network and the 911 traffic will be completely independent and segregated from other traffic. The term "public safety grade" refers to the level of reliability, availability, and security expected of an IP network operating as an ESInet. All data traversing the public safety network, and subsequent access to that data, is restricted to public safety use only, as required in NENA-STA-010.2-2016, Section 3.7. Commercial and non-public safety data and access is strictly prohibited from utilizing bandwidth dedicated to the PEMA ESInet. The established metrics in this definition are achieved through system and component redundancy, diversity, resiliency, and other similar engineering methodologies.

Comtech will provide wide area network ("WAN") connections to the 911 System at such location either over existing physical facilities, over newly built facilities, or a combination. Comtech will have responsibility and span of control of the 911 services over the PEMA ESInet to the Comtech edge device.

Handoff to the call handling equipment ("CHE") host may use Ethernet cables, a combination of Ethernet and RS-232 cables, or patch panel wires for Central Automated Message Accounting ("CAMA") voice lines and RS-232 cables. For further clarity, Comtech will have network management and operational support responsibility of the WAN from the NGCS to the handoff to CHE host and from CHE host handoff onto the WAN to the remote Comtech edge device, where applicable.

Comtech will provide 100 Mbps capability to the WAN device at the 911 System location. Comtech notes that the Comtech edge device for 911 calls may itself interface using CAMA and RS-232 and therefore will not utilize the full bandwidth that is available to the 911 System. The full 100 Mbps is available to the 911 System to support future ancillary services when those are contracted through the change management process.

The network design is subject to change and will be finalized working with the participating counties at the conclusion of the site surveys and network assessments being completed by Comtech at 911 System sites across Pennsylvania.

NGCS

11. Cybersecurity

The proposed system design shall meet the latest industry cyber security standards and best practices. The respondent shall detail how their offering is in alignment with NIST Cybersecurity Framework, PEMA Minimum Technology, Operations and Planning Requirements, PEMA NG911 Cybersecurity Requirements, NENA 75-001, NENA 75-502, and NENA-INF-015.1-2016

The cyber security strategy shall ensure no system hardware, firmware, software, and database systems reach end of support or end of life during the system life cycle. In the event a system component becomes EOL or EOS, describe your support policy to provide a replacement device that is compliant.

The installation of system security, software or firmware updates shall not impact or degrade system performance.

The respondent shall provide a lifecycle schedule for all hardware and software components included in the proposed system.

The hardware, software, and services necessary provide a cybersecurity strategy shall be include in system design. Components may include firewall, intrusion detection, anti-virus, endpoint protection and security information management are expected to be incorporated into the solution.

12. Security Operations Center

The proposed system shall include managed services offering which functions as a Security Operations Center (SOC). The SOC shall be responsible to monitor and respond to potential cyber events identified by the provided security information event management system.

The vendor provided details on the capabilities of their security information event management system.

13.0 Requirements for Proposal Document

1. The successful respondent's proposal shall be consistent with the guidelines provided in this RFP, project meetings and any subsequent correspondence.

2. Submit Pricing in accordance with the instructions contained in Attachment Two (2).

3. Vendor shall provide three (4) copies of the written proposal and one (4) copy electronically, preferably on a thumb drive.

4. The quotation is to be received at Dauphin County Department of Public Safey located at 911 Gibson Blvd, Steelton PA 17032 no later than 4:00 PM on May 1, 2023.

5. All responses should be packaged and marked plainly, "**Telephony NG 911 RFP"**. Late responses will be considered non- compliant, and not submitted for evaluation.

6. Electronic copies of this Request for Proposal will be provided upon request. E mail all requests and questions to Rick Esenwine (resenwine@adamscountypa.gov). Requests shall specify SCIPNet Inquiry in the subject line.

7. Respondent questions will be accepted until the date specified in the RFP schedule. Submit questions in writing to Rick Esenwine (resenwine@adamscountypa.gov). Any addendum to the RFP will be issued as needed to all respondents.

8. RFP Schedule
    a. March 1, 2023, RFP released
    b. March 29, 2023, last day for respondents to submit questions
    c. April 5, 2023, responses to questions provided in writing
    d. May 1, 2023, RFP responses due
    e. June 28, 2023, Contact Award

14.0 COUNTY INSURANCE REQUIREMENTS:

Respondent is required to provide certificates of insurance naming SCIC and its members as additional insured and indicating the following coverage in the amount of one million dollars ($1,000,000) for each category of coverage except as noted herein:

1. Liability Insurance
   Commercial General Liability
   Products Completed Operations Liability
   Contractual Liability
   Comprehensive Automobile Liability
2. Workers' compensation & Employers Liability $500,000.

If the successful respondent uses any subcontractors, the successful respondent shall include all subcontractors as insured under its policies or shall furnish to the SCIPNet technical subcommittee separate certificates and endorsements for each subcontractor. All coverage for subcontractors shall be subject to all the requirements of the successful respondent.

15. Service Level Agreement

The respondent shall design the system to ensure each member county's implementation meets the "five nines" standard (99.999 percent reliability) for the system availability, call and data processing.

As part of the contract negotiations, the successful respondent shall assist defining a mutually agreeable Service Level Agreement (SLA)

The SLA shall cover aspects of the shared call handling solution including operations, performance, cyber security, support, response, and repair.

It will be the intent of the SLA to require the vendor to publish monthly metrics demonstrating their compliance with meeting the SLA. In the event the SLA objectives were not achieved by the vender a description of the violations, and reasonable details on the resulting root cause analysis, and remediation efforts planned or taken with respect to the violation shall be provided

16. RFP Point of Contact

Adams County Department of Emergency Services
230 Greenamyer Ln. Gettysburg, PA 17325
Rick Esenwine, Deputy Director
717-334-8603
resenwine@adamscountypa.gov

Cumberland County Department of Public Safety
1 Public Safety Dr. Carlisle, PA 17013
Brian Hamilton, Technical Systems Manager
717-218-2908
brhamilton@cumberlandcountypa.gov

Dauphin County Department of Public Safety
911 Gibson Blvd. Steelton, PA 17113
Greg Kline, Deputy Director
717-558-6803
Gkline@dauphincounty.gov

Franklin County Department of Emergency Services
390 New York Ave. Chambersburg, PA 17201
Bryan Stevenson, Communications Coordinator
717-217-4105
bstevenson@franklincountypa.gov

17. The response

The RFP response shall include adequate technical detail to understand the system design, configuration capabilities, limitations of a shared configuration, recommendations, and justifications for determine the locations of any shared equipment.

The response shall include any diagrams necessary to provide details on the redundancy, resiliency, and local survivability for the proposed system design.

The system design shall ensure one tenant's design requirements do not negatively impact the configuration of other tenants using the system. The vendor shall provide details on global configurations, parameters, reports, or other system settings which that cannot be uniquely configured to the tenant level.

16.0 Attachments:

1. County Hold Harmless and Indemnification Agreement.
2. Quotation Forms
3. SCIPNet Member configurations

Attachment 1.

HOLD HARMLESS AND
INDEMNIFICATION AGREEMENT

Contractor shall indemnify, defend, save and hold harmless the South Central Inter-County Phone Network (hereafter "SCIPNet") and/or its member counties from and against any and all claims, debts, damages, judgments, awards, losses, liabilities, interest, attorney's fees, costs and expenses of whatsoever kind or nature to the extent caused or occasioned by, or contributed to by the negligence of Contractor or anyone acting under its direction or control or on its behalf in connection with or incident to the contract work. All questions involving contributory acts, omissions, fault, or negligence of SCIPNet or its member Counties with Contractor will be determined in accordance with applicable law. Without limiting the generality of the foregoing, the same shall include injury or death to any person or persons, including agents and employees of County, Contractor, other contractors and subcontractors and damage to any real or personal property, including property of County, Contractor, other contractors and subcontractors. Contractor will, on request and at its expense, defend any action, suit or proceedings arising hereunder and shall reimburse and pay County for any loss, cost, damage or expenses (including legal fees) suffered by it hereunder consistent with subcontractor's indemnity obligation hereunder. Such obligation shall not be construed to negate or abridge or otherwise reduce any other right or obligation of indemnity that would otherwise exist as to any party or person described in this Clause. In no event shall Contractor be liable for and Contractor expressly disclaims any liability for any incidental or consequential damages no matter under what theory or facts advanced.

In any and all claims against the SCIPNet or its member Counties by any employees of Contractor, anyone directly or indirectly employed by Contractor or anyone for whose acts Contractor may be liable, the indemnification obligation under this Clause shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for Contractor under worker's or workmen's compensation acts, disability benefits acts or other employee benefit acts.

If, for any reason during the performance of this Contract, Contractor rents, leases or uses equipment of County, Contractor shall indemnify, defend and hold harmless County (including its officers, agents, and employees from any loss (including costs and attorney's fees) or damage caused by that equipment. Furthermore, Contractor shall be liable to County for any loss or damage to that equipment.

Dated:

Authorized Representative

Company Name

Address

City/State/Zip Code

Attachment 2.

QUOTATION FORM

Respondents shall provide line-item pricing for equipment and services. The line-item pricing shall be summarized using the proper quotation forms provided below.

Leasing options shall include details pertaining to lease terms and conditions such as but not limited to fair market value lease, lease to own, lease factor, amortization schedule, and insurance requirements.

Quotation Form
NG 911 Telephone System
Purchase / Lease Option

Core Components (including hardware, software, installation, and configuration)

Geodiverse Host Site A	$_____
Geodiverse Host Site B	$_____
Local Survivability Site C	$_____
Local Survivability Site D	$_____
Management Information System	$_____

CHE (including hardware, software, installation, and configuration)

Adams PSAP CHE	$_____
Cumberland PSAP CHE	$_____
Dauphin PSAP CHE	$_____
Franklin PSAP CHE	$_____

Maintenance Core Components (NOC & SOC, response, server / workstation recovery services, Cyber Security patch management, anti-virus, end point protection)

Year 1	$_____
Year 2	$_____
Year 3	$_____
Year 4	$_____
Year 5	$_____

Maintenance CHE (NOC & SOC, response, server / workstation recovery services, Cyber Security patch management, anti-virus, end point protection)

Adams PSAP CHE	$_____
Cumberland PSAP CHE	$_____
Dauphin PSAP CHE	$_____
Franklin PSAP CHE	$_____

Training

Shared Systems Administrators Training	$_____
Shared Management Information System training	$_____
Adams Agent training	$_____
Cumberland Agent training	$_____
Dauphin Agent training	$_____
Franklin Agent training	$_____

Overflow Capacity Positions

Adams PSAP Equipment	$_____
Cumberland PSAP Equipment	$_____
Dauphin PSAP Equipment	$_____
Franklin PSAP Equipment	$_____

Other (define) $_____

Total $_____

QUOTATION FORM
NG 911 Telephone System
Hosted Option

Five (5) Year Agreement Term	Monthly Reoccurring Costs
Core Components (including hardware, software, installation, and configuration)	
Geodiverse Host Site A	$_____
Geodiverse Host Site B	$_____
Local Survivability Site C	$_____
Local Survivability Site D	$_____
Management Information System	$_____
CHE (including hardware, software, installation, and configuration)	
Adams PSAP CHE	$_____
Cumberland PSAP CHE	$_____
Dauphin PSAP CHE	$_____
Franklin PSAP CHE	$_____
Maintenance Core Components *if applicable* (NOC & SOC, response, server / workstation recovery services, Cyber Security patch management, anti-virus, end point protection)	
Year 1	$_____
Year 2	$_____
Year 3	$_____
Year 4	$_____
Year 5	$_____
Maintenance CHE *if applicable* (NOC & SOC, response, server / workstation recovery services, Cyber Security patch management, anti-virus, end point protection)	
Adams PSAP CHE	$_____
Cumberland PSAP CHE	$_____
Dauphin PSAP CHE	$_____
Franklin PSAP CHE	$_____
Overflow capacity positions	
Adams PSAP Equipment	$_____
Cumberland PSAP Equipment	$_____
Dauphin PSAP Equipment	$_____
Franklin PSAP Equipment	$_____
Other (define)	$_____
Annual Reoccurring Year 1	$_____
Annual Reoccurring Year 2	$_____
Annual Reoccurring Year 3	$_____
Annual Reoccurring Year 4	$_____
Annual Reoccurring Year 5	$_____
Non-recurring costs	
Training	
Shared Systems Administrators Training	$_____
Shared Management Information System training	$_____
Adams Agent training	$_____
Cumberland Agent training	$_____
Dauphin Agent training	$_____
Franklin Agent training	$_____

Attachment 3.

	Adams	Cumberland	Dauphin	Franklin
Agent Positions				
Primary PSAP	6	15	16	8
Overflow Capacity Positions	3 - court house			5 - court house
Emergency Operations Center	1 (eoc / training)	2	1	1
Training Room	-		2	
Maintenance position	1	1	1	
Administrator position	1	1	1	
QC Coordinator				
offsite / backup PSAP				
Command Post	1	4	6	1 - MCV
VESTA Map		yes		
Agent Configuration				
monitor size	22"	22"	22"	24"
mouse / trackball	trackball	mouse	trackball	mouse
Genovation Keypad (24 key)	yes	yes	yes	yes
Headset	wireless & wired (backup)	wireless & wired (backup)	wireless & wired (backup)	wireless & wired
headset arbitration with radio	yes	yes	yes	yes
Speakers	yes (external desktop)	yes	yes (external desktop)	Yes
kvm	yes (4 port)	MIS PCs only	yes (4 port)	1 - MIS computer
System Design				
911 CAMA Trunks	6 wire line, 6 wireless, 2 ten digit cell trunks	6 Lumen wireline, 6 luman Wireless, 6 Verizon Wireline	8	7 Wireless, 6 Wireline, 1 SMS
CAMA Trunks - Training			2	
Ringdown lines	4	6	1	5
911 Admin Lines	8		16	6
Automatic Call Distribution		role based	role based	
Auto Attendant			licensed	
Integrated SMS	Yes, Comtech TCC, VPN	Yes, Intrado TCC, VP	Yes, Comtech TCC, VPN	Yes, West/Intrado, dedicated circuit

ALI Provider	Lumen	Lumen	Verizon	Lumen
4 digit dialing	yes	yes		
Management Information System				
Analytic Licenses	6	2	5	3
	1	1 year recordings / 3 full years plus current for CAD		
Record Retention		logs	3 years	1 year
Wall Displays			2 - 60"	
Activity View Licenses		1	4	?
Integration				
CAD	Intellitech Switching to Tyler New World during 2023	Hexagon	Hexagon	Tritech but Motorola Flex in November
Radio	Motorola MCC7500	L3Harris / Motorola	Motorola MCC7500	Motorla MCC7500
Voice Recorder	NICE	KOVA	NICE	NICE
NetClock	yes, 3 displays	yes	yes, four ports	yes, 5 displays
Local Exchange Carrier	Brightspeed	Brightspeed	Verizon comcast	Brightspeed
Call Center Metrics				
		2020		
Wireless 911 calls	22,353	50,382	120,933	33,631
Text 911 Calls	0	127	244	139
Wireline 911 calls	4,015	20,627	13,471	10,381
VoIP 911 Calls	2,591	6,984	Bfff	5,356
Total 911 Calls	29,158	78,922	148,897	49,507
Unknown 911 calls	199	802	1,613	0
Total 10 Digit Calls	78,469	155,808	164,987	62,939
Total Call Volume	107,627	234,730	313,884	112,446
		2019		
Wireless 911 calls	23,492	47,626	127,237	37,312

Text 911 Calls	0	407	242	0
Wireline 911 calls	5,723	29,605	16,362	12,071
VoIP 911 Calls	3,011	7,634	13,288	5,439
Total 911 Calls	32,226	85,272	157,129	54,822
Total 10 Digit Calls	54,109	169,857	181,191	98,701
Total Call Volume	86,335	225,129	338,320	153,523
		2018		
Wireless 911 calls	23,554	44,237	124,963	37,505
Text 911 Calls	0	0	247	0
Wireline 911 calls	7,187	34,056	17,442	13,145
VoIP 911 Calls	2,891	7,264	14,043	5,259
Total 911 Calls	33,632	85,557	156,695	55,909
Total 10 Digit Calls	54,904	167,871	190,327	96,294
Total Call Volume	88,536	253,428	347,022	152,203