Gmail

Jerrick Hernandez <jhernandez@guamopa.com>

See Attached - E-File and E-Serve - PTI Pacific Inc and GFD - OPA-PA-22-005

Marie L. Cruz <mlcruz@oagguam.org> Tue, Nov 8, 2022 at 12:22 PM
To: Jerrick Hernandez <jhernandez@guamopa.com>, tbagana@guamopa.com, vduenas@guamopa.com
Cc: Jessica Toft <jtoft@oagguam.org>, Steven.Carrara@itehq.net

The following attachments are E-Filed

RFP GFD-001-2019.pdf

02-22-19 AT&T GFD 001-2019.pdf

to OPA and E-Served to Steven Carrara. Please acknowledge email and attachment receipt. Thank you.

- Purchasing Agency Procurement Record
- RFP GFD-001-2019
- 02-22-19 AT7T GFD 0012019

- Declaration Regarding Court Action

Marie L. Cruz

Paralegal *II*

Office of the Attorney General
Solicitor Division
590 South Marine Corps Drive
ITC Bldg., Suite 802
Tamuning, Guam 96932
***Tel.*:** (671) 475-2709 x 3115
***Fax*:** (671) 472-2493
***Email*:** **mlcruz@oagguam.org**

11-08-22 OPA-PA-22-005 Decl.pdf
526K

AT&T

Todd A. Wilson
Associate Director,
Program Management

AT&T
1650 Hotel Circle North
Suite 100
San Diego, CA 92108

Tel: (o) 619-209-4606
(m) 619-203-4823
Email: todd.wilson.1@att.com

22 February 2019

Guam Fire Department
Office of the Deputy Fire Chief
238 Archbishop Flores Street
DNA Building, 10th Floor, Suite 1001
Hagatna, GU 96910

Attention: Paul S. Rolinski, Emergency Medical Dispatcher Supervisor

Subject: AT&T Response to Solicitation No: GFD-001-2019

Dear Mr. Rolinski:

Regarding subject, AT&T (a large business) respectfully submits the enclosed response for the Program supporting the Professional Services for Professional Services for the Design, Installation, Operation, and Maintenance of a Next Generation 9-1-1 System and Integrated Computer Aided Dispatch System. AT&T can respond in the affirmative to Affidavits IV – XII, and signed, notarized documents are included with our submission.

Please be advised the data contained herein (including all noted documents pertaining to this response) as submitted by AT&T is considered proprietary and shall not be disclosed outside your administrative or audit offices, and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate the response.

AT&T confirms that our response will remain valid for a period of 120 days, from the date of conclusion of discussions.

The Period of Performance of any resultant contract is presumed to be:

CLIN	Description	Period of Performance
0001	Design and Deployment	12 Months After Date of Award
0002	Sustainment (Option # 1)	12 Months after Completion of Deployment
0003	Sustainment (Option # 2)	12 Months after Completion of Option # 1

AT&T is currently providing the following services on Guam:

- AT&T managed cable stations on island with local field service work force.
- FirstNet (Phase 1) already deployed on Guam (with partner Docomo Pacific) and fully operational today. Full operational capacity (Phase 2) scheduled for March 2020.
- DoD Region 911 Routing and management Service deployment (supported on site by local AT&T field service personnel, managed by GSI program team) which leverages Local Exchange Carrier GTA Teleguam for a portion of the project's on-island transport infrastructure.

Should you have any questions or require additional information, please contact me as noted in the letterhead.

Sincerely,

Todd A. Wilson
Associate Director, Program Management

IV. AFFIDAVIT DISCLOSING OWNERSHIP AND COMMISSIONS (AG Form 002)

STATE OF CALIFORNIA)
) **SS.**
COUNTY OF SAN DIEGO)

A. I, the undersigned, being first duly sworn, depose and say that I am an authorized representative of the Offeror and that [please check only one]:

[ ] The Offeror is an individual or sole proprietor and owns the entire (100%) interest in the offering business.

[✓] The Offeror is a corporation, partnership, joint venture, or association known as AT&T Corp. [*please state name of Offeror company*], and the persons, companies, partners, or joint venturers who have held more than 10% of the shares or interest in the offering business during the 365 days immediately preceding the submission date of the proposal are as follows [*if none, please so state*]:

Name	**Address**	**% of Interest**
AT&T Corp.	1650 Hotel Circle North, Suite 100, San Diego, CA 92108	100%

B. Further, I say that the persons who have received or are entitled to receive a commission, gratuity or other compensation for procuring or assisting in obtaining business related to the bid or proposal for which this affidavit is submitted are as follows [*if none, please so state*]:

Name	**Address**	**Compensation**
None		

C. If the ownership of the offering business should change between the time this affidavit is made and the time an award is made or a contract is entered into, then I promise personally to update the disclosure required by 5 GCA §5233 by delivering another affidavit to the government.

Todd A. Wilson, Associate Director Program Management
Signature of one of the following:

Offeror, if the Offeror is an individual;
Partner, if the Offeror is a partnership;
Officer, if the Offeror is a corporation.

Subscribed and sworn to before me this
18 day of February, 2019.

C.A. McMullen
NOTARY PUBLIC
My commission expires: May 6, 2021

C. A. McMULLEN
COMM. #2195859
Notary Public - California
San Diego County
My Comm. Expires May 6, 2021

AG Procurement **Form 002** (Rev. Nov. 17, 2005)

V. AFFIDAVIT RE: NON-COLLUSION (AG Form 003)

STATE OF CALIFORNIA)
) SS.
COUNTY OF SAN DIEGO)

Todd A. Wilson [state name of affiant signing below], being first duly sworn, deposes and says that:

1. The name of the offering company or individual is [state name of company] AT&T Corp.

2. The proposal for the solicitation identified above is genuine and not collusive or a sham. The Offeror has not colluded, conspired, connived or agreed, directly or indirectly, with any other offeror or person, to put in a sham proposal or to refrain from making an offer. The Offeror has not in any manner, directly or indirectly, sought by an agreement or collusion, or communication or conference, with any person to fix the proposal price of Offeror or of any other offeror, or to fix any overhead, profit or cost element of said proposal price, or of that of any other offeror, or to secure any advantage against the government of Guam or any other offeror, or to secure any advantage against the government of Guam or any person interested in the proposed contract. All statements in this affidavit and in the proposal are true to the best of the knowledge of the undersigned. This statement is made pursuant to 2 GAR Division 4 § 3126(b).

3. I make this statement on behalf of myself as a representative of the Offeror, and on behalf of the Offeror's officers, representatives, agents, subcontractors, and employees.

Todd A. Willson, Associate Director Program Management

Subscribed and sworn to before me
this 18 day of February, 2019.

C. A. McMullen

NOTARY PUBLIC

My commission expires May 6 2021.

C. A. MCMULLEN
COMM. #2195859
Notary Public - California
San Diego County
My Comm. Expires May 6, 2021

VI. AFFIDAVIT RE: NO GRATUITIES OR KICKBACKS (AG Form 004)

STATE OF CALIFORNIA)
) SS.
COUNTY OF SAN DIEGO)

A. I, the undersigned, being first duly sworn, depose and say that I am an authorized representative of the Offeror and that [*please check only one*]:

[ ] The Offeror is an individual or sole proprietor and owns the entire (100%) interest in the offering business.
[✓] The Offeror is a corporation, partnership, joint venture, or association known as

AT&T Corp. [*please state name of Offeror company*], and the persons, companies, partners, or joint venturors who have held more than 10% of the shares or interest in the offering business during the 365 days immediately preceding the submission date of the proposal are as follows [*if none, please so state*]:

Name	Address	% of Interest
AT&T Corp.	1650 Hotel Circle North, Suite 100, San Diego, CA 92108	100%

B. Further, I say that the persons who have received or are entitled to receive a commission, gratuity or other compensation for procuring or assisting in obtaining business related to the bid or proposal for which this affidavit is submitted are as follows [*if none, please so state*]:

Name	Address	Compensation
None		

C. If the ownership of the offering business should change between the time this affidavit is made and the time an award is made or a contract is entered into, then I promise personally to update the disclosure required by 5 GCA §5233 by delivering another affidavit to the government.

Todd A. Wilson, Associate Director Program Management
Signature of one of the following:

Offeror, if the Offeror is an individual;
Partner, if the Offeror is a partnership;
Officer, if the Offeror is a corporation.

Subscribed and sworn to before me this
18 day of February, 2019.

C.A. McMullen
NOTARY PUBLIC
My commission expires: May 6, 2021

C. A. MCMULLEN
COMM. #2195859
Notary Public · California
San Diego County
My Comm. Expires May 6, 2021

AG Procurement **Form 002** (Rev. Nov. 17, 2005)

VII. AFFIDAVIT RE: ETHICAL STANDARDS (AG Form 005)

STATE OF CALIFORNIA)

) SS.

COUNTY OF SAN DIEGO)

Todd. A Wilson [*state name of affiant signing below*], being first duly sworn, deposes and says that:

The affiant is an officer of the Offeror [*state one of the following: the Offeror, a partner of the Offeror, an officer of the Offeror*] making the foregoing identified bid or proposal. To the best of affiant's knowledge, neither affiant nor any officers, representatives, agents, subcontractors or employees of Offeror have knowingly influenced any government of Guam employee to breach any of the ethical standards set forth in 5 GCA Chapter 5, Article 11. Further, affiant promises that neither he or she, nor any officer, representative, agent, subcontractor, or employee of Offeror will knowingly influence any government of Guam employee to breach any ethical standards set forth in 5 GCA Chapter 5, Article 11. These statements are made pursuant to 2 GAR Division 4 § 11103(b).

Todd A. Wilson, Associate Director Program Management

Signature of one of the following:
Offeror, if the Offeror is an individual;
Partner, if the Offeror is a partnership;
Officer, if the Offeror is a corporation.

Subscribed and sworn to before me
this 18 day of February, 2019.

C. A. McMullen

NOTARY PUBLIC

My commission expires May 6, 2021.

C. A. McMULLEN
COMM. #2195859
Notary Public - California
San Diego County
My Comm. Expires May 6, 2021

AG Procurement **Form 005** (Jul. 12, 2010)

VIII. DECLARATION RE: COMPLIANCE WITH U.S. DOL WAGE DETERMINATION (AG Form 006)

Procurement No.: RFP#GFD-001-2019

Name of Offeror Company: AT&T Corp.

I, Todd A. Wilson hereby **certify under penalty of perjury:**

(1) That I am an officer of the offeror [*please select one: the Offeror, a partner of the Offeror, an officer of the Offeror*] making the bid or proposal in the foregoing identified procurement;
(2) That I have read and understand the provisions of 5 GCA § 5801 and § 5802 which read:

§ 5801. Wage Determination Established.

In such cases where the government of Guam enters into contractual arrangements with a sole proprietorship, a partnership or a corporation ("contractor") for the provision of a service to the government of Guam, and in such cases where the contractor employs a person(s) whose purpose, in whole or in part, is the direct delivery of service contracted by the government of Guam, then the contractor shall pay such employee(s) in accordance with the Wage Determination for Guam and the Northern Mariana Islands issued and promulgated by the U.S. Department of Labor for such labor as is employed in the direct delivery of contract deliverables to the government of Guam.

The Wage Determination most recently issued by the U.S. Department of Labor at the time a contract is awarded to a contractor by the government of Guam shall be used to determine wages, which shall be paid to employees pursuant to this Article. Should any contract contain a renewal clause, then at the time of renewal adjustments, there shall be made stipulations contained in that contract for applying the Wage Determination, as required by this Article, so that the Wage Determination promulgated by the U.S. Department of Labor on a date most recent to the renewal date shall apply.

§ 5802. Benefits.

In addition to the Wage Determination detailed in this Article, any contract to which this Article applies shall also contain provisions mandating health and similar benefits for employees covered by this Article, such benefits having a minimum value as detailed in the Wage Determination issued and promulgated by the U.S. Department of Labor, and shall contain provisions guaranteeing a minimum of ten (10) paid holidays per annum per employee.

(3) That the Offeror is in full compliance with 5 GCA § 5801 and § 5802, as may be applicable to the procurement referenced herein;
(4) That I have attached the most recent wage determination applicable to Guam issued by the U.S. Department of Labor. [*INSTRUCTIONS - Please attach!*]

Todd Wilson 22 FEB 19
Signature

AG Procurement **Form 006** (Feb. 16, 2010)

IX. AFFIDAVIT RE: CONTINGENT FEES (AG Form 007)

STATE OF CALIFORNIA)

) SS.

COUNTY OF SAN DIEGO)

Todd A. Wilson [*state name of affiant signing below*], being first duly sworn, deposes and says that:

1. The name of the offering company or individual is [*state name of company*] AT&T Corp..

2. As a part of the offering company's bid or proposal, to the best of my knowledge, the offering company has not retained any person or agency on a percentage, commission, or other contingent arrangement to secure this contract. This statement is made pursuant to 2 GAR Division 4 11108(f).

3. As a part of the offering company's bid or proposal, to the best of my knowledge, the offering company has not retained a person to solicit or secure a contract with the government of Guam upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies for the purpose of securing business. This statement is made pursuant to 2 GAR Division 4 11108(h).

4. I make these statements on behalf of myself as a representative of the Offeror, and on behalf of the Offeror's officers, representatives, agents, subcontractors, and employees.

Todd Wilson

Todd A. Wilson, Associate Director Program Management

Signature of one of the following:

Offeror, if the Offeror is an individual;
Partner, if the Offeror is a partnership;
Officer, if the Offeror is a corporation

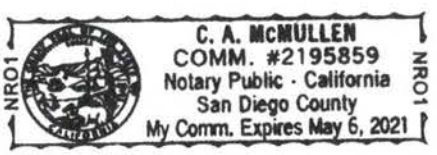
Subscribed and sworn to before me

this 18 day of February, 2019.

C. A. McMullen

NOTARY PUBLIC

My commission expires May 6, 2021.



AG Procurement **Form 007** (Jul. 15, 2010)

X. CERTIFICATION OF NON-EMPLOYMENT OF CONVICTED SEXUAL OFFENDERS

CERTIFICATION OF NON-EMPLOYMENT OF CONVICTED SEXUAL OFFENDERS

Pursuant to Guam Public Law 28-24, as amended by Guam Public Law 28-98, if a contract for services is awarded to an Offeror, then the service provider must warrant that no person in its employment who has been convicted of a sex offense under the provisions of Chapter 25 of Title 9 of the Guam Code Annotated or of an offense defined in Article 2 of Chapter 28 of Title 9 of the Guam Code Annotated, or who has been convicted in any other jurisdiction of an offense with the same elements as heretofore defined, or who is listed on the Sex Offender Registry, shall provide services on behalf of the service provider while on government of Guam property, with the exception of public highways. If any employee of a service provider is providing services on government property and is convicted subsequent to an award of a contract, then the service provider warrants that it will notify the GFD of the conviction within twenty-four hours of the conviction and will immediately remove such convicted person from providing services on government of Guam property. If the service provider is found to be in violation of any of the provisions of this paragraph, then the GFD will give notice to the service provider to take corrective action. The service provider shall take corrective action within twenty-four hours of notice from the GFD, and the service provider shall notify the GFD when action has been taken. If the service provider fails to take corrective steps within twenty-four hours of notice from the GFD, then the GFD in its sole discretion may suspend temporarily any contract for services.

I, Todd A. Wilson being a duly authorized representative of the

Offeror, (print name)

acknowledge the requirements described above, have ensured that the Proposal as submitted addresses these requirements, and certify that if awarded the contract, the Offeror will follow these mandates.

AT&T Corp.

(Company Name)

Associate Director Program Management

(Title)

22 FEB 19

(Signature) (Date)

XI. U.S. DEPARTMENT OF LABOR WAGE AND BENEFIT DETERMINATION (SCA)

WD 15-5693 (Rev.-6) was first posted on www.wdol.gov on 01/16/2018
****

REGISTER OF WAGE DETERMINATIONS UNDER | U.S. DEPARTMENT OF LABOR
THE SERVICE CONTRACT ACT | EMPLOYMENT STANDARDS ADMINISTRATION
By direction of the Secretary of Labor | WAGE AND HOUR DIVISION
| WASHINGTON D.C. 20210
|
|
|
| Wage Determination No.: 2015-5693
Daniel W. Simms Division of | Revision No.: 6
Director Wage Determinations | Date of Revision: 01/10/2018

Note: Under Executive Order (EO) 13658, an hourly minimum wage of $10.35 for calendar year 2018 applies to all contracts subject to the Service Contract Act for which the contract is awarded (and any solicitation was issued) on or after January 1, 2015. If this contract is covered by the EO, the contractor must pay all workers in any classification listed on this wage determination at least $10.35 per hour (or the applicable wage rate listed on this wage determination, if it is higher) for all hours spent performing on the contract in calendar year 2018. The EO minimum wage rate will be adjusted annually. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts

States: Guam, Northern Marianas, Wake Island

Area: Guam Statewide
Northern Marianas Statewide
Wake Island Statewide

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support and Clerical Occupations		
01011 - Accounting Clerk I		13.53
01012 - Accounting Clerk II		15.19
01013 - Accounting Clerk III		17.00
01020 - Administrative Assistant		17.67
01035 - Court Reporter		17.01
01041 - Customer Service Representative I		10.13
01042 - Customer Service Representative II		11.39
01043 - Customer Service Representative III		12.43
01051 - Data Entry Operator I		11.49
01052 - Data Entry Operator II		12.54
01060 - Dispatcher, Motor Vehicle		14.37
01070 - Document Preparation Clerk		13.53
01090 - Duplicating Machine Operator		13.53
01111 - General Clerk I		10.29
01112 - General Clerk II		11.28
01113 - General Clerk III		12.32
01120 - Housing Referral Assistant		18.94

01141 - Messenger Courier	10.30
01191 - Order Clerk I	12.41
01192 - Order Clerk II	13.48
01261 - Personnel Assistant (Employment) I	15.57
01262 - Personnel Assistant (Employment) II	17.25
01263 - Personnel Assistant (Employment) III	19.22
01270 - Production Control Clerk	20.05
01290 - Rental Clerk	11.10
01300 - Scheduler, Maintenance	15.19
01311 - Secretary I	15.19
01312 - Secretary II	17.01
01313 - Secretary III	18.94
01320 - Service Order Dispatcher	12.73
01410 - Supply Technician	17.67
01420 - Survey Worker	15.26
01460 - Switchboard Operator/Receptionist	9.67
01531 - Travel Clerk I	12.77
01532 - Travel Clerk II	13.83
01533 - Travel Clerk III	14.78
01611 - Word Processor I	13.48
01612 - Word Processor II	15.13
01613 - Word Processor III	16.92
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	13.34
05010 - Automotive Electrician	13.06
05040 - Automotive Glass Installer	12.10
05070 - Automotive Worker	12.10
05110 - Mobile Equipment Servicer	10.13
05130 - Motor Equipment Metal Mechanic	13.71
05160 - Motor Equipment Metal Worker	12.10
05190 - Motor Vehicle Mechanic	13.71
05220 - Motor Vehicle Mechanic Helper	10.12
05250 - Motor Vehicle Upholstery Worker	12.10
05280 - Motor Vehicle Wrecker	12.10
05310 - Painter, Automotive	12.87
05340 - Radiator Repair Specialist	12.10
05370 - Tire Repairer	9.45
05400 - Transmission Repair Specialist	13.39
07000 - Food Preparation and Service Occupations	
07010 - Baker	10.47
07041 - Cook I	10.76
07042 - Cook II	12.49
07070 - Dishwasher	8.78
07130 - Food Service Worker	9.08
07210 - Meat Cutter	11.86
07260 - Waiter/Waitress	9.12
09000 - Furniture Maintenance and Repair Occupations	
09010 - Electrostatic Spray Painter	16.17
09040 - Furniture Handler	9.87
09080 - Furniture Refinisher	16.17
09090 - Furniture Refinisher Helper	11.97
09110 - Furniture Repairer, Minor	14.07
09130 - Upholsterer	16.17

11000 - General Services and Support Occupations	
11030 - Cleaner, Vehicles	9.00
11060 - Elevator Operator	9.00
11090 - Gardener	12.32
11122 - Housekeeping Aide	9.23
11150 - Janitor	9.23
11210 - Laborer, Grounds Maintenance	9.34
11240 - Maid or Houseman	8.78
11260 - Pruner	8.36
11270 - Tractor Operator	11.32
11330 - Trail Maintenance Worker	9.34
11360 - Window Cleaner	10.31
12000 - Health Occupations	
12010 - Ambulance Driver	17.52
12011 - Breath Alcohol Technician	17.52
12012 - Certified Occupational Therapist Assistant	24.03
12015 - Certified Physical Therapist Assistant	24.03
12020 - Dental Assistant	13.38
12025 - Dental Hygienist	32.84
12030 - EKG Technician	23.96
12035 - Electroneurodiagnostic Technologist	23.96
12040 - Emergency Medical Technician	17.52
12071 - Licensed Practical Nurse I	15.66
12072 - Licensed Practical Nurse II	17.52
12073 - Licensed Practical Nurse III	19.52
12100 - Medical Assistant	11.54
12130 - Medical Laboratory Technician	15.55
12160 - Medical Record Clerk	12.37
12190 - Medical Record Technician	13.84
12195 - Medical Transcriptionist	15.66
12210 - Nuclear Medicine Technologist	38.49
12221 - Nursing Assistant I	11.03
12222 - Nursing Assistant II	12.43
12223 - Nursing Assistant III	13.54
12224 - Nursing Assistant IV	15.22
12235 - Optical Dispenser	17.52
12236 - Optical Technician	15.66
12250 - Pharmacy Technician	14.18
12280 - Phlebotomist	15.22
12305 - Radiologic Technologist	22.64
12311 - Registered Nurse I	20.70
12312 - Registered Nurse II	25.32
12313 - Registered Nurse II, Specialist	25.32
12314 - Registered Nurse III	30.64
12315 - Registered Nurse III, Anesthetist	30.64
12316 - Registered Nurse IV	36.72
12317 - Scheduler (Drug and Alcohol Testing)	21.69
12320 - Substance Abuse Treatment Counselor	21.69
13000 - Information and Arts Occupations	
13011 - Exhibits Specialist I	18.12
13012 - Exhibits Specialist II	22.43

13013 - Exhibits Specialist III		27.43
13041 - Illustrator I		18.12
13042 - Illustrator II		22.43
13043 - Illustrator III		27.43
13047 - Librarian		24.84
13050 - Library Aide/Clerk		14.42
13054 - Library Information Technology Systems Administrator		22.42
13058 - Library Technician		15.13
13061 - Media Specialist I		16.18
13062 - Media Specialist II		18.12
13063 - Media Specialist III		20.19
13071 - Photographer I		15.51
13072 - Photographer II		17.33
13073 - Photographer III		21.48
13074 - Photographer IV		26.29
13075 - Photographer V		31.82
13090 - Technical Order Library Clerk		15.49
13110 - Video Teleconference Technician		15.62
14000 - Information Technology Occupations		
14041 - Computer Operator I		15.71
14042 - Computer Operator II		15.76
14043 - Computer Operator III		17.56
14044 - Computer Operator IV		19.50
14045 - Computer Operator V		21.81
14071 - Computer Programmer I	(see 1)	15.73
14072 - Computer Programmer II	(see 1)	19.50
14073 - Computer Programmer III	(see 1)	23.84
14074 -Computer Programmer IV	(see 1)	
14101 - Computer Systems Analyst I	(see 1)	24.23
14102 - Computer Systems Analyst II	(see 1)	
14103 - Computer Systems Analyst III	(see 1)	
14150 - Peripheral Equipment Operator		15.71
14160 - Personal Computer Support Technician		19.50
14170 - System Support Specialist		21.24
15000 - Instructional Occupations		
15010 - Aircrew Training Devices Instructor (Non-Rated)		24.23
15020 - Aircrew Training Devices Instructor (Rated)		29.32
15030 - Air Crew Training Devices Instructor (Pilot)		33.30
15050 - Computer Based Training Specialist / Instructor		24.23
15060 - Educational Technologist		22.82
15070 - Flight Instructor (Pilot)		33.30
15080 - Graphic Artist		20.47
15085 - Maintenance Test Pilot, Fixed, Jet/Prop		32.62
15086 - Maintenance Test Pilot, Rotary Wing		32.62
15088 - Non-Maintenance Test/Co-Pilot		32.62
15090 - Technical Instructor		17.65
15095 - Technical Instructor/Course Developer		21.58
15110 - Test Proctor		13.87
15120 - Tutor		13.87
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations		

16010 - Assembler	9.78
16030 - Counter Attendant	9.78
16040 - Dry Cleaner	11.30
16070 - Finisher, Flatwork, Machine	9.78
16090 - Presser, Hand	9.78
16110 - Presser, Machine, Drycleaning	9.78
16130 - Presser, Machine, Shirts	9.78
16160 - Presser, Machine, Wearing Apparel, Laundry	9.78
16190 - Sewing Machine Operator	11.94
16220 - Tailor	12.44
16250 - Washer, Machine	10.24
19000 - Machine Tool Operation and Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	16.17
19040 - Tool and Die Maker	20.32
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	13.96
21030 - Material Coordinator	20.05
21040 - Material Expediter	20.05
21050 - Material Handling Laborer	11.37
21071 - Order Filler	9.66
21080 - Production Line Worker (Food Processing)	13.96
21110 - Shipping Packer	13.33
21130 - Shipping/Receiving Clerk	13.33
21140 - Store Worker I	13.93
21150 - Stock Clerk	19.55
21210 - Tools and Parts Attendant	13.96
21410 - Warehouse Specialist	13.96
23000 - Mechanics and Maintenance and Repair Occupations	
23010 - Aerospace Structural Welder	20.69
23019 - Aircraft Logs and Records Technician	16.09
23021 - Aircraft Mechanic I	19.70
23022 - Aircraft Mechanic II	20.69
23023 - Aircraft Mechanic III	21.74
23040 - Aircraft Mechanic Helper	13.70
23050 - Aircraft, Painter	18.50
23060 - Aircraft Servicer	16.09
23070 - Aircraft Survival Flight Equipment Technician	18.50
23080 - Aircraft Worker	17.38
23091 - Aircrew Life Support Equipment (ALSE) Mechanic I	17.38
23092 - Aircrew Life Support Equipment (ALSE) Mechanic II	19.70
23110 - Appliance Mechanic	16.17
23120 - Bicycle Repairer	11.78
23125 - Cable Splicer	18.67
23130 - Carpenter, Maintenance	14.09
23140 - Carpet Layer	15.12
23160 - Electrician, Maintenance	17.68
23181 - Electronics Technician Maintenance I	15.12
23182 - Electronics Technician Maintenance II	16.17
23183 - Electronics Technician Maintenance III	18.31
23260 - Fabric Worker	14.07
23290 - Fire Alarm System Mechanic	15.43
23310 - Fire Extinguisher Repairer	13.03

23311 - Fuel Distribution System Mechanic	17.22
23312 - Fuel Distribution System Operator	13.03
23370 - General Maintenance Worker	11.96
23380 - Ground Support Equipment Mechanic	19.70
23381 - Ground Support Equipment Servicer	16.09
23382 - Ground Support Equipment Worker	17.38
23391 - Gunsmith I	13.03
23392 - Gunsmith II	15.12
23393 - Gunsmith III	17.22
23410 - Heating, Ventilation And Air-Conditioning Mechanic	16.58
23411 - Heating, Ventilation And Air Conditioning Mechanic (Research Facility)	17.63
23430 - Heavy Equipment Mechanic	17.27
23440 - Heavy Equipment Operator	16.21
23460 - Instrument Mechanic	17.22
23465 - Laboratory/Shelter Mechanic	16.17
23470 - Laborer	11.37
23510 - Locksmith	16.17
23530 - Machinery Maintenance Mechanic	19.12
23550 - Machinist, Maintenance	17.22
23580 - Maintenance Trades Helper	9.92
23591 - Metrology Technician I	17.22
23592 - Metrology Technician II	18.31
23593 - Metrology Technician III	19.39
23640 - Millwright	17.22
23710 - Office Appliance Repairer	15.82
23760 - Painter, Maintenance	13.95
23790 - Pipefitter, Maintenance	17.47
23810 - Plumber, Maintenance	16.40
23820 - Pneudraulic Systems Mechanic	17.22
23850 - Rigger	17.22
23870 - Scale Mechanic	15.12
23890 - Sheet-Metal Worker, Maintenance	15.28
23910 - Small Engine Mechanic	15.12
23931 - Telecommunications Mechanic I	19.01
23932 - Telecommunications Mechanic II	19.76
23950 - Telephone Lineman	18.24
23960 - Welder, Combination, Maintenance	17.31
23965 - Well Driller	17.22
23970 - Woodcraft Worker	17.22
23980 - Woodworker	13.03
24000 - Personal Needs Occupations	
24550 - Case Manager	14.15
24570 - Child Care Attendant	10.09
24580 - Child Care Center Clerk	12.58
24610 - Chore Aide	13.93
24620 - Family Readiness and Support Services Coordinator	14.15
24630 - Homemaker	16.12
25000 - Plant and System Operations Occupations	

25010 - Boiler Tender			17.22
25040 - Sewage Plant Operator			17.53
25070 - Stationary Engineer			17.22
25190 - Ventilation Equipment Tender			11.97
25210 - Water Treatment Plant Operator			17.53
27000 - Protective Service Occupations			
27004 - Alarm Monitor			10.90
27007 - Baggage Inspector			8.90
27008 - Corrections Officer			12.05
27010 - Court Security Officer			12.05
27030 - Detection Dog Handler			10.90
27040 - Detention Officer			12.05
27070 - Firefighter			12.05
27101 - Guard I			8.92
27102 - Guard II			10.90
27131 - Police Officer I			12.05
27132 - Police Officer II			13.40
28000 - Recreation Occupations			
28041 - Carnival Equipment Operator			11.53
28042 - Carnival Equipment Repairer			12.20
28043 - Carnival Worker			9.03
28210 - Gate Attendant/Gate Tender			13.18
28310 - Lifeguard			11.01
28350 - Park Attendant (Aide)			14.74
28510 - Recreation Aide/Health Facility Attendant			10.76
28515 - Recreation Specialist			18.26
28630 - Sports Official			11.74
28690 - Swimming Pool Operator			17.71
29000 - Stevedoring/Longshoremen Occupational Services			
29010 - Blocker and Bracer			18.39
29020 - Hatch Tender			18.39
29030 - Line Handler			18.39
29041 - Stevedore I			17.14
29042 - Stevedore II			19.67
30000 - Technical Occupations			
30010 - Air Traffic Control Specialist, Center	(HFO)	(see 2)	37.52
30011 - Air Traffic Control Specialist, Station	(HFO)	(see 2)	25.87
30012 - Air Traffic Control Specialist, Terminal	(HFO)	(see 2)	28.49
30021 - Archeological Technician I			17.49
30022 - Archeological Technician II			19.56
30023 - Archeological Technician III			24.21
30030 - Cartographic Technician			23.18
30040 - Civil Engineering Technician			21.93
30051 - Cryogenic Technician I			23.08
30052 - Cryogenic Technician II			25.49
30061 - Drafter/CAD Operator I			17.49
30062 - Drafter/CAD Operator II			19.56
30063 - Drafter/CAD Operator III			20.74
30064 - Drafter/CAD Operator IV			24.21
30081 - Engineering Technician I			14.62
30082 - Engineering Technician II			16.41

30083 - Engineering Technician III		18.36
30084 - Engineering Technician IV		22.34
30085 - Engineering Technician V		27.83
30086 - Engineering Technician VI		33.66
30090 - Environmental Technician		21.10
30095 - Evidence Control Specialist		20.84
30210 - Laboratory Technician		20.74
30221 - Latent Fingerprint Technician I		23.08
30222 - Latent Fingerprint Technician II		25.49
30240 - Mathematical Technician		23.34
30361 - Paralegal/Legal Assistant I		19.44
30362 - Paralegal/Legal Assistant II		23.68
30363 - Paralegal/Legal Assistant III		28.99
30364 - Paralegal/Legal Assistant IV		33.88
30375 - Petroleum Supply Specialist		25.49
30390 - Photo-Optics Technician		21.93
30395 - Radiation Control Technician		25.49
30461 - Technical Writer I		22.17
30462 - Technical Writer II		27.10
30463 - Technical Writer III		32.79
30491 - Unexploded Ordnance (UXO) Technician I		23.85
30492 - Unexploded Ordnance (UXO) Technician II		28.85
30493 - Unexploded Ordnance (UXO) Technician III		34.58
30494 - Unexploded (UXO) Safety Escort		23.85
30495 - Unexploded (UXO) Sweep Personnel		23.85
30501 - Weather Forecaster I		23.08
30502 - Weather Forecaster II		28.08
30620 - Weather Observer, Combined Upper Air Or Surface Programs	(see 2)	20.74
30621 - Weather Observer, Senior	(see 2)	23.00
31000 - Transportation/Mobile Equipment Operation Occupations		
31010 - Airplane Pilot		28.85
31020 - Bus Aide		8.15
31030 - Bus Driver		9.69
31043 - Driver Courier		8.97
31260 - Parking and Lot Attendant		8.12
31290 - Shuttle Bus Driver		9.99
31310 - Taxi Driver		9.18
31361 - Truckdriver, Light		9.43
31362 - Truckdriver, Medium		11.61
31363 - Truckdriver, Heavy		13.89
31364 - Truckdriver, Tractor-Trailer		13.89
99000 - Miscellaneous Occupations		
99020 - Cabin Safety Specialist		14.07
99030 - Cashier		9.03
99050 - Desk Clerk		9.70
99095 - Embalmer		23.85
99130 - Flight Follower		23.85
99251 - Laboratory Animal Caretaker I		19.65
99252 - Laboratory Animal Caretaker II		20.61

99260 - Marketing Analyst	19.10
99310 - Mortician	23.85
99410 - Pest Controller	14.61
99510 - Photofinishing Worker	12.53
99710 - Recycling Laborer	11.84
99711 - Recycling Specialist	17.90
99730 - Refuse Collector	11.26
99810 - Sales Clerk	9.46
99820 - School Crossing Guard	15.82
99830 - Survey Party Chief	21.30
99831 - Surveying Aide	12.11
99832 - Surveying Technician	15.74
99840 - Vending Machine Attendant	21.42
99841 - Vending Machine Repairer	27.06
99842 - Vending Machine Repairer Helper	21.42

Note: Executive Order (EO) 13706, Establishing Paid Sick Leave for Federal Contractors, applies to all contracts subject to the Service Contract Act for which the contract is awarded (and any solicitation was issued) on or after January 1, 2017. If this contract is covered by the EO, the contractor must provide employees with 1 hour of paid sick leave for every 30 hours they work, up to 56 hours of paid sick leave each year. Employees must be permitted to use paid sick leave for their own illness, injury or other health-related needs, including preventive care; to assist a family member (or person who is like family to the employee) who is ill, injured, or has other health-related needs, including preventive care; or for reasons resulting from, or to assist a family member (or person who is like family to the employee) who is the victim of, domestic violence, sexual assault, or stalking. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts.

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: $4.41 per hour or $176.40 per week or $764.40 per month

HEALTH & WELFARE EO 13706: $4.13 per hour, or $165.20 per week, or $715.87 per month*

*This rate is to be used only when compensating employees for performance on an SCA- covered contract also covered by EO 13706, Establishing Paid Sick Leave for Federal Contractors. A contractor may not receive credit toward its SCA obligations for any paid sick leave provided pursuant to EO 13706.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; and 4 weeks after 3 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same
Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther
King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than $27.63 (or on a salary or fee basis at a rate not less than $455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541. 400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds $27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

** HAZARDOUS PAY DIFFERENTIAL **

An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving re-grading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of $3.35 per week (or $.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

** SERVICE CONTRACT ACT DIRECTORY OF OCCUPATIONS **

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition (Revision 1), dated September 2015, unless otherwise indicated.

** REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE, Standard Form 1444 (SF-1444) **

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination (See 29 CFR 4.6(b)(2)(i)). Such conforming procedures shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees (See 29 CFR 4.6(b)(2)(ii)). The Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits which shall be paid to all employees performing in the classification from the first day of work on which contract work is performed by them in the classification. Failure to pay such unlisted employees the compensation agreed upon by the interested parties and/or fully determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract. (See 29 CFR 4.6(b)(2)(v)). When multiple wage determinations are included in a contract, a separate SF-1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).

2) After contract award, the contractor prepares a written report listing in order the proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regardingthe

agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the U.S. Department of Labor, Wage and Hour Division, for review (See 29 CFR 4.6(b)(2)(ii)).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour Division's decision to the contractor.

6) Each affected employee shall be furnished by the contractor with a written copy of such determination or it shall be posted as a part of the wage determination (See 29 CFR 4.6(b)(2)(iii)).

Information required by the Regulations must be submitted on SF-1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" should be used to compare job definitions to ensure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination (See 29 CFR 4.152(c)(1)).

XII. SUBCONTRACTOR UTILIZATION FORM

RFP NO. RFP#GFD-001-2019

PROJECT TITLE: NG 9-1-1

NAME OF PRIME OFFEROR:
AT&T Corp.

E-MAIL ADDRESS:
todd.wilson.1 @att.com

ADDRESS: 1650 Hotel Circle North,
Suite 100, San Diego, CA 92108

TELEPHONE NO.:
(o) 619-209-4606, (m) 619-203-4823

FAX NO.:
619-693-3917

The following subcontractors[1] (if known at the time of proposal submission) will be used on this Project (continue list on additional page if necessary):

We will utilize subcontractors in the performance of any resultant contract; however, until discussions are complete regarding requirements, we are unable to identify such subcontractors at this time. Please be assured we will identify subcontractors in our cost proposal prior to award.

I certify under penalty of perjury that the foregoing statements are true and correct. In the event that substitution or replacement of a subcontractor is required, I will adhere to the substitution or replacement requirements of the Government of Guam.

Signature of Offeror (Prime Contractor)

22FEB19
Date

Todd A. Wilson
Print Name

Associate Director Program Management
Title

[1] Subcontractor is defined as a company, firm, joint venture, or individual who enters into an agreement with a contractor to provide services to a prime contractor or higher tier subcontractor under a contract awarded or to be awarded by the Government of Guam.

Guam Fire Department

Proposal for Professional Services for the Design, Installation, Operation, and Maintenance of a Next Generation 9-1-1 System and Integrated Computer Aided Dispatch System

Proposal No. RFP# GFD-001-2019

February 22, 2019

Submitted by:

AT&T
1900 Gallows Road
Vienna, VA 22182

Technical Point of Contact:
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Associate Director Program Management
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Mobile: 619.203.4823
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Contractual Point of Contact:
Dale W. Whetsel
Senior Contracts Manager
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E-mail: dw6650@att.com

Submitted to:
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Emergency Medical Dispatcher Supervisor
Guam Fire Department
Office of the Deputy Fire Chief
238 Archbishop Flores Street
DNA Building, 10th Floor,
Suite 1001
Hagatna, GU 96910

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Executive Summary

AT&T is pleased for the opportunity to provide this response to the Guam Fire Department's (GFD) Request for Proposals (RFP) related to Professional Services for the Design, Installation, Operation, and Maintenance of a Next Generation 9-1-1 (NG9-1-1) System and Integrated Computer Aided Dispatch System (CAD).

Why AT&T? For more than seven years, AT&T Government Solutions, Inc. (AT&T) has partnered with the U.S. Navy to establish the Next Generation 9-1-1 Routing and Management Service (9-1-1-RMS), including with Joint Region Marianas on Guam. Further:

- AT&T is the only offeror truly capable of facilitating the seamless integration of FirstNet capabilities with the Guam Fire Department Emergency Dispatch Center.
- Team AT&T is experienced in implementing structured management processes in all of our tasks to effectively manage progress and mitigate risk within established project cost, schedule, and performance parameters.
- Continual Service Improvements: Utilizes standardized processes including industry best practices (CMMI, ISO 9001:2008, ITIL, Lean Six Sigma, etc.).
- Disciplined Systems Engineering and Industry Best Practices: Customizes design principles, IT best practices, architecture frameworks, and engineering solutions.
- AT&T is the only major integrator that owns, operates, and defends the world's largest network on a daily basis.
- Emergency services dispatchers from the GFD participated during the past year in AT&T-provided refresher training on the AT&T 9-1-1-RMS deployed at the Joint Region Marianas Regional Dispatch Center.

Understanding of the Technical Requirements

Two important background events provide the foundation for AT&T's unique qualifications regarding this NG9-1-1 proposal to the GFD.

First, AT&T has already designed and successfully deployed an enterprise NG9-1-1 solution on Guam – the U. S. Navy's 9-1-1 Routing and Management Service (9-1-1-RMS). This overarching design provides for shared emergency services dispatching among all Navy Regions in the Continental United States and Guam (Joint Region Marianas). To provide continuity of operations, this geographically diverse platform allows for uninterrupted call handling, irrespective of any natural disaster or human-created event that might prevent any Region from executing its emergency management mission. Based on a track record of success, a contract to expand and deploy the 9-1-1-RMS solution in Guam was awarded to AT&T over two years ago, and the system has been in a sustainment mode in Joint Region Marianas (both Naval Base Guam and Andersen Air Force Base) since August 2016.

The 9-1-1-RMS National Emergency Numbering Association (NENA) i3-compliant solution is composed of redundant central system components that provide call volume load sharing across the enterprise, with automatic failover capability between Regions. The technology is built to meet or exceed 99.999 percent reliability—i.e., "Telco grade." With load sharing, the system continues to run even if an application or database is taken offline. Annually the 9-1-1-RMS

handles in excess of 750,000 calls across all Navy Regions. On Guam, AT&T's 9-1-1-RMS system accommodates more than 65,000 emergency calls annually.

Second, and a linchpin of AT&T's proposal, is our partnership with the First Responder Network Authority as the nation's FirstNet provider. All fifty states, five U.S. territories, and Washington, D.C., have "opted in" to FirstNet, meaning each has accepted its individual plan detailing how the network will be deployed in their state/territory. To date, more than 3,600 Public Safety Agencies have joined FirstNet, and Guam itself opted in on 4 January 2018.

The First Responder Network Authority's public-private partnership with AT&T provides first responders with immediate access to mission-critical capabilities over the FirstNet network, including priority and preemption features that provide first responders their own "fast lane" on the public safety network to communicate and share information during emergencies, large events, or other situations when commercial networks could become congested.

FirstNet has the capability to radically change the way Guam's emergency services and public safety personnel communicate and share information. AT&T, FirstNet, will provide a highly secure wireless broadband communications network for Guam's public-safety community at no cost to the territory. The FirstNet network will drive innovation and create an entire system of modernized devices, applications, and tools for first responders. On Guam, AT&T has already deployed its Phase 1 FirstNet capability by leveraging our business relationship with Docomo Pacific. Full Operating Capacity (Phase 2) is on schedule for a March 2020 completion date.

The FirstNet nationwide public safety broadband network will be a force multiplier for responding to emergencies – enabling information sent using NG9-1-1 capabilities to reach first responders in the field. This insight will help firefighters, law enforcement officials, and other emergency management personnel with situational awareness to facilitate decision-making, even before arriving at the scene.

Specific real-world examples of the potential FirstNet benefits for Guam cited in a recent FirstNet-sponsored symposium held on island include:

- Connect first responder subscribers to the critical information they need in a highly secure manner when handling day-to-day operations, responding to emergencies and supporting events such as Guam Liberation Day and the Guam Micronesia Island Fair.
- Create an efficient communications experience for public-safety personnel in agencies and jurisdictions across the territory during natural disasters, such as earthquakes, typhoons and flooding.
- Enhance and expand network coverage across Guam's diverse landscape, benefitting first responders and residents throughout the territory's rural or remote areas.
- Provide first responders with access to dedicated network assets that can be deployed for additional coverage and support when needed.
- Drive infrastructure investments across the territory.
- Usher in a new wave of dependable innovations for first responders, creating an ever-evolving set of life-saving tools for public safety, including public safety apps, specialized devices, and Internet of Things technologies.

Clearly, AT&T has the insight, documented expertise, and actual work experience required to successfully design, plan, and deploy an integrated NG9-1-1 system in Guam specifically for the Guam Fire Department. As a company, we recognize Guam's unique position on the frontline of America's defense strategy, and we are committed honoring the island's important role in protecting our country.

Plan for Performing the Required Services

AT&T will manage this effort using industry standards-based program management practices, corporate experience, and individual Program Manager (PM) experience. AT&T is committed to providing quality services and products to government customers by utilizing our internal QMS. We understand what it takes to ensure performance efficiency by using certified Capability Maturity Model Integration (CMMI), International Standard for Quality Management (ISO 9001:2015), and Project Management Body of Knowledge (PMBOK) practices on a daily basis. AT&T's QMS accreditation from these reputable standards bodies provides assurance to our customers that they can count on us to provide predictable costs and quality that lead to improved performance. The QMS provides a framework for our PMs to manage, monitor, and continually improve service delivery. Functions of process improvement, planning, policy, resource management, measurement, control, analysis, and record management are common to our entire team.

The AT&T Management Plan will be divided into five defined phases – Program Initiation, Planning, Execution, Monitoring and Controlling, and Closeout. These phases guide the program lifecycle, specifically through each contract option period for the contract. The phase requirements and actions are iterative, where PMs work through actions concurrently throughout the program periods. For example, changes to certain baseline items (scope, budget, and schedule) will signal cyclical changes to items in the other phases simultaneously. With the assistance of AT&T Support Organizations and our direct-labor contractors, the project team will methodically accomplish the phase actions in order to meet all customer requirements throughout the lifecycle of the contract.

Program Initiation:

Upon contract award, the main focus will be on integration management by communicating with multiple stakeholders. The primary event will be the Program Kickoff Meeting with the GFD contract and subject matter leadership in order to understand requirements, timelines, roles, responsibilities, communications, and expectations. Subsequently, AT&T will convene an internal Kickoff Meeting to reiterate roles and responsibilities with the AT&T Support Organizations and subcontractors, if utilized. This meeting will also serve to verify inputs to our internal information systems needed for contract management, financial management, purchasing, and timekeeping.

During this phase, personnel resources will be reviewed. The resource requirements might necessitate the need to adjust the staffing plan through new employee hiring, incumbent hiring, Subject Matter Expert (SME) phasing, or other avenues.

Program Planning:

During this phase, the processes and plans that are required to effectively manage the GFD contract will be completed. These plans are based on the contract award specifics and other aligned requirements as discussed in the Program Kickoff Meeting. These baseline planning documents are requirements of our AT&T QMS, but are also available for the GFD team to review/discuss. Examples of these internal planning documents are: Project Management Plan (PMP), Project Schedule, Project Budget, Staffing Management Plan, Risk Management Plan, Supplier Management Plan (for subcontractor RPI), Service Delivery Approach, Work Breakdown Structure (WBS), and Communications Plan.

Program Execution:

The main objective in this phase is to operationally manage the program, to maintain a laser-focus on delivering contractual performance work statement requirements. AT&T utilizes a consistent process to verify that our deliverables comply with contract requirements, and we validate that these deliverables ultimately meet the needs of the customer (feedback).

AT&T's overarching approach will be to work "hand in glove" with the GFD to ensure project deliverables align with specified requirements. We understand this type of Public Safety Access Point (PSAP) overhaul is potentially fraught with challenges and that problems during the process are likely to occur. AT&T is vested in ensuring the project's success, which will fundamentally enhance the capabilities of the GFD and Guam's emergency management landscape.

AT&T will closely monitor on-going contract management items. We will strive to stay ahead of any contract changes, modifications, anticipatory costs and limitation of funds by working closely with the GFD contractual counterparts. Additionally, AT&T will financially manage the contract by conducting monthly burn rate tracking, sensitivity analyses, rolling forecasts, and invoice approvals before submission to the government. AT&T is responsible for the personnel management on this contract, which involves not only staffing (recruiting, onboarding), but also employee performance appraisals and training compliance. Finally, AT&T will conduct monthly subcontractor management conferences, including invoice review, contract modifications and periodic performance reviews.

Program Monitoring and Controlling:

In this phase, AT&T will monitor modifications to contract processes, and how they might affect the contract scope (Scope of Services [SoS] requirements), period of performance (schedule), and budget. Change is a constant, and we will have controls in place to monitor variance from the plan in order to take corrective actions.

We will perform internal cost management on a continual basis in order to generate accurate forecasting estimates and expenditure results. In addition to monitoring and controlling expenditures, our financial tracking system will enable the PM to respond quickly to GFD data calls by performing multiple sensitivity analyses. Using some functions of earned value

management (EVM), we will be able to quickly answer data call requests involving estimate to completion (ETC) and estimate at completion (EAC) amounts. Finally, our close financial monitoring will verify that the AT&T invoices process accurately and in keeping with contractual requirements.

In addition to financial management, we will closely monitor resources for monthly changes, which include staffing, subcontractors, facilities, and consumables. AT&T's QMS requirements are closely aligned with this phase, where the PM convenes a monthly Project Management Review (PMR) with management and others, as required. The PMR is our internal forum to discuss project status, issues, action items, risks, and customer requirements. Certain changes might necessitate updates to items such as our Risk Management Plan, and generate risk mitigation strategies that will be communicated to the GFD.

Program Closeout:

This phase is a formal milestone event required by our AT&T QMS, with importance to our contracts, finance, and legal divisions. However, there are program closure requirements that AT&T will monitor through to completion, including final deliverables, knowledge management/transfer, security actions, lessons learned, final customer feedback, final invoicing, contract closeout actions, and contract transition.

Subcontracting Plan:

AT&T possesses vast experience with subcontractor management on all types and sizes of federal and municipal government contracts. AT&T has an organization dedicated to subcontractor management, called the Global Supply Chain (GSC). GSC is responsible for subcontractor teaming agreements, executing subcontracts, and making commitments to purchase. The PM and GSC are AT&T points of contact and primary interfaces with subcontractors. Additionally, our Purchasing organization works closely with the PM and GSC to handle all subcontractor Purchase Orders, and our Accounts Payable unit executes final payment to subcontractors according to the contract schedule. If the subcontractor is a small business concern, AT&T also involves their dedicated Small Business Liaison Officer (SBLO) in many of the aforementioned phases.

Should the GFD require a portion of the contract work to be executed by a small business concern, AT&T will work closely with GSC, Purchasing, and the SBLO to identify/select the best subcontractors to support the that effort with an on-island resource, if at all possible.

As part of AT&T's Supplier Management Plan, AT&T will monitor and control subcontractor activities against the subcontractor agreement, and will determine if appropriate corrective actions are necessary when significant deviations occur.

If awarded, the AT&T Team will work with the government task managers to adjust personnel support to meet any program mission requirements. AT&T has access to a qualified/experienced/cleared pool of employees, who can respond rapidly to project mission

changes and scope/SoS adjustments. If the contractor workload surges, we will work immediately to bring temporary or permanent employees to the contract.

In summary, AT&T offers the following discriminators:

- Experience: The AT&T Team is a trusted global entity with decades of experience in the field of emergency management, while at the leading edge of Emergency Services Internet Protocol (IP) Network (ESInet) deployments in the United States.
- Workforce: The AT&T Team possesses years of multi-disciplined experience directly aligned with the SoS, and poised to deliver on future requirements of the GFD.
- Responsible: We bring a disciplined, focused team that has an established record of successful projection execution, and is committed to meeting the needs of the customer first and foremost.

Capabilities and Benefits

Through decades of 9-1-1 systems execution experience, AT&T has partnered with a number of 9-1-1 vendors and experts to establish a NENA i3-compliant, Voice over Internet Protocol (VoIP)-based call routing and handling solution.

Our NextGen 9-1-1 solution will route 9-1-1, administrative, and ringdown calls originating within the island's multiple exchange carrier telephone system to the designated Guam Dispatch Center for answering. All wired, wireless, and VoIP emergency calls needing to be transferred to or from the Department of Defense Regional Dispatch Center, will route via the NextGen 9-1-1 Guam Next Generation System (GNGS), as well.

All 9-1-1 calls in this solution will ingress into the GNGS via redundantly designed and deployed Primary Rate Interfaces (PRI) with a Calling Party Number (CPN) feature enabled. If SS7 trunking is available, then that trunking will be utilized. While Session Initiation Protocol (SIP) trunking has been taken into design consideration, until there is an industry standard to provide for its secure use, we will only utilize this capability when such a standard becomes an accepted reality.

AT&T's proposed solution is based on the deployment of an ESInet backbone to route calls for termination and answer at the GDC or its Alternate Dispatch Center. This architecture provides true 9-1-1 call handling and routing throughout the NextGen 9-1-1 platform. The administrative and ringdown call traffic will be routed over the VPN connection and will be carried into the ESInet for delivery to the GDC.

AT&T will provide an enterprise GNGS design that includes two AT&T Data Centers (ADCs) located in AT&T Cable Stations (Tanguisson and Tumon Bay) on Guam. The design for this solution includes provisions for call load-sharing and failover among the ADCs. To provide continuity of operations, this geographically diverse plan allows for uninterrupted call handling, irrespective of any natural disaster or human-created event that might prevent any platform element from properly performing.

Our proposed Guam NextGen 9-1-1 Service provides redundancy and routing policies that can use networked Guam Dispatch Centers (GDC), both inside and outside the system.

Key components of AT&T's Next Generation 9-1-1 solution include dual, geodiverse AT&T Data Centers (ADCs). ADCs are engineered to be interconnected by redundant connections. These connections are physically linked by edge routers, which are Layer Three devices that route data packets among all the other endpoints (i.e., ADCs, Guam Dispatch Center, and aggregation points) by way of the VPN network (an encrypted tunnel between a pair of network components that provides secure communications across a public network 'like' the Internet), which is referred to as a Wide Area Network (WAN). In the event of a disruption, these edge routers are engineered so that the peer edge router automatically assumes routing responsibilities, which allows the system to continue to function properly.

As a part of delivering this state of the art service to the GFD, AT&T will use "best in class" integrated solutions from three partners: Solacom for Call Handing, RedSky for Call Routing, and Caliber Public Safety for CAD. These vendors have long-standing, successful relationships with our company. In other words, the GFD will greatly benefit from AT&T's pre-eminent position in the emergency management marketplace and our ecosystem of support organizations, both internal to the company, as well as external providers.

Network Infrastructure

The following discussion includes detailed descriptions of our proposed network infrastructure.

Aggregation Center / AT&T Data Center (AGC/ADC)

AT&T will deploy both AGC's and ADC's on the island of Guam, as required. These AGC's/ADC's will incorporate redundant gateways, application servers, Session Border Controllers, and circuits, so there will be no single point of failure within the operation. The AGC's/ADC's are also designed so that in the case where the Primary Guam Dispatch Center (GDC) becomes isolated, all 9-1-1 call traffic can route to the Secondary Guam Dispatch Center or to any other location identified by GFD. Please note, however, that the last alternate route may have limited functionality depending on the requirements set by GFD.

Guam Dispatch Center (GDC)

AT&T will deploy eight (8) call-taking/dispatch workstations into the GDC. These workstations will connect back to the AGC's/ADC's via redundant, Ethernet circuits. Redundant network equipment will be placed at the GDC with a redundant LAN connecting each workstation to eliminate a single point of failure to the greatest degree possible. Analog gateways with twenty-four (24) ports will be placed at the GDC to interface with Administrative, seven-digit Emergency, and Ringdown lines. These gateways will be connected back to the AGC's/ADC's via their own dedicated, redundant circuits.

Guam NextGen 9-1-1 (GNGS) Services Operation

Guam's telecommunications providers, i.e., GTA, DoCoMo, etc., will terminate either dedicated SS7 or dedicated PRI trunking into both of the AGC locations. The caller's Automatic Number Information (ANI), P-ANI, or MDN will then be used by the ADC system to determine the Automatic Location Information (ALI) of the caller, either by MPC, VPC, or Location Information Server (LIS). When the caller's ALI is received, or a No Record Found (NRF) occurs, the call will be delivered to one of the eight positions, based on who is logged into the

system. The calls will then be routed to the GDC (primary or, if required, the secondary location).

As a matter of note, in AT&T's DoD 9-1-1 deployment on Guam, AT&T discovered 9-1-1 selective routing capabilities are not deployed on island by the incumbent Local Exchange Carrier (LEC), GTA-TeleGuam. As a result, GTA-TeleGuam does not use Emergency Services Number (ESN) routing on the island.

Absent ESN routing, AT&T will interface with GTA-TeleGuam, as well as other Exchange Carriers, via PRI-ISDN circuits and will execute trunk-based routing on 9-1-1 calls. This construct should not be problematic as there is only one primary PSAP involved (GFD PSAP).

Automatic Location Information (ALI)

A major element of 9-1-1 is knowing where the caller is calling from, regardless if he or she is connected via a wired phone, computer, or wireless device.

The expanded GNGS system is capable of importing existing NENA-compliant MSAG data provided by local PSTN carriers and/or NENA-compliant local private ALI databases.

AT&T will work with the GovGuam and/or the local database provider(s) to connect to these ALI databases. However, AT&T will not be responsible for validating the data integrity of the content of any database that is outside of our control.

A key aspect of the GNGS solution is that it is designed to aid in transition from a legacy 9-1-1 environment to a NG9-1-1 system. All pertinent components are designed to operate using both Master Street Address Guide (MSAG) and Geographic Information System (GIS) data for both location validation and call routing. This ability allows a system to operate in its current state and add in GIS data, when available, to take advantage of NG9-1-1 functionality. Additionally, the LIS was designed to accept current NENA 2.1 and NENA 4 service order inputs, as well as respond to both legacy ALI queries and RFC-compliant HELD queries, again, allowing for a seamless transition from legacy 9-1-1 to NG9-1-1.

Legacy gateways also are considered transitional elements as the capabilities of either the carriers or other originating service providers are updated to deliver emergency calls in a SIP format, with or without location data, and support legacy PSAPs until they are upgraded to support the NENA i3 emergency calling format. With respect to Guam, GNGS components have been approved by the Department of Defense to connect to DoD networks. Our ALI vendor has obtained Joint Interoperability Test Command certification and is listed on the Defense Information Systems Agency Approved Product List -- a claim that no other vendor can make.

General Scope of Services

As specified in this section of the solicitation ("Offerors are encouraged to offer their own opinions and suggestions regarding the Scope of Services for the System, equipment, and Services in their Proposals"), AT&T includes the additional information below for consideration by the GFD.

It is AT&T's perspective that a fully integrated emergency services workstation (defined as CAD, NG9-1-1, and Radio applications all sharing the same Central Processing Unit (CPU) and screen) may actually prove to be detrimental to facilitating more efficient dispatch capabilities. Through

our decades of experience in the emergency services landscape, AT&T has ascertained that while the concept of full integration does *potentially* lend itself positively to the interaction between the different applications, to make the assumption that those interactions would be seamless is problematic.

For your review we offer the following considerations, assuming a complete, fully integrated solution within which all applications share the same CPU and screen:

1) If a hardware component fails (such as the monitor, for instance), then that particular call taker position is out of service completely until repaired. Conversely, if the individual software applications resided on separate monitors, then only the application resident on the failed monitor would be impacted, and the affected workstation could probably still be used for the other call-taker applications. Further, if the application in question depends on the screen for its functionality, such as a VOIP call, then the call-taker could not answer, move, park, or otherwise manipulate the inbound call.
2) However, if a single (integrated) monitor is shared by a number of applications running on separate CPUs, and one of those computers failed, the call-taker position could still be used for other the applications, as long as there were no dependencies on the other "failed" computer. And if the integrated monitor failed (while all separately hosted applications were still operable), then it would be a simple matter to replace the monitor and restore full functionality.
3) Regarding risks associated with a "shared network" (all components share the same physical or logical network), in general AT&T has learned through operational experience that security, network stability, and transport traffic priority can all be compromised without network diversity and built-in alternative call routing pathways.
4) Any emergency services dispatch construct that shares the same network, CPU, and screen, will greatly tax or load the processing capabilities of the individual workstations, and unrelated network traffic would necessarily impact the ability to process "real" emergency services traffic that would be "interesting" to the workstation, the applications, and ultimately the call-taker.

AT&T welcomes the opportunity to discuss the foregoing with the GFD at your convenience.

Feature Requirements (Mandatory or Equivalent items listed)

9-1-1 Overview

AT&T proposes to utilize the Solacom Guardian Next Generation 9-1-1 (NG9-1-1) system, since it is a powerful and flexible ANI/ALI controller, designed to open standards, and is IP from the core to the call taker/user interface. AT&T has had a number of relationships with many CPE vendors over the years, and while many of them would be appropriate for this particular solution, we have chosen to partner with Solacom to provide the Call Handling part of this overall solution, as we believe their product most closely complies with the requirements of the Guam Fire Department.

Solacom has consistently demonstrated the viability of its stable platform, which lends itself to very sensitive applications. Solacom is one of the few vendors among the 9-1-1 emergency ecosystem providers, which bases its solution completely upon IP technologies.

This system is a modular and scalable platform, specifically designed for public safety, and provides a seamless migration from legacy emergency communications NENA i3 standards. The Solacom Guardian system can be deployed in a variety of configurations, ranging from traditional standalone systems, to geographically diverse configurations and hosted configurations, all designed to meet the needs of today's 9-1-1 PSAPs.

Furthermore, the system can be configured to provide any or all of the following NG9-1-1 components:

- **LNG, LSRG:**
  - For converting legacy calls into NG9-1-1 SIP calls and preserving transfer requests to selective routers.
  - For converting NG9-1-1 SIP calls into legacy calls.

- **LPG:** For sending calls to legacy PSAPs and accepting legacy transfer requests.

- **ESRP:**
  - As an originating or interim ESRP for geolocation-based call routing.
  - Terminating for geolocation-based call routing and geolocation-based call transfers.
  - ESRP includes:
    - A policy routing function (PRF) for controlling call treatment and call routing
    - A non-blocking low latency conference bridge
    - i3 log generation

- **i3 Logging Service (data only)**: For call traceability, Management Information System (MIS), call mapping, and computer aided dispatch (CAD) systems.

The Guardian system can also be provisioned with both legacy and NG9-1-1 standardized interfaces:

- **Legacy:**
  - 9-1-1 trunks (CAMA trunks [digital and analog]), SS7, ISDN PRI, SIP trunks, SIP RFAI)
  - PBXs, Centrex lines, POTS lines, Ringdowns
  - ALI databases with steering capability
  - ALI/MSAG for SRDB updates for legacy call routing
  - CAD systems
  - MIS
  - Mapping
  - Radio consoles
  - Voice recorders

- NetClock
- Other ancillary systems (call taker busy lamp, door opening relays, cameras interfaces, etc.)

- **NG9-1-1:**
  - i3 SIP with location information (PIDF-LO).
  - LIS/LDB using HELD for caller location retrieval.
  - ECRF using LoST for obtaining routing and transfer information.
  - i3 logging services with SIP REC and i3 log events using HTTP.

AT&T's proposed solution includes no single point of failure that will result in any loss of functionality. The system uses demonstrated best practices of replication, redundancy, and diversity to deliver mission-critical levels of system availability. The architecture is flexible to adapt and scale to new functionality that will be implemented and standardized in the future. The Guardian system manages IP calls end-to-end while supporting legacy interfaces to allow for a phased migration from legacy to new IP technology solutions.

Solacom is a leader in deploying IP-based interfaces between the Guardian NG9-1-1 controller and other 9-1-1 systems. Solacom's Guardian has all of the required serial interfaces to connect to CAD, ALI, Map, etc., and has also implemented these interfaces over direct IP links. In addition to having both serial and IP interface options, Solacom can manipulate the data being sent over these links. Manipulation of the ANI/ALI and location information format allows the Guardian system to adjust to any specific requirements of CAD/Map systems. This dual capability of flexible connection type, along with data manipulation, ensures the Guardian system interfaces optimally with existing and future sub-systems. AT&T possesses extensive experience working with the Solacom Guardian platform in an integrated PSAP environment.

Intelligent Workstation

At the core of every great PSAP is the call taker workstation. Solacom's Guardian Intelligent Workstation brings IP to the desktop and delivers a new level of performance for responding to all types of calls, whether they arrive on legacy trunks or a Next Generation IP network. The Guardian Intelligent Workstation interfaces with Computer Aided Dispatch, voice recording, video, Short Message Service, and Instant Messaging. Call takers can process 9-1-1, administrative, enterprise PBX, 211, 311, 511, and 711 lines, all in a unified Guardian environment.

The Guardian Intelligent Workstation is an extremely powerful NG9-1-1 call taking position designed to maximize the effectiveness of call taking. The intuitive graphical user interface allows call takers to quickly assess, prioritize and handle wireline, wireless, VoIP and optional Text-to-9-1-1 and Text-from-9-1-1 calls. All calls, regardless of network of origin, are transported and processed as VoIP calls within the Guardian system - with identical speed and accuracy.
The layout of the application is very flexible and completely customizable. Assigned role privileges determine the windows and other resources that are available to each user, as well as, how they are positioned in the application space. Call takers can quickly create conference calls,

transfer calls, determine the location of wireless callers, and recall recently recorded conversations.

Specific Technical Compliance Requirements

1. IP based location acquisition and validation, and call routing.

AT&T Response: Comply

This AT&T solution provides for IP-based location acquisition and location validation, as well as call routing and delivery per the NENA i3 standard and numerous RFC standards that i3 compliance relies upon.

Static device location is provided by the originating service provider using NENA 2.1 or NENA 4 service order inputs into the LIS. This data associates a telephone number with a civic, "dispatch-able" location. Upon receipt, the dispatch-able location data is sent to the LVF for validation against either an MSAG, GIS database, or both. If the dispatch-able location is not validated, an error is returned to the submitter for correction and resubmission. If the dispatch-able location is valid, it is applied to the redundant LIS instances. Within the redundant LIS, a data integrity check is made to ensure that the two instances are in sync.

The solution will be designed with a secured, public facing instance of the LVF to allow originating service providers to pre-validate dispatch-able locations. This capability ensures a high success rate of both service orders and future envisioned dynamic locations embedded in emergency calls from VoIP and wireless carriers.

When an emergency call is received with no location data, then the ingress functional element, the LNG, will query the LIS using a HELD query, including the telephone number of the caller, to determine the associated dispatch-able location. This dispatch-able location will be embedded in the SIP message to the PSAP as PIDF-LO.

The dispatch-able location will also be used by the LNG to query the ECRF using a LoST query. The response to the query will provide a location-based termination address for the next SIP hop in the emergency call delivery process. In the event that the query to the ECRF does not provide a next hop, the LNG will determine the call routing termination point based on a pre-defined default routing table that associates incoming trunks to destinations.

The LNG will then establish the emergency call with the PSAP Customer Premise Equipment (CPE) via SIP that has an embedded PIDF-LO within the message for processing and display. No "pull" or query is required to obtain the location associated with the emergency call as it is "pushed" with the call to the call taker position.

2. ESInet interconnection including ECRF based call routing.

AT&T Response: Comply

Refer to the response to item 1 above.

3. System data must be replicated on multiple servers or at separate locations; no centralized server is suitable due to survivability and risk mitigation needs.

AT&T Response: Comply

The Guardian Next Generation 9-1-1 system hardware components are carrier grade and engineered to 99.999% system reliability. The system is configured with no single point of failure, ensuring that no single event would result in any loss of call delivery functionality. A pair of application servers (Side A and Side B) operate in an active/active mode, as a virtual pair. System information is automatically replicated between each server and synchronized by the software.

Guardian workstations are dynamically controlled by the system and, in the unlikely event that a failure of either server is detected, or network connectivity is compromised, all call taker positions will automatically switch to the available server. The Guardian system has been designed with multiple layers of redundancy, offering no single point of call processing failure. Replication: At the core of the proposed solution are two continuously available application servers – one on Side A of the system and one on Side B. The servers operate in active/active mode. Data is replicated between the two servers, ensuring equal data availability. Either server alone is capable of supporting the required call processing capacity.

- Redundancy: All vital modules are deployed redundantly to ensure that failure of a module does not result in system downtime or loss of system call processing functionality.
- Diversity: Telecommunication circuits are distributed across multiple interface modules, ensuring only a minor and temporary decrease in system capacity in the unexpected event that an interface module fails (until the module is replaced).

Replication is used to maintain the two sides in synchronicity. The system's Side A – Side B architecture is designed such that failure of a major component does not result in system downtime. Furthermore, system maintenance and/or upgrades can be performed without downtime. The system's reaction to failure of a major component is described below:

- Application Servers: The Side A – Side B architecture ensures that failure of an application server does not result in the loss of active calls or system functionality. Either server is capable of supporting all system call processing; failure of a server does not result in a loss of calls or system functionality. If the system detects a problem with the primary side application server, all call taker positions will automatically be moved to the secondary side.
- VoIP Switching Modules: The Solacom solution is configured with a redundant pair of VoIP Audio Switching Modules. One VoIP module can support the system's entire audio switching requirements. Failure of a VoIP module does not result in loss of calls or system functionality. If the system detects a problem with the system's primary side VoIP Module, all call taker positions will automatically be moved over to the secondary side.
- Administration Server: Failure of the administration server does not have an impact on call processing; however, system administrative capability will temporarily be restricted.

- MIS Server: Failure of the MIS server does not have an impact on call processing; however, system administrative capability will temporarily be restricted.
- Guardian Intelligent Workstation: The failure of a call taker position results in a minor and temporary reduction in system capacity, i.e., one less call taker position, but does not result in the loss of active calls or system functionality. Calls that are active at a call taker workstation will not be lost. Instead they will be maintained by the system and returned to the incoming call queue.
- Media Gateway: The system will be configured with multiple gateways distributing administrative circuits – Media gateways offer the best survivability strategy for traditional circuits. By diversifying circuits across multiple gateways, the potential impact of a failed gateway is minimized. In the event of a gateway failure, there will be an isolated loss of capacity, affecting only those legacy circuits associated with that particular gateway, until the gateway is replaced. There will be no loss of emergency call processing functionality.
- Ethernet Switch: The system will be configured with multiple diversified Ethernet switches to minimize the impact of a failure. The precise impact of a switch failure is dependent upon the devices connected to a particular switch. All critical redundant components will be connected to two switches. Failure of one switch will not result in the loss of call processing capability.

4. The proposed System should provide call-handling capabilities to meet or exceed the government of Guam's traffic requirements.

AT&T Response: Comply
AT&T is proposing a Solacom-based, geo-diverse solution uniquely tailored to fulfill GFD's needs. The proposed Guardian system will deliver 99.999% availability using demonstrated best practices of replication, redundancy, and diversity, to deliver mission-critical levels of system availability and to eliminate any potential single point of failure. The proposed geo-diverse solution will not require significant additions or modifications to support up to 120 total positions. The Guardian system is scalable and configured with no single point of failure, ensuring that no single event will result in loss of any functionality. The virtualized pair of application servers (Side A and Side B) operate in an active/active mode, with system information automatically replicated between them, and synchronized by the system software.

5. The proposed System should permit customization of the user interface on a per user basis and including screen layout, colors, and fonts.

AT&T Response: Comply
The hallmark of the AT&T Solacom system is configurability, designed to permit customers to uniquely configure the displays to best suit their needs, ease the transition to their new call taking platform, accommodate new capabilities, etc. AT&T and Solacom will work with the customer to establish the optimum initial layout(s), and we will equip them with the tools needed to provide updates, as and when deemed necessary.

The Guardian Intelligent Workstation is an extremely powerful Next Generation 9-1-1 call taking position designed to maximize the effectiveness of call taking. The intuitive graphical user interface allows call-takers to quickly assess, prioritize and handle wireline, wireless, and VoIP

calls. All calls, regardless of network of origin, are transported and processed as VoIP calls within the Guardian system - with identical speed and accuracy.

The layout of the application is very flexible and completely customizable. Assigned role privileges determine the windows and other resources that are available to each user, as well as how they are laid out in the application space. Call takers can quickly create conferences, transfer calls, determine the location of wireless callers, and recall recently recorded conversations.

Infinite numbers of roles can be created in the system with different assigned privileges: For example, a site administrative role with limited privileges, allowing the role to create/edit/delete components such as the contact list and direct access toolbars for a specific tenant group (PSAP), and another role for users which will restrict them from making modifications to the system.

6. The proposed System should include a log-in feature with history for call takers.

AT&T Response: Comply
AT&T's proposed Solacom system provides the ability to create various levels of access through the use of roles and privileges. Infinite numbers of roles can be created on the system with different assigned privileges. For example, a user can create a system administrative role which would have all privileges applied allowing the role to create/edit/delete/view all components from Guardian Administration, or a site administrative role with limited privileges allowing the role to create/edit/delete components, such as the contact list and direct access toolbars for a specific tenant group (PSAP), and another role for users which would not contain any privileges to make modifications to the system.

Privileges also flow through to a user's function, duties or qualifications based on the type of information to which the user has access. At login, upon entering their username and password, users will be presented the list of roles assigned to them to choose to login. Users assigned a single default role will not need to select a role, but rather will log in directly following entry of their username and password. For users with multiple roles, log in is quick once they select the desired role from the assigned list.

7. The proposed System should be compatible with the following PBX interfaces: Analog; T1; ISDN-PRI with or without QSig; SIP over Ethernet.

AT&T Response: Comply
The AT&T Solacom solution is deployed with media gateways (MG) which provide the interface to administrative circuits. The gateways provide signal mediation between the legacy telecommunication circuits (loop start two-wire, ring-downs, Primary Rate Interface (PRI) with or without QSig interface) and the system's IP-based architecture. In addition, this solution can interface with VoIP administrative PBX systems that use SIP with full compliance to RFC 3261. SIP trunk(s) provide the interface between Guardian and an RFC 3261-compliant PBX.

8. The proposed solution must meet the standards of NENA i3 or most current at time of award.

AT&T Response: Comply

The proposed Solacom Guardian is compliant with NENA Technical Standard 08-003, Detailed Functional and Interface Specification for the NENA i3 Solution. The Guardian system will not require hardware replacement for compliance with future NG9-1-1 standards. The proposed solution is compatible with the security measures discussed in NENA 75-001, Version 1 (NENA Security for Next Generation 9-1-1 Standard). The solution provides encryption of all external links so that data cannot be viewed or modified by anyone other than the intended recipient. The internal private network will be secured via firewalls and access to the system will be password protected.

The NG9-1-1 vision is the processing of calls received "from any networked device, anywhere, any time," in an end-to-end IP framework. Our proposed solution is NG9-1-1 ready today. The system will not require a forklift upgrade to accommodate future NG9-1-1 capability. Additional hardware and software modules may be required, depending on what future media is added, however, complete or significant hardware replacement will not be required. The Guardian platform solution is engineered to allow migration to NG9-1-1 based on the end user's timeline. The Guardian retains backwards compatibility with legacy telecommunication circuits and systems for as long as required, while providing a future-proof platform that will seamlessly integrate into the NG9-1-1 environment.

9. The proposed System shpuld support multiple layers of redundant call processing and more than one level of survivability.

AT&T Response: Comply
The system's Side A – Side B architecture is designed such that failure of a major component does not result in system downtime. The system's core components in the call treatment are: Gateways (convert legacy network interfaces in SIP), high availability session border controller (HA SBC) (secure entry point for direct SIP network interface), a pair of SIP Proxies (distribute calls to application servers and re-establish audio streaming in the unlikely event of application server failure), a pair of application servers (act as a SIP B2BUA and provide call processing, status information and data management), and workstations (provide the user interface and audio treatment for a given call taker).

The 9-1-1 trunks for a given network source are distributed across a minimum of two gateways. In the unlikely event of a gateway failure, the network source is responsible for using a valid gateway. With analog CAMA, the network source detects a failure of the gateway by the absence of a battery signal. In digital CAMA or PRI, the network source detects the absence of a T1 signal.

High Availability Session Border Controller (HA SBC) Failure
In case of an SBC failure, using an IP take-over mechanism, the standby takes over and receives the incoming calls from the network.

SIP Proxy Failure
In case of a SIP Proxy failure, the gateways or the SBC, using the SIP protocol, will detect the failure and will send their calls to the other proxy.

Application Server Failure
The SIP Proxy continuously monitors the "sanity" of the application servers using a heartbeat message. If the SIP Proxy detects a failure of the application server on Side A, it will send calls to Side B. Workstations also continuously monitor the sanity of the application servers using heartbeat messages. If a workstation detects the failure of the associated primary application server on Side A, the workstation will switch to the Side B application server. If a call is in the answered state at that time, the workstation informs the application server and, using a patented process, the application server and the proxy involved in the call, will re-establish the audio streaming with the caller.

Position Failure
The application server monitors workstations at all times while the position is logged in. If a call taker position fails when a call is in process, the system will generate an alarm and redistribute the call to an available call taker, and play a ring-back tone to the caller, while the call is being presented to a new call taker. If a workstation fails in an idle state, the system will generate an alarm and simply take the call taker position out of the call distribution scheme. If communication is lost with all of a PSAP's workstations, the following will occur depending on the call distribution used:

- For Automatic Call Distribution (ACD) (longest-idle, sequential or priority), the system can re-route calls to an alternate destination with the following option:
  - If all workstations are logged-out or failed, re-route to alternate
  - If all workstations are busied out; re-route to alternate
  - If all workstations are busy (0 queue); re-route to alternate
- For ring-all call distribution, if all positions are logged-out or failed, re-route to alternate.

The alternate routes for a given ring-group (ACD queue) are governed by the routing policies of the system's outgoing call policies, which is part of the system's policy routing function. Any number of alternate routes can be specified for a given routing policy. AT&T will work with the GFD to determine what these alternate routing call policies should be - at each PSAP.
Note that before declaring all workstations failed or logged out, Side A or Side B will look ahead to the other side to see if a workstation is connected to that side. If it is, the call is forwarded to the other side where it can be answered by the targeted group of workstations.

Additional System Components
Failures of other Guardian system components will have the following impact:

a. **Administration Server**: Failure of the administration server does not have an impact on call processing; however, system administrative capability will temporarily be restricted.

b. **MIS Server**: Failure of the MIS server does not have an impact on call processing; however, system administrative capability will temporarily be restricted.

c. **Media Gateway**: The system will be configured with multiple gateways distributing administrative circuits – Media gateways offer the best survivability strategy for traditional circuits. By diversifying circuits across multiple gateways, the potential impact of a failed gateway is minimized. In the event of a gateway failure, there will be an isolated loss of capacity, affecting only those legacy circuits associated with that particular gateway, until the gateway is replaced. There will be no loss of system functionality beyond this failure.

d. **Ethernet Switch**: The system will be configured with multiple diversified Ethernet switches to minimize the impact of a failure. The precise impact of a switch failure is dependent upon the devices connected to a particular switch. All critical redundant components will be connected to two switches. Failure of one switch will not result in the loss of call processing capability. PSAPs will be equipped with a minimum of two Ethernet switches so that a switch failure does not disable more than 50% of the workstations and phones.

e. **Firewall**: Provides security when interfacing with external IP networks. Failure of a firewall does not have an impact on call processing; however, system administrative capability will temporarily be restricted.

10. The proposed System should have programmable Automatic Call Distribution (ACD) capabilities included, not as an additional cost.

AT&T Response: Comply

Guardian's ACD functionality was designed to replace mature telephony-based ACD systems, such as the Nortel Meridian family. Guardian provides functionality above and beyond the functionality in these legacy generation products. The Guardian system supports several types of automatic call distribution:

- Ring all – all calls are presented to all workstations.
- Ring all with conference – all calls are presented to all workstations and transferring of calls will take place without placing the caller on hold. The call taker is included in the transferred call until such time they choose to remove their workstation from the call.
- Sequential Priority – calls are presented to the highest priority call taker first. If the call is not answered within a pre-defined ring time, a second call taker in the group is presented with the call, and so on.
- Longest Idle – calls are presented to the call taker that has not answered a call for the longest period of time.
- Closest Last Call/Round Robin – calls are presented to the next available call taker starting with the last call taker that received a call.

The Guardian system can also support skills-based call distribution, based on login (user, role, or role group). The system also includes advanced ACD features which allow calls to be routed based on a variety of variables, including the elements defined below:

- Call queues can be established, each with a unique call presentation priority level, allowing for individual users, entire roles, or role groups to be members of each queue.
- Calls can cascade to different queues based on timers or the availability of call takers within a queue.

- Call takers have the flexibility to log in and log out of various queues, based on permissions assigned at each role level.
- Multiple visual indicators are available within the system which alert call takers of calls in queue.
- Threshold levels are configurable for different call conditions, i.e., ringing calls and calls on hold.
- Multiple thresholds can be configured for varying levels of incoming calls.
- Scrolling marquee messages can be configured to move across a call taker's screen when certain variables are met; for example, a high volume of calls within a particular call queue.
- Optional relay closures and tri-colored lights are configurable to generate audible and visual alerts for different thresholds (not included in our proposal but available for future consideration).
- The Guardian system supports recorded announcement functionality for ACD groups. Two audio announcements can be played to a call in queue: an initial greeting, followed by a second announcement that can be configured to loop at a pre-determined interval.
- The Guardian system supports automatic greeting prompts upon call answer, either in the call taker's own voice or as a generic PSAP greeting.
- Each incoming call presents with a large flashing icon and the type of call is displayed. Different icons represent the indication of an emergency call, a Text-to-9-1-1 call, or an administrative call. Call takers can also be alerted by a distinctive ring tone from external speakers which clearly indicate the arrival of emergency calls and administrative calls. System administrators can use default system ring tones or customize preferred ringtones using any .wav file.

ACD Bypass

Any call taker can answer any call at any time, as determined by the permissions assigned to their role.

The Guardian features a series of dynamic call status windows. Supervisors, as well as call takers, can be provided with tenant status displays. Real-time status information provides extensive detail related to the number of current calls, calls on hold, calls ringing, calls abandoned, and call takers who are logged in and available to take calls.

Call Wrap-Up

The system provides the option of specifying a wrap-up time for a call taker. If selected, this wrap-up time will busy-out the workstation per the configurable busy out feature. This feature is designed to provide call takers with idle time to perform other tasks prior to answering another call.

There are three wrap-up options configurable for a ring group (queue):

- Fixed duration in seconds: wrap-up lasts for a fixed amount of time after which the call taker is made available. A "get ready zip tone" will be provided to each call taker prior to receiving a call. A zip tone will be played three seconds prior to the busy-out condition being removed. This zip tone will be different from the tone provided with auto answer.

- Manual duration: the call taker enters a busy- state after a call is released and must use the Make Busy button to remove the busy condition to be returned to the applicable ACD.
- No wrap-up.

Call Routing

Solacom's advanced call routing capability provides for highly flexible configurations to meet nearly any viable scenario. The parameters triggering the call routing are entirely configurable. Call re-routing parameters are configured within the Guardian system's routing policies database. These parameters determine how the call is routed based on a set of routing rules. When a call is received, the system will cycle through the table searching for a matching rule; the first rule to match the call is used to determine the appropriate call routing. For example, "Rule # 1" might be configured to route calls to a group of call taker positions at a single PSAP. "Rule # 2" might be configured to route calls to a group of call taker positions at a second PSAP if a call is not answered in a predetermined time based upon "Rule # 1." "Rule # 3" might be configured to route calls to all call takers at both PSAPs if a call is not answered based upon "Rule # 2." The default entry in the database is a "catch-all" which routes calls to a default location if there are no other entries in the table that can be used for routing purposes. Dozens of routing rules can be created for each type of call at each PSAP. The inclusion of many routing rules allows for the creation of sophisticated default, alternate, and overflow routing configurations to meet the needs of each individual PSAPs.

Make Busy

Call takers possessing the appropriate permission can select the Make Busy button to remove themselves from the active queue (with or without auto-answer enabled).
In addition, if a workstation is configured to automatically enter a busy state after a call is released (Manual busy), a call taker will remain in a state of 'not ready' until they click on the Make Busy button to remove the busy condition.

Greetings

The system's auto greeting feature eliminates the repetitive need of verbally answering each incoming call. A call taker can record a greeting which will automatically be played to a caller based upon the incoming circuit and call type. A call taker can stop the automatic greeting at any time during a call as well as disable the automatic greeting feature. Greetings include two modes: General Auto Greeting and Personal Auto Greeting. General Auto Greeting is assigned as a generic entry message as calls come into the center; for example, "You have reached the Los Angeles County 9-1-1 center, please remain on the line for assistance." The Personal Auto Greeting is intended to alleviate the repetitive question asked by call takers at the start of each call; for example, "9-1-1, what is your emergency?" Each type of greeting, General and Personal, can be assigned to any of the four following parameters, each with a unique greeting: Emergency, Admin Emergency (10 digit emergency) and Admin. Recordings are stored centrally and are tied to each user name and role, and will follow call takers regardless of which workstation they log in to.

11. The proposed System should have the ability to record 9-1-1 audio and shall be played back immediately after the call is ended if desired. Call takers should have the ability to forward the audio to other positions. Note: this new recording capability is intended to replace the existing GG NICE Word-Net 3 recording capabilities.

AT&T Response: Comply
The Solacom system includes an integrated dual Instant Recall Recorder (IRR) application which runs in the background on each call taker's workstation. The IRR application continually rent call or any previous recordings. The IRR is a recording solution for both workstation audio and select radio channel audio developed specifically to meet the requirements and liability protection needs within public safety communications. Calls are shown sequentially and can be recalled for review at any time. Use of the recording application is very intuitive including start, stop, fast forward, and a number of other common audio controls.
The IRR can be configured to delete calls after a specified period of time or after a certain amount of hard disk space has been used. Solacom will work with the customer to identify the optimal IRR call retention strategy. The system also allows a call-taker to save a recording as a file which can then be shared with another call-taker.

12. The proposed System should have a dedicated abandoned call visual indicator and support a distinctive tone for abandoned 9-1-1 calls.

AT&T Response: Comply
The Guardian system supports abandoned 9-1-1 calls and can present these calls to all call takers, or a select group of call takers, while providing an abandoned call notification to the call taker. Abandoned call treatment can be pre-configured so that all abandoned 9-1-1 calls present to a call taker as they are received or remain in the abandoned call queue to be addressed after all live calls have been processed.

Abandoned 9-1-1 calls can be configured with a unique ring tone and call icon to easily distinguish them audibly and visually among all other 9-1-1 calls. Abandoned calls can also be configured in a special ringing queue for abandoned calls only.

A call taker can easily access all abandoned calls and initiate a call back using the single-click call back button from the Abandoned Emergency Calls window. The system can also be configured to remove an abandoned call from the abandoned emergency call queue when a repeat call is received from the same number (ANI or Call back number) returning the call to the emergency call queue.

A 'caller history' function is also available by which a repeat caller can easily be identified. When mapped in the call taker layout on the Guardian workstation, the caller history button will change color when a call is received from a repeat caller. Selecting the caller history button will provide the call taker with a list of the caller's previous calls, including abandoned calls.

The Guardian solution can be configured with an Abandoned Call Replacement feature. When multiple abandoned calls are received from the same callback number (or ANI), the abandoned calls window will display a single line representing the latest call received, and the abandoned count column displays the number of calls received from that number as shown.

13. Call takers should have the ability to recall a list of calls previously answered at the call taking position. A minimum of 25 is required.

AT&T Response: Comply
The Guardian intelligent workstation offers a Redial List and a Call History window. The Redial List up to the last 150 calls dialed and received by each individual call taker. The list is maintained by a call taker and is cleared when the call taker logs out. The green telephone handset icon located within the redial list allows a call taker to quickly re-connect to any selected number.

The Call History window displays the last 999 9-1-1 calls that were answered at the PSAP by all call takers. The window displays a sortable list of information specific to each call, provides access to ALI, and allows call takers to call back any caller by simply clicking on the "Call Back" icon.

14. Call takers should have the ability to view a minimum of five (5) previous calls from the same phone number as the current call.

AT&T Response: Comply
A 'caller history' function is available by which a repeat caller can easily be identified. When mapped in the call taker layout on the Guardian workstation, the caller history button will change color when a call is received from a repeat caller. Selecting the caller history button will provide the call taker with a list of the caller's previous calls, including abandoned calls. The system retains this caller history information indefinitely.

15. The proposed System should be capable of conferencing a minimum of four (4) parties.

AT&T Response: Comply
The Guardian system includes a conference call bridge designed to handle 9-1-1 emergency calls, with no limit to the number of parties that can be added to a conference call. The Guardian system operates as a B2BUA and conference bridge and, therefore, provides the control for all of the call segments within a conference call. Solacom's audio mixing technology allows for the addition, or removal of, participants at will while providing full duplex participation, or listen only.
As such, the Conferencing Bridge provides a call taker with the following capabilities:

- Add or remove an individual conference participant
- Always hear a 9-1-1 caller
- Always record a 9-1-1 caller, when using trunk recording, even when on hold
- Mute the microphone of any conference participant independently
- Suppress the capability of hearing (privacy mode) of any conference participant independently
- Terminate an entire conference call

- Remove their call taker position from a conference call and allow the other conference participants to continue

These permissions are available to any call taker(s) participating in a conference call regardless of who originated the conference. A call taker has the ability to place an individual conversation, conference participant, or an entire conference call, on hold. Three hold features are available to all users, which include: Global Hold – retrievable by any user; Call Park – also retrievable by any user, and Exclusive Hold – only retrievable by the user who placed the call on hold. The Guardian system has extensive conferencing capability. The system can support any number of participants, i.e., one conference call consisting of as many telephone lines as you have, up to 4,000 participants, or 2,000 conference calls consisting of two parties, as well as many other combinations in between.

16. The proposed System should provide a HOLD function that makes it possible for any 9-1-1 call taker (from a different position) to retrieve a call put on HOLD by another call taker.

AT&T Response: Comply
There is virtually no limit to the number of calls that can be placed on hold, other than the number of incoming trunks and lines. Call takers can place any call on hold simply by selecting the "Hold" icon. Administrators can set a threshold for a visual alarm duration for calls on hold. For example, pre-configured thresholds can trigger a visual alert when a call has been on hold for more than a pre-determined period of time. When the threshold has been exceeded, the "On Hold" icon will change color alerting call takers and/or a supervisor to the potentially undesirable situation. A configurable scrolling ticker message can also be displayed on the call taker's screen when the hold threshold has been exceeded, if desired. For example, a scrolling message might read, "Call on hold for over one minute," alerting all call takers and supervisors to the call on hold. Any call taker or supervisor can retrieve a call on hold at any time from the Emergency Calls on Hold information window. The system also allows for exclusive hold functionality, subject to individual user permission. Exclusive hold permits a user to place a call on hold which cannot be retrieved by another user.

17. The proposed System should be designed so that no calls in progress will be dropped or lost due to failure of the telephony servers. Conference servers are not an acceptable substitution. EXAMPLE: 9-1-1 call from GPD, call taker must have ability to alert (whether audible or visual) the GPD PSAPs that call is for them, and if needed, call taker has ability to allow GPD personnel to "enter" into conversation and eventually assume control of call without transfer/conference.

AT&T Response: Comply
Either side of the proposed geo-diverse Guardian solution is fully capable of supporting all call processing. If the primary side encounters difficulties, suffers catastrophic failure, or is isolated on the network, call takers are automatically logged into the secondary side (Side B) and call processing continues. The system maintains all calls in progress and re-queues them at the secondary side (Side B) for retrieval by call takers after login.

The Solacom solution is not a soft switch; it is designed to prevent "hung" calls. The Guardian's call control layer actively monitors both the SIP (call set up and teardown) and Realtime Transport Protocol (RTP) (audio) streams of each VoIP call. If the audio stream of a call segment terminates incorrectly, the system automatically goes into call recovery mode and, depending on which segment of the call has stopped (caller or 9-1-1 operator), takes appropriate action. This is in contrast to most E9-1-1 soft switches which would simply tear down the call when a portion of the audio stream disappears, leaving the decision of the appropriate action to either the caller or the operator, or both, with at least one of the two people unclear as to why the call ended. This ability to detect problems with VoIP calls without the requirement for 'keep alive' (heart beat) messages results in improved call control (and lower net IP transport bandwidth usage).

18. Any authorized call taker or supervisor should have the ability to join an existing call by clicking on the appropriate call indicator on their screen. Upon entering any 9-1-1 or administrative call for which ANI, CBN, ALI, or caller ID information is available, such information should be immediately displayed on the call taker's display, and all parties will be in conference.

AT&T Response: Comply
With the appropriate login privilege, a call taker or supervisor can monitor or barge-in to another call taker's calls in two different ways.

The first way is by using either the Current Emergency Calls window or the Current Admin Calls window. Call takers can select a call and then simply select the silent monitor button or the barge-in button depending on the feature they require. The barge-in button can also be selected when the conversation is being monitored. Barge-in is shown as a new call segment in the Call Information window.

The second method is the User monitoring feature. This feature allows a call taker or supervisor to 'camp-on' to any call taker position to automatically monitor all calls and actions performed by a given call taker. This is especially useful for training a new call taker and for quality assurance purposes.

Using either method, there can be any number of call takers monitoring a call.

Monitoring a Call Taker
Position Monitoring allows an authorized supervisor or trainer to automatically monitor all calls handled by a call taker. After a supervisor or trainer selects a call taker from the Active Telecommunicator window, every call answered by that call taker will be presented to the supervisor or trainer in Monitor mode.

The NG9-1-1 Information button on the monitoring workstation will identify their status as "Busied Out – Monitoring." No other calls will be presented to the monitoring position until they have finished monitoring; however, the monitoring position can selectively answer any other call at any time. For example, the supervisor or trainer initiating the monitor can barge-in on a call in progress, at a monitored workstation, at any time to provide help to a call taker.

19. The central communications platform should have the capability to provide a digital T1 (DS1 standard) and/or ISDN-PRI interface for 9-1-1 trunks and administrative lines. For T1's, this must be a direct connect T1 without the requirements for separate analog channel bank equipment. For ISDN-PRI, all relevant features, including Feature Group D, should be supported. Platform should be capable of supporting single or dual spans. Platform should be capable of supporting a mix of T1 and ISDN-PRI on the same hardware.

AT&T Response: Comply
The proposed solution will be provisioned with Mediant T1 gateways that can interface using CAS or ISDN signaling. T1s can terminate directly onto the Mediant gateways without the need for a channel bank. The Audiocodes Mediant 1000 is the industry standard T1/ISDN PRI gateway and supports the relevant features and protocols such as feature group D.

20. Proposed System should support a distributed architecture and allow for flexible rule-based call routing using different gateways in different locations, including automated fail-over in case a gateway is temporarily unavailable.

AT&T Response: Comply
The GNGS applications enhance the ability to route and deliver calls based on both pre-programmed Policy Routing Rules (PRR), atypical network conditions (i.e., an outage), and operational conditions such as an all operator busy condition. PRRs are predetermined by the system administrator to best meet operational needs. These rules are adjustable as lessons learned can and should be applied. In addition to this inherent functionality, the solution is deployed in a distributed, redundant fashion at every mission critical functional element. Using our built in load balancing capabilities, both data queries and responses and call routing and delivery have multiple paths to a successful completion.

The proposed solution will be provisioned with gateways which provide the interfaces to trunks and lines. The proposed system supports a distributed architecture that maximizes system availability and provides disaster recovery capability. Call re-routing parameters are configured in the system's routing policies database. The system determines how each call is routed based on a set of routing rules. When a call is received, the system cycles through the table searching for a matching rule; the first rule to match the call is used to determine call routing. Call routing policies are configured to direct the call to the optimal queue of call takers and to reroute the call to other available call takers if the call is not answered in a predetermined time. If a gateway at any location is temporarily unavailable, the Guardian controller re-routes calls based on pre-configured routing rules.

21. Proposed system should be expandable (without adding controllers or an additional rack or backroom) to accommodate a 50% growth from current capacity. System expandability should support potential for regionalizing with the DoD team without necessity for multiple disparate controllers.

AT&T Response: Comply

The system is designed to support up to 120 answering positions. Telephone lines, trunks, and SIP trunks are a function of sharing existing VoIP resources in the system. The proposed system includes 512 VoIP resources, easily supporting the specified growth requirement.

22. Any authorized call taker or supervisor should have the ability to silently listen to another call taker's telephone conversation from his/her workstation. Such action should not cause any audio or visual disturbance at the monitored answering position. Monitoring can be performed from system IP phones in addition to supervisor workstations.

AT&T Response: Comply with Exception
As previously discussed in the response to item 18, an authorized user can monitor calls silently and "invisibly" listen to any 9-1-1 call. This capability can, however, only be offered via a Guardian workstation.

Computer Aided Dispatch (CAD) & Mobile Data System

CAD Overview

During project execution, AT&T will assign a sub-team that will support CAD-specific deliverables. This effort will include the establishment of a Steering Committee that is comprised of both Customer and AT&T Public Safety CAD personnel to ensure that all facets of the project are being managed appropriately and all decisions are being made in a timely manner.

This AT&T sub-team includes application specialists – educational services to provide onsite education, training, and ongoing support; a staging and installation group to configure hardware and software; and technical personnel to assist with setup and support in relation to the technical infrastructure. AT&T will develop a detailed plan for the specific resources that will be required throughout the various phases of the implementation process.

AT&T recognizes that technology projects of this nature bring tremendous opportunity. We also realize that large-scale changes can present a variety of challenges; our track record of delivering projects successfully on time and within budget gives us the skills and experience necessary to ensure that we can guide the GFD through the project with minimal risk. With our extensive project management tools, processes, and technologies, we will carefully control each facet of the implementation.

For a detailed response to this RFP section, please see Appendix 2.

General Requirements

As a part of the overall solution to provide NextGen 9-1-1 (GNGS) for the Guam Fire Department, AT&T will:

- Convert Government-provided Master Street Addressing Guide (MSAG) data to NENA-format.
- Integrate MSAG data with current systems and ALI databases (public and/or private).
- Provide a link to the applicable ALI database.
- Interface with local exchange carriers (LECs) and local jurisdictions.

- Deploy, configure, and integrate the GFD equipment suite, to include cabling, rack, hardware, power supplies, and workstation auxiliaries, including eight (8) headphones and one (each) 22-inch monitors, per workstation.

AT&T acknowledges that the overall NextGen 9-1-1 (GNGS) Integrated Master Schedule (IMS) includes multiple variables, many of which are beyond the direct control of either AT&T or the Government of Guam. As such, we will remain flexible regarding resource deployment and program office support, so that we will be able to deliver the NextGen 9-1-1 (GNGS) capability within the contractual period of performance.

AT&T will ensure that NextGen 9-1-1 (GNGS) executes the following failover procedures:

- Programming of NextGen 9-1-1 (GNGS) with failover site provided by GFD.
- Routing to failover site as directed by GFD.
- Seamless transition, cutover, and restoration with notification protocols for each Dispatch Center.
- Terminating redundancy with successful call-answering and dispatch.

AT&T will ensure that NextGen 9-1-1 (GNGS) and any technical enhancements are compliant with National Fire Protection Association (NFPA) and National Emergency Number Association (NENA) guidelines.

AT&T will produce and provide NextGen 9-1-1 (GNGS) based on the defined standards as published by the Public Safety and Homeland Security Bureau of the FCC (http://www.fcc.gov/pshs/), the Department of Homeland Security (http://www.dhs.gov), the American National Standards Institute (http://www.ansi.org/), and the Institute of Electrical and Electronics Engineers (http://www.ieee.org/).

AT&T will ensure that the NextGen 9-1-1 (GNGS) is able to interface with the Navy's ESInet if permitted by DoD and or the Navy infrastructure.

AT&T will provide all necessary equipment, personnel, supervision, management communications, and administrative support services, as necessary, to support this deployment, to include (but not limited to) Program Manager, Project Manager, Project Control Management, Service Executive personnel, and Telephony Engineers.

When performing technical telecommunications and network communications work for the Government, AT&T will employ telecommunications technicians and network engineers with a level of expertise of no less than five (5) years experience for the specified work task.

AT&T acknowledges that it is responsible for maintaining personnel who are current on Information Assurance (IA) certification, versatile, and competent to perform the specified telecommunications services both on an emergency and routine basis.

At the end of service, AT&T assumes responsibility to remove, ship, and/or dispose of all AT&T equipment specific to this NextGen 9-1-1 (GNGS) service. These costs related to the removal, shipment, or disposal of AT&T equipment or material are considered part of the services herein.

Assessment Activities

AT&T will provide an assessment report of all requirements necessary to convert Guam Dispatch Centers(s) sites onto the NextGen 9-1-1 (GNGS) 15 business days after completion of the site assessment. These site assessment reports will include:

Data collected from requirements

Site telephone numbers:

Emergency and emergency services number(s)

Non-emergency numbers / administrative numbers

Blocks of phone numbers

Fictitious numbers

Other wire line numbers not listed, such as:

Elevators

Crash phones

Ringdowns

Unique locations such as shipyards or piers

GovGuam telephony room / Main Point of Entry / demarcation address

AT&T will provide training services to approximately 35 users (dispatchers, Dispatch Supervisors, RDC Managers) no earlier than 30 days and no later than one week prior to cutover for on-site call-taker and administrator services. Thirty-five is an approximate number, based on open source research. The Government will provide the facility for training.

AT&T will ensure integration of NextGen 9-1-1 (GNGS) with the following Systems:

Computer Aided Dispatch (CAD) (via Keyboard, Monitor and Mouse KVM, arbitrator)

Private Land Mobile Radio (PLMR) (assuming GovGuam has obtained licensing for this integration)

Long-Term Recorder

Elevators

Crash Phones

Ringdowns

AT&T will ensure that NextGen 9-1-1 (GNGS) receives and handles Text Telephone / Telecommunication Device for the Deaf (TTY/TDD) calls.

AT&T will provide NextGen 9-1-1 (GNGS) cutover support for Guam Dispatch Centers (GDCs).

AT&T will provide the Government of Guam with resolution information for all telephony circuits, telephony switches, or telephony service issues that are affiliated with NextGen 9-1-1 (GNGS) circuitry and components.

AT&T will sustain all aspects of the NextGen 9-1-1 (GNGS), including infrastructure, the network, the hardware, and software baselines, and will provide technical support where approved by the GFD and the owner of said components.

AT&T will incorporate best practices to maintain maximum system availability. Hardware elements will be able to come into service and go out of service without impacting the overall service availability. NextGen 9-1-1 (GNGS) needs to operate under an Availability metric (Ao) of 99.95% (to include routing, management, and location). Individual component failures count towards this Ao. All corrective and preventive maintenance will follow procedures as established through the AT&T Call Resolution Center.

AT&T will maintain dedicated end-to-end monitoring, troubleshooting, and repair of connectivity from NextGen 9-1-1 (GNGS) data centers to NextGen 9-1-1 (GNGS) equipment. AT&T will interface and coordinate all maintenance with circuit owners, whether that be the LEC, or Incumbent LEC (ILEC).

AT&T will maintain a 24/7/365 Call Resolution Center for trouble tickets pertaining to system issues and requests/issues submitted by the users. AT&T will closely monitor, troubleshoot, and close said trouble tickets with a resolution roadmap in place.

AT&T will provide in-depth monitoring of the NextGen 9-1-1 (GNGS) Enterprise and will provide notification to the GFD points of contact (POCs) listed in the Call Resolution Documents within one (1) hour of any NextGen 9-1-1 (GNGS) impacting failures.

AT&T will coordinate for approval and manage all service-impacting maintenance of the NextGen 9-1-1 (GNGS) Enterprise with the GFD POCs listed in the Call Resolution Documents three (3) business working days prior to actual maintenance.

Upon collective evaluation with GFD and mutual concurrence, AT&T will ensure that any device, service, or database specific to NextGen 9-1-1 (GNGS) Enterprise with an external interface will be capable of being brought into or out of service without affecting other databases or services not dependent upon it.

AT&T will ensure that hardware elements of high availability services will be capable of being brought into or out of service without affecting the overall service availability.

AT&T will seek approval from designated GFD POCs specified in Call Resolution Center Documents, as applicable, to establish remote connectivity to workstations.

AT&T will provide the following monthly metrics with any trouble tickets and issues related to Call Resolution Center:

Time and date of trouble ticket origination

Time and date of trouble ticket resolution

Trouble-ticket participants: Originator name

Information Assurance

Using our Information Assurance (IA) Lab, AT&T will perform IA testing of the NextGen 9-1-1 (GNGS) and prepare modifications/mitigations, as required.

AT&T will perform monthly security scans on NextGen 9-1-1 (GNGS) equipment and network.

AT&T will institute NextGen 9-1-1 (GNGS) specific software patches, updates, or upgrades throughout and without affecting the availability of devices or service, in accordance with current IA policies.

AT&T will provide architectural design and system Information Assurance Vulnerability Alert (IAVA) compliance. The NextGen 9-1-1 (GNGS) system will follow all applicable Security Technical Implementation Guidelines (STIGS) and Security Checklists.

AT&T will ensure that all work efforts adhere to best practices in cybersecurity and meet all IA Standards.

AT&T will provide monthly Information Assurance status reports.

Ability, Qualifications, Experience, and Quality of Personnel, Equipment, and Facilities

Backed by the global resources of the world's communications powerhouse, AT&T provides professional services and enterprise capabilities to the multiple government entities, both municipal and federal. AT&T brings a broad spectrum of technical experience, cleared facilities, employee security clearances, and corporate engineering depth to provide world-class services across the globe. Specific examples of AT&T's technical and partnering experience, with relevant past performance, are included as part of this proposal to the GFD. Simply stated, no other competitive vendor has AT&T's ability to meet and exceed the full spectrum of Request for Proposals (RFP) requirements based on our understanding of functional, technical, and operational requirements associated with each task.

Task Coordination:

Team management for this effort falls under AT&T's Public Sector Defense Segment, and specifically within the Navy/Marine Corps Division. This segment supports multiple classified Department of Defense (DoD) contracts as both prime contractor and subcontractor on projects supporting various agencies. This allows the AT&T Team to leverage specialized professional services, technology integration efforts, quality management and lessons learned related to the core areas of concern to the GFD.

The AT&T Team will be led by Todd Wilson as the Program Manager (PM), who has over 25 years of experience as a manager of DoD programs and operations. He is responsible for overall task management, with emphasis on contract execution, financial management, employee management, subcontractor management, recruiting/staffing and Quality Management System (QMS) compliance. Mr. Wilson has been the AT&T PM on the enterprise US Navy 9-1-1 Routing and Management Service (9-1-1-RMS) project for over six years, and was the PM during the project's successful deployment in Guam. For the GFD effort, the PM is supported by an extraordinarily experienced team of engineers, headed up by Chief Architect, Mike Kennedy, who has over 30 years work in the field of 9-1-1 and emergency management system design. Mr. Wilson and Mr. Kennedy will be the two primary project leads for AT&T during the design and deployment phases of the project.

The specific expertise of the AT&T primary project execution team included in Figure 1 following is detailed in the next section of the proposal and Attachments 1 through 6.

GFD NG9-1-1 Primary Design and Execution Project Team

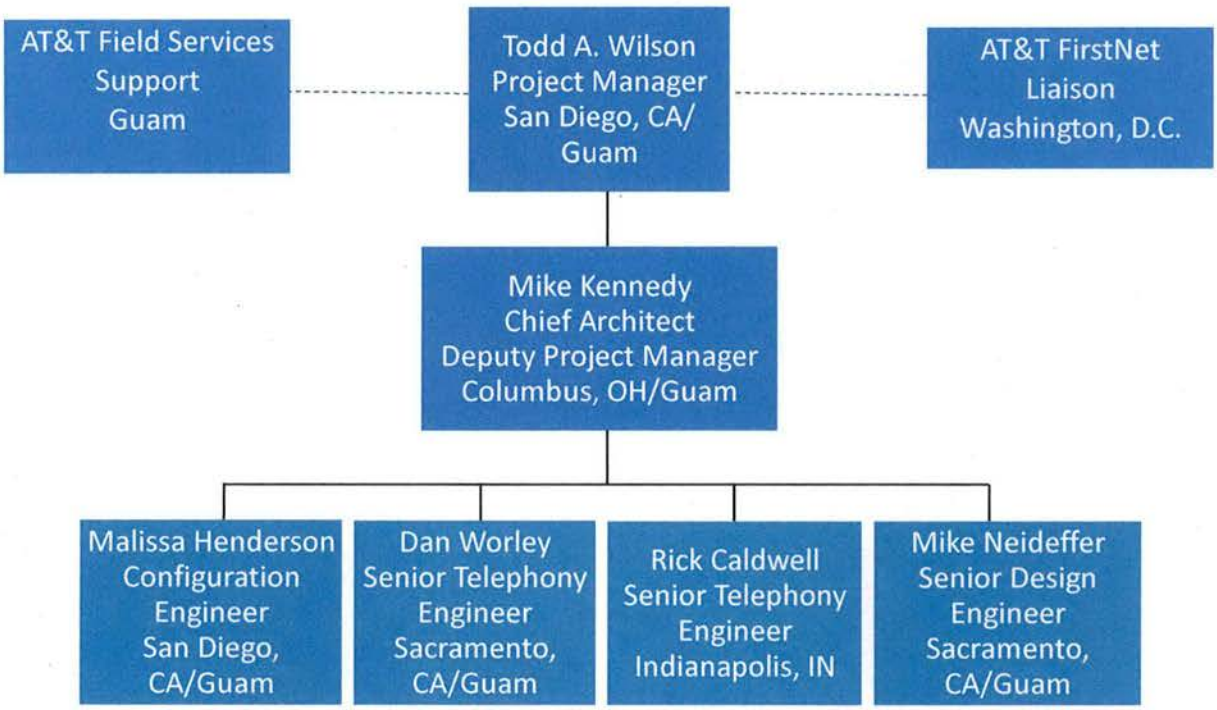


Figure 1

AT&T has been providing services on Guam from the early 1960s at both the Tumon Bay and Tanguisson Cable Stations, using a local Guam-based workforce. AT&T recognizes that, in effect, the entire world is dependent on those locations and our workforce to provide connectivity on a global scale. Because AT&T has physical locations on Guam, upon award we expect Mr. Wilson and Mr. Kennedy to spend at least the first quarter of the contract period of performance on island (essentially devoting 100% of their time) in order to facilitate the initiation of the project in the most efficient manner possible. As necessary and required, their efforts will be supplemented by the other listed members of the team in order to ensure requirements are met. It is also worth noting that AT&T has a permanent workforce on-island providing cable station sustainment support, as well as DoD 9-1-1-RMS field service support at Naval Base Guam and Andersen Air Force Base. The AT&T project team will leverage this workforce during the course of project equipment provisioning, deployment, and ultimate execution.

Under the engineering leadership of Mr. Kennedy, the development of the detailed NG9-1-1 GFD design topology will be addressed by Mr. Worley, Mr., Neideffer, and Mr. Caldwell. Further, Ms. Henderson will be responsible for oversight of premises telephony switch and related equipment configuration, in order to coordinating our team's effort with the Local Exchange

Carrier, GTA Teleguam. Together, these four technical expects have over one hundred years of collective experience in the emergency dispatch/telephony design/IT infrastructure landscape.

In addition to the identified Project Team members, AT&T's efforts will be supported by our expansive internal organizations, which are committed to ensuring project success while adhering to industry compliance and accountability standards, as applicable. These units include:

- Contracts: The Contracts Division will appoint a primary Point of Contact to lead all interaction and negotiations with the GFD and AT&T PM, as necessary.
- Security: Responsible for individual employee and site security compliance, if applicable to the effort or if required.
- Quality Management System (QMS) Organization: The QMS organization is responsible for maintaining the AT&T QMS through quality management training, corporate auditing, management of business process improvements and tracking program measurements/analytics.
- Finance: The Finance Division is responsible for processing AT&T and Subcontractor expenditures (labor hours and travel), and to work with the PM to submit accurate invoices to the government payment authority.
- Global Supply Chain (GSC): The GSC is responsible for all subcontractor management. The Sourcing Manager for this effort is Raymond Cabrera, who works with the PM to complete the Non-Disclosure Agreement (NDA), Teaming Agreement (TA), Price Analysis, Source Selection and Purchase Order actions.

AT&T and its solution partners recognize that technology projects of this nature bring tremendous opportunity. We also realize that large-scale changes can present a variety of challenges; our track record of delivering projects successfully on time and within budget gives us the skills and experience necessary to ensure that we can guide the GFD through the project with minimal risk.

Availability and Capacity of Offeror

The previous section of the response explained in great detail the associated AT&T processes, procedures, and responsibilities to ensure that the project's required services are delivered on time and within budget. A thorough review of AT&T's internal project quality and cost control mechanisms was also presented.

Though AT&T expects to utilize subcontractors to deliver an integrated CAD/NG9-1-1 capability, we cannot quantify the degree of involvement associated with same until further discussions are held with GFD regarding the approved project roadmap, final system design elements, and execution dynamics/requirements. As discussed in the prior section, AT&T's GSC organization is devoted to critically evaluating not only the capabilities of subcontractors, but also their availability and capacity to be able to complete project in a cost effective and efficient manner under our corporate umbrella. Having said that, for integrated NG9-1-1 work, AT&T already has a trusted and approved stable of vendors for support purposes in Guam, so by no means would we have to start from scratch to deliver the requirements included the GFD RFP.

It is important to note that AT&T's global reach and the resultant business relationships afford us the ability to "lock in" resource commitments from our vast array of vendors. As a $160B company, AT&T also has the financial reserves and institutional wherewithal to stand behind our proposals and project plans, and we are not reluctant to go the extra mile to exceed our customer expectations to deliver an unparalleled experience, regardless of the endeavor.

The AT&T Project Team (identified in Figure 1) currently works exclusively on the sustainment of the US Navy 9-1-1 Routing and Management Service project, which is referenced in the Addenda. Because this project is in a stable maintenance mode, Mr. Wilson and Mr. Kennedy will be available to devote their availability, up to 100% if necessary, to initiating the GFD project. AT&T possesses overarching technical and project support resources to shepherd the Navy project, while its principals shift focus to the GFD requirements. The other named Project Team members will be utilized on an "as needed" basis, and since the team already executes a DoD project on Guam proper, to a great degree its efforts will be complementary. AT&T does not anticipate any substantial challenges accommodating the execution of the GFD project requirements within the context of the team's current workload commitments.

Record of Past Performance on Similar Projects

In terms of AT&T's specialized experience on projects similar in scope and type, we offer Addenda A, B, C, and D, which are official Contractor Performance Assessment Reports (CPARs) executed by the US Navy SPAWAR Systems Center Pacific Project Office documenting our performance for same in terms of Quality, Schedule, Cost Control, and Management. Each included artifact is proof positive that AT&T has the demonstrated ability to deliver integrated NG9-1-1 projects on time and within budget, despite the inevitable challenges that occur during these complicated evolutions.

It is also extremely important to note that AT&T has substantial and relevant expertise deploying NG9-1-1 dispatch systems throughout the Continental United States (CONUS), as well as Guam, in particular. For each contractual effort included as an addendum, all work was conducted on a Firm Fixed Price basis, which placed the project execution risk squarely on the shoulders of the contractor team. In every case, AT&T met or exceeded the requirements included in the associated Performance Work Statement. In addition, each project is delivered to the Navy as a "services" platform. That is to say, AT&T retains ownership of all hardware and infrastructure, thus eliminating the need for the customer to engage in periodic, expensive equipment upgrades since that cost and support is in included in the services cost proposed by AT&T.
Further, the reality and challenges associated with the migration of legacy 9-1-1 dispatch environments to those with integrated Next Generation 9-1-1 capabilities enabled by FirstNet almost always result in unplanned schedule deviations, despite intensive planning efforts. AT&T has consistently both accommodated and incorporated project variations, as necessary, to enable the satisfactory, compliant completion of these referenced projects.
A high-level summation of past performance citations includes:

- Design and Deployment of the Integrated Next Generation US Navy 9-1-1 Routing and Management Service (9-1-1-RMS) in five Navy Regions, supporting the Navy's overarching emergency dispatch regionalization efforts.
- Design and Infrastructure Deployment of 9-1-1 Automatic Location Information (9-1-1-ALI) System for US Navy.
- Design and Deployment of Integrated 9-1-1-RMS in Joint Region Marianas – Guam (deployment complete and currently in sustainment mode) and Navy Region Hawaii (funded design and deployment efforts funded in in process)
- Sustainment of 9-1-1-RMS in CONUS and Guam.

In each case, AT&T has a documented track record of effective planning, scheduling, and on-time delivery of requirements. Though on the surface these projects feature technical challenges, a typically far more daunting aspect affecting execution and completion is the associated stakeholder management throughout the process. Because of AT&T's experience in this environment, we are well-versed in managing expectations, subcontractors, and effective engagement with customer contract points of contact as well as dispatch operational personnel. Though the emergency dispatch landscape is in the throes of a fundamental shift from legacy to Next Generation IT-based systems, AT&T believes the frequent, substantive personal interaction between the project execution team and customer is integral to success. As a result, we can assert categorically that each of the projects cited herein has no history of litigation or legal disputes.

To provide an emphatic example of the type of infrastructure required to support the US Navy 9-1-1-RMS Project on Guam, and to provide a better idea of AT&T experience on "like" projects, Appendix 1 is included in this proposal for reference. It not only exemplifies the type of engineering that NG9-1-1 systems require (and at which AT&T excels), it is an effective roadmap that was used to guide the customer (Joint Region Marianas), the overseeing Navy Project Office (SSC Pacific), and AT&T itself in terms of project goals and requirements. The GFD can expect similar design documents were AT&T selected to upgrade its existing dispatch center.

General Experience and Past Performance

AT&T is an established industry leader in the field of NG9-1-1 emergency services and the deployment of ESInet capabilities. Recognizing that the emergency dispatch landscape is shifting from legacy to Next Generation IT capabilities, AT&T has developed a fully instantiated AT&T ESInet™, which is a full service offering that provides end-to-end support from project implementation, to on-going support and maintenance.

In the Continental United States, AT&T ESInet™ is a prebuilt system that includes six (6) core sites and nine (9) aggregation centers nationwide. Agencies signing up for this service are connected via MPLS circuits to the PSAP with minimal hardware needed at the PSAP location. Typical deployments only require that AT&T-provided routers be installed at the agencies' site.

AT&T's institutional expertise characterizes our ESInet offering, including these features:

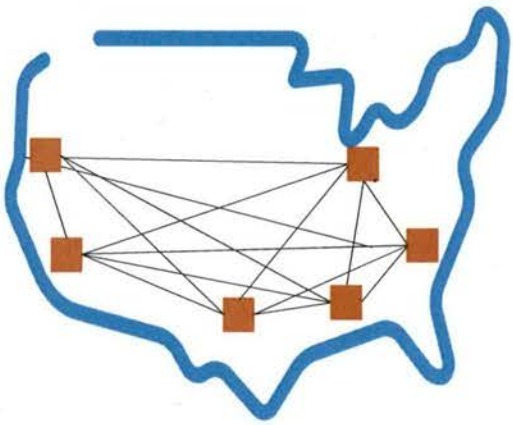
- Highly available IP-based 9-1-1 call routing service
- Pre-built, Nationally distributed, and geo-diverse

- Additional Security Enhancements
  - Physical security via badged access control
  - MPLS, Ethernet, Encryption of certain data elements in transit and at rest
  - Proactive Security Monitoring and Management
- Delivers consistent user experience
- Accelerates NG9-1-1 adoption via reduced cycle times
- Utilizes NENA i3 standard framework

In addition, AT&T provides 24x7x365 ESInet stewardship from the following groups:

- AT&T Customer Resolution Center
- AT&T Field Services
- Program/Project Management
- Network Operations Center
- Capacity and Performance Management
- AT&T Test Labs
- Service Management Team
- ESInet Application and Platform Monitoring

Capacity > 2x Current US 9-1-1



2 FROST & SULLIVAN BEST PRACTICES AWARDS

AT&T
United States Public Safety Solutions Company of the Year Award

Schedule/Timeline for Design and Installation of Operational NG9-1-1 and Integrated CAD System

AT&T will create, maintain, and share with the GFD an Integrated Master Schedule (IMS) for the design and installation of the integrated NG9-1-1 system. Based on our substantial experience in this arena, we completely understand any IMS is typically impacted by multiple variables, many of which are beyond the direct control of either AT&T or the GFD. As such, we will remain flexible regarding resource deployment and GFD requirements, so that we will be able to deliver the capability, both design and deployment, within the contractual period of performance.

As a first step after a coordinated project kickoff with the GFD, AT&T will conduct a detailed site survey to assess the telephony infrastructure and legacy equipment in place, to include telephony circuits and telephone switches. A thorough understanding of the "as is" status of the PSAP is a key component to ensuring our system design takes into account its integration, upgrade, or outright replacement, as required and in agreement with the GFD.

AT&T estimates that during the first 90 days after award (i.e., the first quarter of the twelve month period of performance), we will conduct a detailed site survey, reconcile system specifications, and finalize the integrated design. Activities in the second quarter will include the ordering and provisioning of required hardware and transport circuits. We anticipate that third quarter activities would entail the actual installation of equipment, which would lead to fourth quarter test and turn-up of the integrated system. Typically, AT&T includes a system "soak" period after "go-live" to ensure all functionality is operating, per requirements and specifications.

Completion of a comprehensive System Operational Verification Test (SOVT) and acceptance by GFD would then constitute the conclusion of the first year period of performance requirements.

During this process, AT&T will provide all necessary equipment, personnel, supervision, management communications, and administrative support services, as necessary, to support the system design and deployment, and will interface with local jurisdictions, such as city, county, and territory 9-1-1 coordinators, LECs, other PSAPs, and any other local municipalities to ensure the appropriate emergency management coordination occurs during the GFD transition.

At the end of service, AT&T assumes responsibility to remove, ship, sell (per negotiations with GFD), and/or dispose of all AT&T equipment specific to this deployment, as required or directed. The costs related to the removal, shipment, or disposal of AT&T equipment or material are considered part of the services herein.

Attachments

TODD A. WILSON
AT&T Government Solutions

Work History

August 1985 – May 2006 Intelligence Officer, United States Navy

June 2006 – Present AT&T Government Solutions: Associate Director, Program Management

Program Manager (PM) for US Navy's transition of its legacy 9-1-1 emergency calling system to a commercial, cloud-based MPLS solution. This technically focused contract is national in scope, servicing all six Navy regions, and involves site surveys and infrastructure build outs at dozens of government locations and company properties. Acted as Capture Lead for the six-month proposal process that ultimately led to the contract award. Single Point of Contact and direct interface with all project execution entities within AT&T, the US Government, multiple commercial vendors, and subcontractors. Total contract value in excess of $50 million over six years.

Intimate knowledge of US Navy, Department of Defense, and Emergency Management requirements. Routinely represents the company to senior customers, industry partners, and both government and military organizations for a multitude of business and proposal initiatives. Regularly translates AT&T product and service offerings to meet government and customer requirements.

As PM, supervises a team of twelve geographically disparate AT&T engineers and telephony subject matter experts while overseeing the execution of the enterprise-level AT&T US Navy 9-1-1 Routing and Management Service project. Overarching responsibility for all aspects of this broad company effort, from project control, to budgeting and financial accountability, to scheduling and personnel management. This leading edge project has been delivered to the Navy both on time and on budget, which resulted in a sole-source follow-on award to continue to provide NG9-1-1 platform services through 2021.

Skilled in stakeholder management, provides a wide array of senior program and project management services, assuring steady growth in revenue, cost savings, and service quality with documented levels of exceptional customer satisfaction.

Specialized Training:

BA – Louisiana State University, Baton Rouge, LA
MA – Louisiana State University, Baton Rouge, LA
MS – USAF Air Command and Staff College, Maxwell AFB, Montgomery, AL
Retired Navy Commander, over twenty years' experience as an Aviation Intelligence Officer
Master Training Specialist

MICHAEL E. KENNEDY

AT&T Government Solutions

Qualifications

- Experience working with multi-disciplinary teams of business and technical managers.
- Experience in launching mass market, technology products
- Knowledge of Internet security methods, analysis and threat mitigation strategies
- Working knowledge of Layer 3 networking and a working knowledge of enhanced computer skills e.g. Microsoft Visio, PowerPoint, AutoCAD
- ACD/PBX Skills in NORTEL M1 Engineering and Provisioning
- Skilled in Engineering with specific training in microprocessors and fiber optics interfacing
- LAN, WAN and PC-LAN design and implementations
- Experienced with inventory and repair of MIS (PCs and PC-LAN) assets
- Demonstrated leadership abilities in previous and current job assignments, training and supervising other technical personnel up to Director Level on CAD/CAE/CADD
- Effective troubleshooter and capacity to find creative solutions to technical problems

Work History

January 2016 – Present AT&T Government Solutions: Chief Architect, USN 9-1-1-RMS

As Chief Architect for the US Navy 9-1-1 Routing and Management Service (9-1-1-RMS) project, ultimately responsible for the overall architectural design and deployment of an enterprise Next Generation 9-1-1 emergency dispatch system for all Navy Regions in the Continental United States and the US Territory of Guam and Navy Region Hawaii. As the lead for the project engineering team, directed an experienced engineering staff in determining exacting IT specifications associated with this cutting edge solution for the Department of Defense. Utilized substantial, in-depth knowledge of AT&T infrastructure, support systems, vendor capabilities, and actual detailed technical specifications regarding every component utilized in this deployment. Further, acted as the primary engineering and technical liaison with US Navy operational and project lead personnel, and essentially leveraged decades of expertise in this arena to pull together and operationalize a cloud-based service never before executed on this enterprise scale. Also responsible for total system operations, new implementations, and future application stability. Responsible for subordinate training and development. Responsible to provide guidance to the customer and provide input into their decision making processes. Critical responsibility to oversee and ensure platform adherence to Information Assurance security policies and practices. Worked hand in glove with the project Program Manager as well as senior company management to validate the continuing success of the project.

June 1999 – December 2015 AT&T Public Safety Solutions, 50-State: Associate Director, E9-1-1 & GETS Product Manager

Responsible for working with the appropriate internal & external resources to create, design, develop, deploy & manage Public Safety e9-1-1, based on Public Safety Customer needs; Accountable as the Public Safety e9-1-1 Offer/Product strategist to oversee Public Safety e9-1-1 market opportunities including the identification of Public Safety e9-1-1 Market sizing; Public Safety Customers Advocate - understanding Public Safety Customer specific market needs, developing market service descriptions and associated documentation including being accountable for Public Safety e9-1-1 "Learn, Buy, Get, Use, Pay, Support" (LBGUPS) Customer experience; and working with responsible organizations to ensure adherence to Customer experience expectations; External Partnership identification, negotiation & development in support of Public Safety e9-1-1;Management of Business Case process related to the implementation of Public Safety e9-1-1 to meet Customer need; Oversees program, including execution and budget oversight; Develops and maintains dashboards to monitor the status of the Public Safety e9-1-1 business, together with the Sales Operations team

December 1993 - 1999 Pacific Bell 9-1-1 Emergency Services, Concord, CA: Senior Engineer

9-1-1 Senior Engineer with Pacific Bell. Responsible for successful, design, implementation and trouble-shooting of statewide 9-1-1 projects. Successfully design and implemented a Frame-Relay network, for the Automatic Location Identification (ALI) system for 9-1-1, consisting of 400 remote locations to multiple host locations. Further responsibilities include the designing and supporting the Embedded Base 9-1-1 CPE equipment, including ACD, KTS and 9-1-1 Controllers. Designing as well as supporting the Sales, Implementation and Maintenance of new 9-1-1 Network Elements, including the use of Routers, Hubs and Cabling systems. Evaluations of new products and provide internal organizational support. Supervision of four direct reports.

Specialized Training:

Completed M1 programming and operation training
Completed OC-48 Node Operations
Completed 60 hours in Novell 3.11 Network Administration and Technical Support
Completed 40 hours in Banyan 4.1 Network Administration

MALISSA HENDERSON
AT&T Government Solutions

Qualifications

- Subject Matter Expert in complex IT, Telecom & Telephony Technologies environments
- Excellent Leadership skills bringing Technology Teams to together to meet complex Business challenges
- Specializes in 9-1-1 call delivery and treatment in government environments
- Extensive experience in large, Production and Enterprise Environments
- Proven ability to manage multiple tasks and projects concurrently
- Comprehensive knowledge and understanding in the design and implementation of Automated Call Distribution (ACD) and voice application environments
- A wide range of technical experience and keen attention to detail facilitates the ability to focus technology capabilities to solve Business Challenges
- Local and Regionalized 9-1-1 Dispatch Center integration and deployment.
- ATT and microData XT9-1-1 software, telephony and telco technologies
- Multiple PBX platform Administration and Maintenance in Enterprise Environments; Nortel 61C/81C, Avaya s8300/s8720/G3R/G3S/Legacy/Partner, Aspect and Mitel
- Cisco Call Manager/Unified Communications Manager 4.X/6.1

Work History

July 2014 – Present AT&T Government Solutions: Configuration Specialist / Telephony Engineer

Currently serving as the technical Subject Matter Expert for US Navy 9-1-1 telecom equipment configuration and integration. Work with US Navy to design custom configurations for Navy 9-1-1 Answering Points and Dispatch Centers. Coordinate and execute base migrations to new 9-1-1 platforms, upgrades and feature enhancements. Install, Test and Turn up of network and customer equipment and implement PRI and SS7 Trunking for the US Navy 9-1-1 platform. Create and execute PITCO, SOVT, and a variety of other required test plans. Provide technical support, troubleshooting and resolution of trouble tickets generated by USN and internal A&T entities. Maintain Technical Documentation, facilitate technical schedules, construct customer documentation used for reference and training and work with US Navy to establish best practices and steam line support.

July 2010 – May 2014 COLSA: Senior Engineer

Contractor for United States Navy (USN): Provide support for the regionalization of USN Emergency Services. Technical Project Lead for USN SE Region OTH (Over the Horizon) Project. Planning, design and integration of dialed 9-1-1 Emergency Services from three SE region Bases to the RDC (Regional Dispatch Center). More recently a Technical Lead for the USN 9-1-1-RMS CONUS

project. Providing Technical expertise as a SME for Telecom and Telephony related configuration builds, changes and trouble resolution, based on RDC requirements. Work with other USN Projects (NEMAP, MIDLANT RDC, NERMS) to ensure smooth 9-1-1 and Emergency Service integration. Provide support to USN in troubleshooting and resolution of trouble tickets generated by USN sites. Provide support for software change review and upgrades. Work closely with ATT and the Public Safety Community throughout the Continental United States to establish continuity of support and emergency services for the USN. Provide programming changes and upgrade support of Avaya G3 and 8xxx and Nortel M1 series phone switches. Assist with the collection, organization and verification of USN Phone Number ranges.

April 2009 – January 2010 Daycon Systems, Inc.: Technical Project Manager

Project Manager for customer projects from large Avaya ECG / Enterprise Solutions, modular type expansions, full system upgrades and new system installs, partner systems, dialer and reporting systems. Plan, direct, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed time frame and budget parameters.

September 2007 – January 2009 TeleTech Services Corporation: Telecom Engineer

Provided management, leadership, cross training and mentoring for team of support specialists from all technical disciplines supporting the company's internal NOC. The GCC (Global Control Center) Team provides support for all voice, data, server operations, PBX, telecom and telephony issues. Infrastructure contains 23 PBX supporting call centers 7/24 in over 49 locations worldwide. Work directly with communication carriers to install and implement new services as well as work to resolve any telecom issues both with internal and with external customers.

Systems Supported: PBX; Nortel 81C, Nortel Succession, Avaya G3r and 8700 series PBX, Nortel Symposium, Avaya CMS, Cisco CallManager/Unified Communications Manager 4.X/6.1, CTI, IVR, Cisco UCCE including ICM components, Cisco AS5400, various Cisco switching equipment, multiple telecom MUX equipment and Cisco ONS.

August 2005 – September 2007 Newgan Results Corporation: System Analyst

Responsible for Telecom and Telephony related technologies at local site as it pertains to the smooth and efficient operations of a 450+ seat, 7/24 Call Center. Call Center supported three PBX platforms, including IVR, servicing multiple additional sites and two full time onsite Milita/Davox Dialers processing over 80,000 calls a day. I supported all systems both remote and onsite.
Systems Supported: PBX; Nortel 81C, Nortel Succession, Avaya s8720, Avaya G3r, Avaya CMS, Aspect Call Center, IVR, Audix Voicemail, Meridian Mail, Nortel Symposium Server, Melita/Davox Dialers, Nice Recording Servers and equipment, Cisco switching equipment, Cisco ONS, Multiple MUX equipment, ADTRAN, ADC, Multitech, KVM, Serial Server and more.

Specialized Training and Certifications:

Cisco Introduction to Networking – CCNA Part I - received certification

Cisco Routing Protocols and Concepts – CCNA Part 2 –received certification

Cisco LAN Switching and Wireless – CCNA Part 3 –received certification

Nortel Symposium Call Center Server Administration, Installation and Maintenance

Nortel Symposium Call Center Client Administration and Management

Nortel Symposium Call Center Server Scripting I and Scripting II

Nortel Symposium Real-Time and Historical Statistics

Nortel PBX System Engineering and Nortel VoIP Technology

Nortel PBX Add, Moves and Changes / Database Administration / Nortel Meridian Mail Voicemail System

Internetworking – Microsoft TCP/IP

Cisco Certified Network Engineer (CCNE) / Cisco Certified Voice Professional (CCVP)

Cisco CallManager / Cisco Unified Communication Manager v 4.x / 6.x (CIPT1)

Cisco Unified Contact Center Enterprise (Unified CCE) with Cisco Voice Portal (CVP) w/ ICM 7.2 Voice Component

Avaya PBX Administration, Maintenance and Installation

Davox Dialer / Noble Dialer Implementation and Maintenance

CTI Implementation & Maintenance – Upstream & CT Connect & Custom applications

IVR Technologies – Open IVR, Paraphonics, Custom IVR & HDX Solutions

ISDN, PRI and T1 carrier /Switched or Local T1 /Multi /DS3 and OCX – Carrier Management

MUX/DAC/DNX/ONS Administrative Switching

Network Protocols and Administration

DAN WORLEY JR.
AT&T Government Solutions

Qualifications

- Knowledge of Layer 3 networking.
- Advanced knowledge of Layer 1 hardware installations.
- Competent to advanced skills in Microsoft Visio, PowerPoint, Excel, AutoCAD.
- Extensive Engineering of 9-1-1 call taking systems across the country.
- Experience with site pre planning and preparation which includes all of the environmental and physical requirements to successfully implement a 9-1-1 system.
- LAN, WAN and PC-LAN design and implementations
- Demonstrated Interpersonal abilities throughout all current and past positions encompassing 38 years with AT&T.
- Training and advising other technical personnel.
- Advanced Troubleshooting and analytical skills
- IT support for multilevel organizations.
- Creation of Engineering documentation and detailed drawings which are used during the installation and maintenance of 9-1-1 systems.
- Demonstrated ability do design procedures to replace aging equipment in live data centers and PSAPs without taking them off line

Specialized Training and Certifications:

- FCC Commercial Radio Operator License.
- Advanced electrical grounding and bonding, including isolated ground windows.
- US Navy Schools Advanced Electronics theory.
- Microsoft windows for workstations
- Microsoft windows for servers.
- Microsoft domains including backup strategies, Group policy creation and management.
- Nortel M1 training.
- 9-1-1 system design and support.
- AutoCAD
- 9-1-1 LIFE LINE 100 AND IAP PLUS - LL
- 9-1-1 MAARS-LL
- 9-1-1 VESTA PALLAS I&M - LL
- 9-1-1/Power 9-1-1-Power MAP-Power MIS-LL
- AVPN Diversity Certification Training
- BASIC INSTALLATION - NETWORK
- BASIC POWER COURSE WITH HANDS-ON
- BASIC STATION PROTECTION

Attachment 4

- BASICS OF TELEPHONE SYSTEMS OPERATIONS
- CENTRAL OFFICE GROUNDING - INSTALLATION / MAINTENANC
- CISCO FOUNDATION - LL
- CLEARANCES FOR AERIAL PLANT (GENERAL ORDER 95)
- ELEVATED VOLTAGE SAFETY FOR POWER TECHNICIAN
- Ethernet Basics
- Ethernet Bridging
- Ethernet VLANs
- GLENAYRE GL3000 PAGING TERMINAL
- Interconnecting IP Networks
- IP Basics
- IP Routing
- GLENAYRE SERIES PAGING TRANSMITTERS
- POSITRON VIPER INSTALLATION AND MAINT
- POWER FUNDAMENTALS FOR AT&T
- Protecting the Connectivity
- Protecting the Endpoints
- PRINCIPLES OF DIGITAL TECHNOLOGY
- QoS in IP Networks
- Security Layers and Defense in Depth
- Security Operation and Risk Management
- TCP and Transport Layer Protocols

Work History

June 1999 – Present AT&T Government Solutions: Project Manager, Senior Specialist

Senior Engineer for the national US Navy 9-1-1 project starting with the initial regionalization of the Navy Southwest in 2010. 38 years with AT&T which encompasses 16 years in the 9-1-1 field, 2 years IT support and 19 years as a field component level radio technician.

- Detailed equipment lists for design
- System drawings including equipment rack layouts, flow diagrams and high level, system interconnectivity drawings utilizing AutoCAD and Visio
- Tier 2 implementation support for AT&T field teams
- Pre-fielding of customer sites prior to upgrades on existing E9-1-1 equipment
- Pre-fielding of customer sites for new PSAP installations
- Provide technical advice as needed and communicate project designs to other team members, while resolving design issues and developing strategies to make ongoing improvements which support system flexibility and performance
- Research of new technologies which add value to existing processes and fill custom needs

Oct 1980 - Aug 1999 Pacific Bell: Systems Technician

Worked with the Emergency Communications group at the EOC in Sacramento participating in drills and communications protocols.

- PC hardware and software support for the California Central Valley radio group
- All radio repair and installation activity covering a large geographical area. Some sites were 140 miles from the Home area
- Backup and support radio tech for Central California Lead technician for a statewide digital paging system dealing with software upgrades, technical support, repair and personnel training. This required coordinated teaming with members of other work groups
- Microwave radio backup technician. Training of new members of the California Central Valley radio team

RICHARD A. CALDWELL
AT&T Government Solutions

Qualifications

Experience leading national 9-1-1 Project and Service Management teams, managing 9-1-1 IT Application and database services.

- Knowledge of 9-1-1 database services e.g. ALI, MSAG, SOI, ESN, Wireless/VoIP/Landline
- Working knowledge of Layer 3 networking and a working knowledge of enhanced computer skills e.g. Microsoft Visio, PowerPoint, Excel, SQL
- Skilled in SS7 network, 9-1-1 trunk design, ordering, test and turn up for 9-1-1 services
- Experienced with implementing NG9-1-1 solutions nationwide (e.g., ESInet)
- Demonstrated leadership abilities in previous job assignments as Acting Director over the AT&T National 9-1-1 Database, Project and Service management teams
- Led IT design team to standardize 9-1-1 data exchange between AT&T and other carriers

Work History

September 2018 – Present AT&T Government Solutions, Senior Specialist

Providing project management support for the US Navy 9-1-1 RMS system, specializing in 9-1-1 SS7 network design, ordering, test and turn up. Also leading the effort to create a new Interconnection Agreement between AT&T and Hawaiian Telephone to support delivery of 9-1-1 calls from the Navy bases over the 9-1-1 network.

July 2011 – February 2018 AT&T Global Project Management Indianapolis, IN: Associate Director
Led a national team of 12 direct reports and 3 indirect reports overseeing 9-1-1 project and service management for AT&T in the United States. Projects including US Navy RMS9-1-1, several AT&T ESInet projects, large complex hosted call handling solutions in addition to providing project management for hundreds of 9-1-1 CPE projects. Retired from AT&T February 2018

June 2000 – June 2011 Ameritech/SBC/AT&T 9-1-1 Database: IT Services Associate Director

Led a team of 6 direct reports and 10 indirect reports overseeing the 9-1-1 database and IT services, including order and error processing of SOI files, updates from 9-1-1 DBMS to ALI systems supporting SBC Midwest. Oversaw several hardware consolidations and migrations for 9-1-1 systems moving 9-1-1 hardware and network to strategic SBC datacenters. Primary vendor management with SCC/Intrado including contract negotiations and overseeing of contract implementation.
December 1986 – June 2000 Indiana Bell/Ameritech: 9-1-1 IT Application Designer

Responsible for developing and programming the interface for carriers to deliver their 9-1-1 customer data to AT&T for 9-1-1 database updates. In addition, key member of the management team tasked with overseeing the transition of AT&T 9-1-1 database services from a state wide, stand-alone solution to a regional 9-1-1 database supporting AT&T Midwest.

VANCE MICHAEL NEIDEFFER
AT&T Government Solutions

Work History

1997 to Present AT&T/Pacific Bell: E-9-1-1 Technical Design Consultant

- Technical Design Consultant to California Statewide E9-1-1 Sales team in negotiating, designing, engineering and implementing over 200 Public Safety Answer Points (PSAPs) throughout California and Nevada
- Interface with internal AT&T support organizations such as 9-1-1 Engineering, 9-1-1 Product Management, 9-1-1 Project Management and a multitude of other AT&T organizations for the installation of SS7 trunks, AVPN, PRI-ISDN, Ethernet and other type circuits/services.
- The "Brain Child" technical designer for the following NextGen 9-1-1 projects:

– NextGen 9-1-1 system (9-1-1-RMS) for U.S. Navy, CONUS, Guam, Hawaii. Design the entire US-Navy Emergency call operation to appear as one singular 9-1-1 system nationwide.
  – Pasadena Regional Integrated Next Generation (RING) NextGen 9-1-1 Project. Integrate 21 Public Safety agencies within Los Angeles County. One of the U.S. most densely populated areas, using multiple 9-1-1 Legacy Routers routing thousands of calls per day, into an integrated NextGen network.

1991 to 1997 USAA Insurance: Telecommunication Analyst

- Responsible for planning, designing, organizing, troubleshooting and controlling telecommunications operations of the western regional office with approximately 1,200 users; operating in a large call center environment.
- Designed network, ACD, and voicemail trunk/line routing for optimal utilization. Using AT&T Megacom 800 and (SDN) Software Defined Network services. Responsible for wide area network (WAN) and associated hardware, which included multiple DS3 fiber optic access feeds for diversification, channelized for voice PRI ISDN service, as well as, point to point T1 and Frame Relay, and early users of AVPN services
- Systems included Lucent Technologies G3r PBX, Call Management System (CMS), Conversant, and Voicemail systems.

Specialized Training:
Nortel Meridian 61/81 and associated ACD peripheral equipment
Avaya G3R/8000 series Call Processors and associated ACD peripheral Equipment
Comtech xSwitch NextGen 9-1-1 ESInet/ Call Processing platform
West/Intrado Power9-1-1 Call Processing platform
Airbus Vesta 9-1-1 Call Processing platform
Microsoft Visio, Office Suite

Education:

1992 to 1994 - Golden Gate University
Master of Business Administration
Telecommunications Management

1987 to 1991 - Golden Gate University
Bachelor of Science
Telecommunication Management

1981 to 1984 - Chabot Community College
Associate of Arts
Electronics Engineering

Addenda

AT&T's Department of Defense-mandated, formal past performance references which follow assess the company's execution activities on four recent Next Generation 9-1-1 projects for the US Navy:

09/01/17 – 08/31/18 Sustainment Activities for the 9-1-1-RMS in all CONUS-based Navy Regions, as well as Joint Region Marianas (Guam).

11/30/16 – 11/29/17 Deployment of the US Navy 9-1-1-RMS infrastructure and service in Joint Region Marianas (Guam), at both Naval Base Guam and Andersen Air Force Base.

01/01/16 – 12/31/16 Technical Refresh Activities regarding the 9-1-1-RMS in Navy Region Mid-Atlantic and Naval District Washington.

09/01/16 – 04/30/17 Sustainment Activities for the 9-1-1-RMS in all CONUS-based Navy Regions.

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

Non-systems

FOR OFFICIAL USE ONLY

Name/Address of Contractor:

Company Name: AT&T GOVERNMENT SOLUTIONS, INC.
Division Name:
Street Address: 1900 GALLOWS RD STE 105
City: VIENNA
State/Province: VA Zip Code: 221823865
Country: USA
CAGE Code:
DUNS Number: 009683442
PSC: D304 NAICS Code: 517110

Evaluation Type: Interim
Contract Percent Complete:
Period of Performance Being Assessed: 09/01/2017 - 08/31/2018
Contract Number: N6600117C0295 **Business Sector & Sub-Sector:** Non-systems - Telecommunications
Contracting Office: SPACE AND NAVAL WARFARE SYSTEMS **Contracting Officer:** LCDR DAVID F. ODOM **Phone Number:** 619-553-1513
Location of Work:
Award Date: 08/29/2017 **Effective Date:** 09/01/2017
Completion Date: 08/31/2022 **Estimated/Actual Completion Date:**
Total Dollar Value: $39,509,591 **Current Contract Dollar Value:** $6,825,205
Complexity: Medium **Termination Type:** None
Competition Type: Not Competed **Contract Type:** Firm Fixed Price
Key Subcontractors and Effort Performed:
Project Number: N6600117C0295

Project Title:
Enterprise 9-1-1-RMS Sustainment

Contract Effort Description:
This is a performance-based services acquisition contract to provide continuation of services and sustainment of the enterprise US Navy 9-1-1 Routing and Management Service (9-1-1-RMS), deployed throughout the Continental United States (CONUS) Commander Navy Region Hawaii (CNHR) and Commander Joint Region Marianas (CJRM). CONUS is comprised of Commander Navy Region Southeast (CNRSE), Commander Navy Region Southwest (CNRSW), Commander Navy Region Northwest (CNRNW), Commandant Naval District Washington (CNDW), and Commander Navy Region Mid-Atlantic (CNRMA). The vendor services shall provide and maintain infrastructure supporting Next Generation 9-1-1 capabilities for all Navy deployments of 9-1-1-RMS and its service offerings.

Small Business Subcontracting:
Does this contract include a subcontracting plan? No
Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

Evaluation Areas	Past Rating	Rating
Quality:	N/A	Exceptional
Schedule:	N/A	Very Good
Cost Control:	N/A	N/A
Management:	N/A	Satisfactory
Small Business Subcontracting:	N/A	Satisfactory
Regulatory Compliance:	N/A	Satisfactory

Other Areas:
(1): N/A
(2): N/A
(3): N/A

Variance (Contract to Date):
Current Cost Variance (%): Variance at Completion (%):
Current Schedule Variance (%):

Assessing Official Comments:
QUALITY: The Contractor's performance met or exceeded the specifications of the 9-1-1 Routing and Management Service (9-1-1-RMS) sustainment contract efficiently. The Contractor performed in a professional manner and with competent technical expertise throughout this evaluation period. There were no enterprise-level service interruptions during this reporting period.
Hurricane Harvey and Hurricane Irma – During this reporting period, two significant weather events (Hurricane Harvey and Hurricane Irma) impacted large portions of the Continental United States. The Contractor undertook comprehensive pre-emptive actions, including heightened network/systems monitoring, and early vendor notification regarding potential emergency field dispatch. As a result, no substantive weather related services interruptions occurred.
Enterprise Bi-Annual Refresher Training – The Contractor coordinated with multiple Regional Dispatch points of contacts to schedule and execute 9-1-1-RMS Bi-Annual Refresher Training during this reporting period. In addition to formal classroom training, the Contractor's Trainer devoted additional time for questions from individual dispatchers, as well as provided basic instruction outside the norm of standard refresher training. In addition, the Contractor displayed extreme flexibility and exceptional subject matter expertise while accommodating different shift schedules for the trainees. Feedback from the Regions, including both managers and dispatchers, indicated the training was very well received.
Transition of LDC's to CNRMA – During this reporting period, the Contractor successfully transitioned CNRMW Great Lakes and Norfolk Naval Shipyard (NNSY) to the CNRMA Regional Dispatch Center. All LDC+ equipment at CNRMA Great Lakes was removed in a timely manner, and all transition activities were closely coordinated with the CNRMA RDC. As a result, both evolutions were executed in a timely and error-free fashion.

Signaling System 7 (SS7) Migration – Working in close cooperation with the Navy Program Office, the Contractor continued to facilitate the migration to SS7's in both the CNRMA and CNDW Regions (SS7 Provisioning enables ESN routing). This process between different Local Exchange Carriers has been challenging from inception, but Contractor SME efforts have kept the effort progressing, despite being faced with the myriad issues not within the Contractor's control.
Site Visits – During this reporting period, the Contractor conducted multiple ad hoc Region visits to address enterprise challenges, as necessary. For example, the Contractor traveled to CNRNW to meet with onsite POCs to discuss the MOU/MOAs for Whidbey Island and Everett, since execution was required to move forward with SS7/ESN routing in that Region. While on site, the Contractor's SMEs also addressed additional questions from Region personnel, including review of the overall 9-1-1-RMS platform call routing configuration (admin, cell phone, and landlines) so that the supervisors could better understand call routing dynamics and were better informed when meeting with municipal and state entities.
Emergency Services Number (ESN) Routing – Two scenarios occurred during this reporting period where ESN assignment by base either changed without the Contractor's knowledge or the number ranges that fell into an ESN were removed unilaterally. In both cases, the Contractor dedicated substantial efforts to resolve the problems those actions created, even though resolution technically fell outside of the Contractor's cognizance or contractual responsibility. For example, one issue involved assigning all numbers on base to the same address (Base Pass and ID Office). That address could not be verified by the Selective Router and, therefore, default-routed to another address in the MSAG. This action caused the database to change the ESN based on the new default address, which the Contractor eventually discovered and resolved.
9-1-1-RMS Infrastructure Refresh – The Contractor successfully and fully executed a hardware refresh at CNRSE. CNRSE was the first region where 9-1-1-RMS was deployed. This effort included replacing back room equipment, as well as all equipment on the dispatch floor. In order to accomplish this activity, the Contractor provided onsite 9-1-1-RMS service team technical support in addition to the field technicians that regularly dispatched to the location. This tech refresh was executed in a timely manner, did not affect the operations of the Regional Dispatch Center, and was not service impacting. The trouble ticket summary for this review period consisted of a total of 418 tickets, with total call volume enterprise-wide greater the 750,000.

Trouble ticket details include:
- 17% Audio Issues (Loose Wires, User Error, etc.)
- 10% xT9-1-1 Issues (Problems w/ Contact Lists, Permissions, etc.)
- 9% Planned Work (Tickets created for updates, etc.)
- 9% Unable to receive and answer calls (Service affecting only for certain positions, not the entire RDC)
- 6% Password resets (on xT9-1-1 application or Microsoft)
- 5% Alarms (Monitored by ComTech)
- 5% Gateway and Groomer Issues
- 3% Recording System Down (Long Term Voice Recorder [not part of 9-1-1-RMS], Call History Recorder, IRR)
- 2% USB Connection Issues (Mouse, KVM, Keyboard)
- 2% Robo Dialers or Ghost Calls

- The remaining 32% of the tickets were "one off" or anomalous situations, including monitor failures, UPS replacements, etc.

SCHEDULE: The Contractor successfully met their sustainment schedules for seven (7) Navy Regions: CNRSE, CNRNW, CNRSW, CNRMW, CNDW, CJRM and CNRMA. The Contractor provided weekly progress reports, action items updates, and continues to collaborate with the SPAWAR team to address and resolve all trouble tickets within each of these regions. The Contractor maintains an active trouble ticket listing and processes tickets in a logical and timely manner. Weekly updates are provided to the government. Tickets are upgraded to higher levels of engineering review as necessary and the Contractor provides additional assets, when necessary, to resolve tickets. The Contractor also provided detailed accomplishments, milestone, achieved critical path items, travel, and anticipated work.
The Contractor's Information Assurance process resides outside of the formal Risk Management Framework government process yet continues to be a cornerstone of the 9-1-1 service and continues to shine and be an example for other service related offerings to follow. Remote enterprise scanning occurs on a regular, monthly schedule, which includes vulnerability mitigation, MS Windows updates, and associated field service dispatch support personnel onsite to personally shepherd each scanning/update evolution. This regular process greatly benefits the Government because it enables the Contractor to provide a secure system in support of critical system requirements on schedule.

COST CONTROL: Firm Fixed Price contract - no rating required for FFP.
Hiring and dispatch practices, along with strategic location of personnel, have reduced the overall travel requirements, and continuous remote monitoring of systems and quick resolution of problems have reduced the need for sending technicians onsite, both resulting in the reduced use of travel funds. The Contractor was able to return to the Government over $77,000 in travel funds (approximately 35% of total allocated) at the end of the fiscal year because of its efforts to maximize the expenditure of funds to address multiple service requirements simultaneously.
Resource leveling – The Contractor adhered to sound management principles in striving to efficiently use and save contract funding. Because the Contractor has a geographically dispersed workforce, it was able to provide on-site support to all Navy installations either through local dispatch technicians or, program office personnel when conditions warranted.

MANAGEMENT: The Contractor routinely provided efficient, high-level technical expertise to support the contract. Additionally, the Contractor retained knowledgeable subcontractors whose qualifications met or exceeded the government's years of experience requirement. The Prime Contractor and subcontractors contributed competent work and were instrumental in overcoming challenges, especially those associated with Navy Base Communication Telephony and Emergency Management personnel in the CNRMA. The management team is responsive and always available for discussions/meetings. They responded to all inquiries and action items immediately. The Contractor managed their technicians and Subject Matter Experts to provide full resolution of reported service issues, most notably associated with CNDW and CNRMA.

SMALL BUSINESS SUBCONTRACTING: AT&T submitted and Government accepted a Commercial Plan.

REGULATORY COMPLIANCE: There are no known instances of non-compliance with terms and conditions of the contract relating to applicable regulations and codes.
ADDITIONAL/OTHER: AT&T met all contract requirements during the subject period of report.
RECOMMENDATION: Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.

Name and Title of Assessing Official:
Name: DAVID ODOM
Title: Contracting Officer
Organization: SPAWAR Systems Center Pacific
Phone Number: 619-553-1513 Email Address: david.f.odom1@navy.mil
Date: 10/15/2018

Contractor Comments:
ADDITIONAL/OTHER: Contractor agrees with the ratings assigned.
CONCURRENCE: I concur with this evaluation.

Name and Title of Contractor Representative:
Name: KIU POWER
Title: Sr. Contracts Manager
Phone Number: 703-462-4157 Email Address: kiu.power@att.com
Date: 10/19/2018

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)
INCOMPLETE-RATED **Non-systems**
FOR OFFICIAL USE ONLY
Name/Address of Contractor:
Company Name: AT&T GOVERNMENT SOLUTIONS, INC.
Division Name:
Street Address: 1900 GALLOWS RD STE 105
City: VIENNA
State/Province: VA Zip Code: 221823865
Country: USA
CAGE Code:
DUNS Number: 009683442
PSC: D304 NAICS Code: 517110
Evaluation Type: Final
Contract Percent Complete: 100
Period of Performance Being Assessed: 11/30/2016 - 11/29/2017
Contract Number: N6600116C0264 **Business Sector & Sub-Sector:** Non-systems - Telecommunications
Contracting Office: SPACE AND NAVAL WARFARE SYSTEMS **Contracting Officer:** JEREMY SHULL **Phone Number:** (619) 553-4482
Location of Work:
Award Date: 12/02/2015 **Effective Date:** 12/01/2015
Completion Date: 11/30/2017 **Estimated/Actual Completion Date:** 11/29/2017
Total Dollar Value: $7,350,544 **Current Contract Dollar Value:** $3,675,961
Complexity: Medium **Termination Type:** None
Competition Type: Not Competed **Contract Type:** Firm Fixed Price
Key Subcontractors and Effort Performed:
Project Number: N6600116C0264

Project Title: 9-1-1-RMS TECH REFSH HI-GUAM

Contract Effort Description:
This is a performance-based services acquisition contract to provide delivery of 9-1-1 Routing and Management Service (9-1-1-RMS) to United States Navy and joint bases for the Regional Dispatch Center (RDC) in Command Navy Region Hawaii (CNRH) and Command Joint Region Marianas (CJRM). The Government will receive 9-1-1 services to CNRH and CJRM, including emergency and non-emergency call routing, call-handling, and call management to augment 9-1-1 call-taking capabilities and failover. Note: HAWAII options were never executed.

Small Business Subcontracting:
Does this contract include a subcontracting plan? Yes
Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): 03/31/2016

Evaluation Areas	Past Rating	Rating

Quality:	Exceptional	Exceptional
Schedule:	Exceptional	Very Good
Cost Control:	N/A	N/A
Management:	Very Good	Exceptional
Small Business Subcontracting:	N/A	Satisfactory
Regulatory Compliance:	Satisfactory	Satisfactory

Other Areas:
(1): N/A
(2): N/A
(3): N/A

Variance (Contract to Date):
Current Cost Variance (%): Variance at Completion (%):
Current Schedule Variance (%):

Assessing Official Comments:

QUALITY: Contractor performance exceeded the requirements of the US Navy 9-1-1 Routing and Management Service (9-1-1-RMS) for Commander, Joint Region Marianas (CJRM) Deployment and Sustainment Contract. The Contractor demonstrated very high levels of professionalism, technical competency, and expertise throughout this evaluation period, especially in the area of telephony technical support. The Government benefitted from the contractor's proactive efforts to lead the planning and coordination of sustainment activities for the 9-1-1-RMS enterprise on Guam. The Government benefitted from the contractor's knowledge, experience, and proactive efforts to act as the de facto coordinator among multiple organizations and points of contact within the Region (BCO, PWD, LEC, etc.) to support the sustainment activities associated with the new RDC and LDC. Post-successful cutover, contractor diligently worked with Andersen Air Force Base (AAFB) Communications personnel to accommodate their specific call routing configuration requests. AAFB requirements fell outside of contractor's standard construct and required substantial additional effort and coordination to effect. Contractor effectively coordinated this activity with USAF local Security, Regional Dispatch Center managers, and Local Exchange Carrier (LEC) GTA-Teleguam and successfully accomplished before the team's departure after SOVT completion. Contractor coordinates required interaction with Government of Guam Emergency Management points of contact, facilitating operational interaction specifically associated with dispatch responsibilities. Contractor orchestrated cooperative discussions with affected DoD and GovGuam entities to ensure the continued efficient operation of the 9-1-1-RMS enterprise on island.

SCHEDULE: The contractor has made multiple accommodations in terms of the overall cutover project schedule. This involved numerous additional unplanned trips to CJRM. Post-cutover, these accommodations benefitted the Government by laying the foundation for a close professional relationships with Region telephony personnel which ensured continued high operational availability of the 9-1-1-RMS. Simply stated, the contractor is able to deliver its services on time and on schedule, despite CJRM's remote location relative to CONUS. Contractor remains flexible and regularly compensates for the time zone difference and the physical distance

to Guam in order to provide support to both the RDC and LDC on the island. AT&T maintains an effective Field Service Organization in Guam, which enables timely and effective on-site support dispatch capability to both bases where the 9-1-1-RMS in deployed. Hardware (switch) upgrades to the 9-1-1-RMS infrastructure have been transparent to the Government end users of the system, with no interruption of service. IA scans are conducted monthly along with any needed mitigation of findings. CJRM trouble ticket resolution remains a high priority with contractor, and program management personnel have gone to great lengths to ensure a senior contractor telephony engineer is personally assigned to address and remediate all reported system issues. All CDRLs delivered complete and on time.

COST CONTROL: Firm Fixed Price contract - no rating required for FFP. Contractor has adhered to original cost proposal services quote through the contract extension period despite a significant increase in associated vendor quote for same.

MANAGEMENT: After the Region cutover activities were complete, Andersen Air Force Base management requested a substantial call routing configuration modification. This request represented a significant change from the original approved set-up for the Fire and Security administrative, which were subsequently placed into separate queues. Contractor successfully executed this action in January 2017, in close communication with Region personnel, who were often challenging partners throughout the entire process.
In February 2017, Local Exchange Carrier (LEC), GTA, experienced multiple power outages that directly and adversely impacted telephony trunks transporting CJRM (both Navy and Air Force) calls. These outages impacted the Regional Dispatch Center and Local Dispatch Center, and required both on-site AT&T personnel in Guam and CONUS-based remote troubleshooting to resolve. Contractor remained committed to the resolution process, even though it was clear early during the event the problem originated with the LEC and not AT&T or the 9-1-1-RMS. Contractor's dedication to working with all affected entities on-island directly resulted in a more expeditious, as well as successful troubleshooting effort and restoration of service to both affected bases. Contractor supported Navy 9-1-1-RMS Program Office pre-deployment activities for Navy Region Hawaii by supplying system information for Region leadership briefs, by reviewing current Navy 9-1-1 system equipment infrastructure capabilities to enable a side-by-side comparison with 9-1-1-RMS, by accommodating a potential deployment schedule project plan change which would necessitate a sequential RDC installation, and by revising engineering schematics to reflect updated technical requirements provided by the Government. These efforts supported the Navy PMO's efforts to socialize the 9-1-1-RMS with the Region in anticipation of funding approval and contract award.

SMALL BUSINESS SUBCONTRACTING: AT&T submitted and Government accepted a Commercial Plan.

REGULATORY COMPLIANCE: There are no known instances of non-compliance with terms and conditions of the contract relating to applicable regulations and codes.

RECOMMENDATION:

Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.

Name and Title of Assessing Official:
Name: JEREMY SHULL
Title: Contract Specialist
Organization: SPAWAR SSC Pacific
Phone Number: 619-553-4467 Email Address: jeremy.shull@navy.mil
Date: 01/11/2018

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)
INCOMPLETE-RATED

Non-systems

Name/Address of Contractor:
Company Name: AT&T GOVERNMENT SOLUTIONS, INC.
Division Name: CODE 41180
Street Address: 1900 GALLOWS RD STE 105
City: VIENNA
State/Province: VA Zip Code: 221823865
Country: USA CAGE Code:
DUNS Number: 009683442
PSC: D304 NAICS Code: 517110

Evaluation Type: Final
Contract Percent Complete: 100
Period of Performance Being Assessed: 07/01/2016 - 12/31/2016
Contract Number: N6600114C0055 **Business Sector & Sub-Sector:** Non-systems - Telecommunications
Contracting Office: SPACE AND NAVAL WARFARE SYSTEMS **Contracting Officer:** LYNDA F. HALL **Phone Number:** 619-553-5197 **Location of Work:**
9-1-1 Routing and Management Service location for (9-1-1-RMS) to United States Navy bases as required for the Regional Dispatch Center (RDC) in Command Navy Region Mid-Atlantic (CNRMA) and Naval District Washington (NDW, Command Navy Region Hawaii (CNRH) and Command Joint Region Marianas (CJRM). **Award Date:** 07/02/2014 **Effective Date:** 07/01/2014
Completion Date: 12/31/2016 **Estimated/Actual Completion Date:** 12/31/2016
Total Dollar Value: $2,798,577 **Current Contract Dollar Value:** $2,798,577 **Complexity:** Medium **Termination Type:** None
Competition Type: Not Competed **Contract Type:** Firm Fixed Price **Key Subcontractors and Effort Performed:**
DUNS:
Effort:
DUNS:
Effort:
DUNS:
Effort:

Project Number: N6600114C0055

Project Title: 9-1-1 Routing and Management Service (RMS) Technical Refresh.

Contract Effort Description: This is a performance-based services acquisition contract to provide delivery of 9-1-1 Routing and Management Service (9-1-1-RMS) to United States Navy bases as required for the Regional Dispatch Center (RDC) in Command Navy Region Mid-Atlantic (CNRMA) and Naval District Washington (NDW).

Small Business Utilization:

Does this contract include a subcontracting plan? Yes

Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): 03/31/2016

Evaluation Areas	Past Rating	Rating
Quality:	Exceptional	Exceptional
Schedule:	Exceptional	Exceptional
Cost Control:	N/A	N/A
Management:	Very Good	Very Good
Utilization of Small Business:	Satisfactory	Satisfactory
Regulatory Compliance:	Satisfactory	N/A
Other Areas:		
(1): N/A		
(2): N/A		
(3): N/A		

Variance (Contract to Date): Current Cost Variance (%): Variance at Completion (%): Current Schedule Variance (%):

Assessing Official Comments:

QUALITY: The Contractor performance met or exceeded the specifications of the 9-1-1 Routing and Management Service (9-1-1-RMS) Tech Refresh Contract efficiently. The contractor demonstrated very high levels of professionalism and technical competency and expertise throughout this evaluation period, especially in the area of telephony technical support. All regions are routing 9-1-1 calls across the AT&T 9-1-1-RMS platform to all Navy Regional Dispatch Centers within CONUS at better than 99.999% availability. After literally years of delays within the government, the Navy Region Mid-Atlantic (CNRMA) Regional Dispatch Center (RDC) finally became operational during this reporting period. The delays (more accurately detailed in the Schedule section) were directly related to CNRMA emergency dispatch management personnel decisions, manning levels at the RDC, and the lack of RDC operational experience in the Region. During this entire contract period of performance, AT&T provided significant expertise to the Region in order to ensure all details associated with the stand-up of the new RDC were taken into consideration and professionally addressed. The foundation for a successful RDC cutover required numerous planning and configuration trips to the Region. AT&T project personnel, in concert with the SSC Pacific 9-1-1-RMS Team, acted as the de facto

coordinators among multiple organizations and points of contact within the Region (BCO, PWD, etc.) to support the stand-up of a new RDC. These efforts were essential to the project's success because AT&T is not the Local Exchange Carrier (LEC) for much of the Region and, as a result, had to coordinate with telephony and dispatch entities not normally within the contractor's sphere of influence. The primary result of the previously described extensive involvement, activity, travel, and on-site expertise provided by the Contractor was able to facilitate the successful standup of the new RDC in July. Because of the aforementioned delays, an extraordinary amount of scrutiny existed during the entire go-live evolution, including the in-person presence of CNIC/NAVFAC sponsor personnel during cutover. This significant milestone would not have been achieved had the Contractor not gone above and beyond in terms of supporting the Navy's multiple, challenging stakeholders involved in the evolution. Another example of AT&T's relates to activities that occurred subsequent to the cutover. Working with Region emergency management leadership, AT&T significantly assisted in the creation of an Integrated Master Schedule for the cutover of the Region's LDC's. The Contractor had to expertly balance 9-1-1-RMS sustainment resource requirements against the moving target of the NRMA LDC cutover schedule. Almost immediately after the RDC stand-up, the Region began to experience problems with the RDC Uninterruptible Power Supply (UPS). The issues were so extensive that it soon became apparent the LDC migration schedule would have to be delayed until the UPS situation was rectified. The Contractor, once again, demonstrated exceptional flexibility in accommodating this unforeseen event, and made adjustments to the schedule and their resourcing plan accordingly. In the same vein during this reporting period, the Region installed new crash phones in Norfolk without the knowledge of the SSC Pacific Navy PMO or AT&T. These devices created an entirely new set of problems within the RDC because no integration discussions or testing had occurred prior to installation. The Contractor acted in a very flexible, professional manner when called in to troubleshoot after the fact, and demonstrated an extraordinary amount of dedication to resolving the crash phone issues though they were not consulted, as would be typical, prior to installation.

SCHEDULE: The contractor remained flexible in accommodating revised schedules from the government and Region personnel. The contractor continued to collaborate with the SPAWAR team, maintaining close communications with the Government to address last minute schedule changes. The contractor provided detailed accomplishments, milestones, critical path items achieved, travel, and anticipated work, per contractual requirements. A major issue arose in CNRMA, at no fault of the contractor. The Navy delayed the CNRMA Regional Dispatch Center (RDC) stand-up due to numerous factors, primarily relating to the region's difficulty in preparing for this large shift in operating methodology. Factors such as personnel hiring and Local Dispatch Center (LDC) cut-over were beyond AT&T's control. The overarching NAVFAC CNRMA schedule shifted far to the right, requiring a total of four no-cost extensions to the original 9-1-1-RMS contract period of performance. The contractor exhibited patience and flexibility in response to these Government delays. Of note, AT&T ensured the Government that CNRMA scheduling issues did not affect other ongoing 9-1-1-RMS installations in Guam or any other sustainment or efforts. The contractor continued to meet twice weekly with the Navy PMO and aggressively maintained a Schedule that routinely accommodates changes caused by the complex variables that characterize this project. The working relationship with the Navy PMO and Navy

Regions has instilled a high level of confidence that the company will perform whatever actions are necessary to maintain the high-quality level of service associated with the US Navy 9-1-1-RMS platform. Contractor CDRL deliverables: CDRL A001: Schedules were delivered before the 15th of every month and on time. CDRL A002: Progress Report Schedule was delivered 20 business working days after award and updates every Tuesday before 1700 PDT. CDRL A003: Cut-Over Plan was delivered 15 business working days before scheduled cutover for CNRMA. CDRL A028 Meeting Minutes: The contractor delivered meeting minutes within 3 business days to the Government. CDRL A041 Project Closeout Package: Submitted on 2/20/2017 CDRL A044: Contractor Roster/ Information Assurance Report. AT&T had major roadblocks in providing IA Scans and performing the IA tasks as defined in CDRL A044. AT&T was unable to conduct scans in previous months due to ACAS not being authorized for use on contractor-owned, operated and/or managed networks even though AT&T is providing a service to the government. All instances of ACAS had to be uninstalled. AT&T had to then acquire a new Automated Scanning Tool for Navy 9-1-1. AT&T purchased Retina Network Security Scanning software. Scanning software needed to be loaded on servers and then configurations needed to be set. After installation, software needed to be configured to work with all the different equipment related to Navy 9-1-1. (i.e., workstations, routers, switches, Digi Connects, and Mediant gateways) this took some time as the Retina software engineers needed to make the software work with the credentials of the equipment. Automated scanning continues and last CDRL received on 15 January 2017. This resolution is to the benefit of the Government allowing AT&T to provide a secure system in support of critical requirements on schedule.

COST CONTROL: The only expenditure during this reporting period was the execution of travel funds for NRMA support activities. The Contractor remained well within budget, and demonstrated prudence in executing travel to support NRMA RDC stand up activities. Contractor Level of Effort in support of same was not charged against this contract, since our funding had been exhausted during the original contract period of performance.

MANAGEMENT: The contractor provided and retained qualified personnel and subcontractors that met the government's requirement with many years of experience. The Primary contractor and its subcontractors contributed competent work and were instrumental in overcoming many challenges, especially in the Navy Base Communication/Telephony and Emergency Management environment. The management team is responsive and always available for discussions/meetings. They responded in a timely fashion to all inquiries and action items. The Contractor has done an excellent job managing the efforts of both their remote and on-site technicians, and they consistently provide full resolution of all service-related issues in an expeditious manner. Because the Navy and the Region itself fell behind in achieving key project milestones and were not ready to cutover the RDC within the original contract period of performance, the Contractor exhibited exceptional flexibility in agreeing to four total no-cost contract extensions in order to provide services associated with the RDC "go-live" evolution. Recognizing the challenges the Navy faced and in addition to the inability to commit further funding to the Tech Refresh Contract, AT&T agreed to continue to support the Region's efforts to stand up the new RDC.

UTILIZATION OF SMALL BUSINESS: The contractor submitted and Government accepted a Commercial Plan. There is no reporting directly for any contractor commercial contract, including N66001-14-C-0055.

REGULATORY COMPLIANCE: There are no known instances of non-compliance with terms and conditions of the contract relating to applicable regulations and codes.

RECOMMENDATION: Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.

Title of Assessing Official: Name: JEREMY SHULL
Title: Contract Specialist
Organization: SPAWAR SSC Pacific
Phone Number: 619-553-4467
Email Address: jeremy.shull@navy.mil Date: 02/27/2017

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

Non-systems

FOR OFFICIAL USE ONLY

Name/Address of Contractor:

Company Name: AT&T GOVERNMENT SOLUTIONS, INC.
Division Name: AT&T GOVERNMENT SOLUTIONS, INC.
Street Address: 1900 GALLOWS RD STE 105
City: VIENNA
State/Province: VA Zip Code: 221823865
Country: USA
CAGE Code:
DUNS Number: 009683442
PSC: D304 NAICS Code: 517110

Evaluation Type: Interim
Contract Percent Complete: 95%
Period of Performance Being Assessed: 05/01/2016 - 04/30/2017
Contract Number: N6600114C0056
Business Sector & Sub-Sector: Non-systems - Telecommunications
Contracting Office: SPACE AND NAVAL WARFARE SYSTEMS
Contracting Officer: LYNDA F. HALL **Phone Number:** 619-553-5197
Location of Work: 9-1-1-Routing Management Service Sustainment for six Navy Region sites, Command Navy Regions South East (CNRSE), South West (CNRSW), North West (CNRNW), Mid-West (CNRMW), Naval District Washington DC (NDW), and Mid-Atlantic (CNRMA).
Award Date: 05/01/2014 **Effective Date:**
Completion Date: 05/01/2017 **Estimated/Actual Completion Date:** 07/03/2017
Total Dollar Value: $10,429,395 **Current Contract Dollar Value:** $10,429,395
Complexity: High **Termination Type:** None
Competition Type: Not Competed **Contract Type:** Firm Fixed Price
Key Subcontractors and Effort Performed:
Project Number: N6600114C0056
Project Title:

9-1-1-ROUTING MANAGEMENT SERVICE (9-1-1-RMS) SUSTAINMENT

Contract Effort Description:

This is a performance-based services acquisition contract to provide sustainment to the United States Navy 9-1-1 Routing and Management Service (9-1-1-RMS) already deployed throughout the Continental United States (CONUS) Navy. 9-1-1-RMS Sustainment contract supports the Navy's 9-1-1 Emergency Call Dispatching Capability for Emergency Responses.

Small Business Utilization:

Does this contract include a subcontracting plan? No
Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

Evaluation Areas	Past Rating	Rating
Quality:	Exceptional	Exceptional

Schedule:	Very Good	Very Good
Cost Control:	Very Good	Very Good
Management:	Very Good	Satisfactory
Utilization of Small Business:	Satisfactory	Satisfactory
Regulatory Compliance:	Satisfactory	Satisfactory

Other Areas:
(1): N/A
(2): N/A
(3): N/A
Variance (Contract to Date):
Current Cost Variance (%): Variance at Completion (%):
Current Schedule Variance (%):
Assessing Official Comments:

QUALITY: The Contractor performance met or exceeded the specifications of the 9-1-1 Routing and Management Service (RMS) Sustainment Contract efficiently. The contractor performed in a professional manner and with competent technical expertise throughout this evaluation period. Quality of service is rated exceptional based on the following specific examples of services provided:
Naval Air Weapons Station (NAWS) China Lake 9-1-1 Outage Diagnosis/Resolution – Government personnel at NAWS China Lake and at the Navy Region Southwest (NRSW) reported a critical 9-1-1 call outage during this reporting period. Upon notification, AT&T immediately assembled the appropriate engineering troubleshooting resources (Government and industry) to identify the exact issue and resolve it. After extensive discussions and testing, AT&T determined that its network and the 9-1-1-RMS platform were fully functional. Efforts then focused on the Local Exchange Carrier (LEC) and its infrastructure. Throughout the resolution process, NAWS and NRSW personnel were guided through problem isolation by AT&T Subject Matter Experts. Eventually the trouble was isolated within a LEC telephony switch, which was under the contractual cognizance of the Navy and not AT&T. Despite the absence of a contractual relationship with the LEC, AT&T aggressively led the resolution process with all parties which ultimately resulted in service restoration. Further, to ensure AT&T's equipment at NAWS was stable, configured, and appropriately functioning, the San Diego AT&T Program Office sent a telephony engineer to China Lake to physically ensure the integrity of same. AT&T's commitment to service exemplified AT&T's willingness to even though outside of their system boundaries was of great benefit to the Government by using their experience and knowledge to save the Government a significant amount of time to try to isolate and resolve the problem independently.

Bremerton LDC+ Site Assessment/Support – Personnel in NDW disconnected 9-1-1-RMS RDC equipment during a local construction project due to a project issue. This was done without Navy PMO and AT&T awareness, and adversely affected call routing configuration throughout the Region. AT&T dispatched an emergency technical response team to the location to remedy the multiple system problems created by this action. Technicians were able to reinstall all associated 9-1-1-RMS equipment, remediate all call routing disruptions, and install two new workstations. The entire process took approximately two weeks to completely resolve. AT&T's quick action

was of great benefit to the Government by averting possible crises that could have been created by lost 9-1-1 emergency calls.

Navy Program Office Authority to Operate (ATO) Waiver Support – The AT&T Information Assurance Lead provided continual, ongoing assistance to the Navy Program Office in its efforts to secure an official ATO waiver for 9-1-1-RMS. AT&T engaged in regular, formal communications with the Government Certification Authority, while also providing technical diagrams and background information to the Navy Program Office throughout the entire process. Ultimately, AT&T's efforts significantly helped the Navy Program Lead in obtaining the appropriate waiver, thereby saving the Government time and money regarding an ATO maintenance requirement that is neither optimized nor appropriate for a service-based offering.

Navy Region Mid-Atlantic (NRMA) Information Assurance (IA) Integration – After the successful cutover of the NRMA Regional Dispatch Center (RDC), AT&T dedicated remote and onsite resources to integrate the RDC workstations into the overarching IA enterprise. This particular evolution was made more challenging to AT&T because the equipment had been disabled for an extended period of time in addition to various associated components having been removed by Region personnel. AT&T deployed onsite engineering professionals to ensure the NRMA equipment (and infrastructure) was configured and optimized of IA integration and scanning. AT&T subsequently coordinated remote vendor IA support, and was able to successfully include the NRMA RDC into 9-1-1-RMS IA enterprise post-cutover.

SCHEDULE: The contractor successfully met their sustainment schedules for (5) Navy regions, NRSE, NRNW, NRSW, NDW, and Navy Region Mid-Atlantic (NRMA). The contractor provided weekly progress reports, action items updates, punch lists updates, and continues to collaborate with the SPAWAR team to address and resolve all trouble tickets within each of these regions. The contractor maintains an active trouble ticket listing and processes tickets in a logical and timely manner. Weekly updates are provided to the government. Tickets are upgraded to higher levels of engineering review as necessary and the contractor provides additional assets, when necessary, to resolve tickets. The contractor also provided detailed accomplishments, milestone, achieved critical path items, travel, and anticipated work. The schedule for IA tasking was challenged by the unforeseen ACAS issue discussed in CDRL A044 below.

Contractor CDRL deliverables:
CDRL A001: Schedules were delivered before the 15th of every month and on time.
CDRL A002: Progress Reports were delivered weekly on every Tuesday before 1700.
CDRL A007: As-Built Drawings CDRL is "as required". This CDRL applies to new as-built for NDW's re-installed configuration, currently outside of the POP for this evaluation.
CDRL A044: Contractor Roster/ Information Assurance Report.
AT&T had major roadblocks in providing IA Scans and performing the IA tasks as defined in CDRL A044. AT&T successfully completed the transition from ACAS scanning software to an industry-approved Retina product. Enterprise component configuration modifications were made to ensure all 9-1-1-RMS hardware within in the IA boundary was capable of being scanned. Remote enterprise scanning now occurs on a regular, monthly schedule, which includes vulnerability mitigation, MS Windows updates, and associated field service dispatch support

personnel onsite to personally shepherd each scanning/update evolution. This regularized process greatly benefits the Government because it enables AT&T to provide a secure system in support of critical system requirements on schedule. Last report submitted on 3/13/2017.

COST CONTROL: This is a FFP contract.
Hiring and dispatch practices, along with strategic location of personnel, have reduced the overall travel requirements, and continuous remote monitoring of systems and quick resolution of problems have reduced the need for sending technicians onsite, both resulting in the reduced use of travel funds.

Resource leveling - AT&T adhered to sound management principles in striving to efficiently use and save contract funding. Because AT&T has a geographically dispersed workforce, it was able to provide on-site support to all Navy installations either through local dispatch technicians or, program office personnel when conditions warranted. AT&T was able to provide ongoing sustainment support in CONUS, even though it was also required to complete assessment and deployment activities simultaneously in Guam. In order to accomplish this support, meticulous planning was involved, including coordinating all activities, as necessary, with the Government, subcontractors, and third party vendors.

MANAGEMENT: The contractor routinely provided efficient, high-level technical expertise to support the contract. Additionally, AT&T retained knowledgeable subcontractors whose qualifications met or exceeded the government's years of experience requirement. The Prime contractor and subcontractors contributed competent work and were instrumental in overcoming challenges, especially those associated with Navy Base Communication Telephony and Emergency Management personnel. The management team is responsive and always available for discussions/meetings. They responded to all inquiries and action items immediately. AT&T has definitely managed their technicians and Subject Matter Experts to provide full resolution of reported service issues, most notably associated with NDW and NRMA.

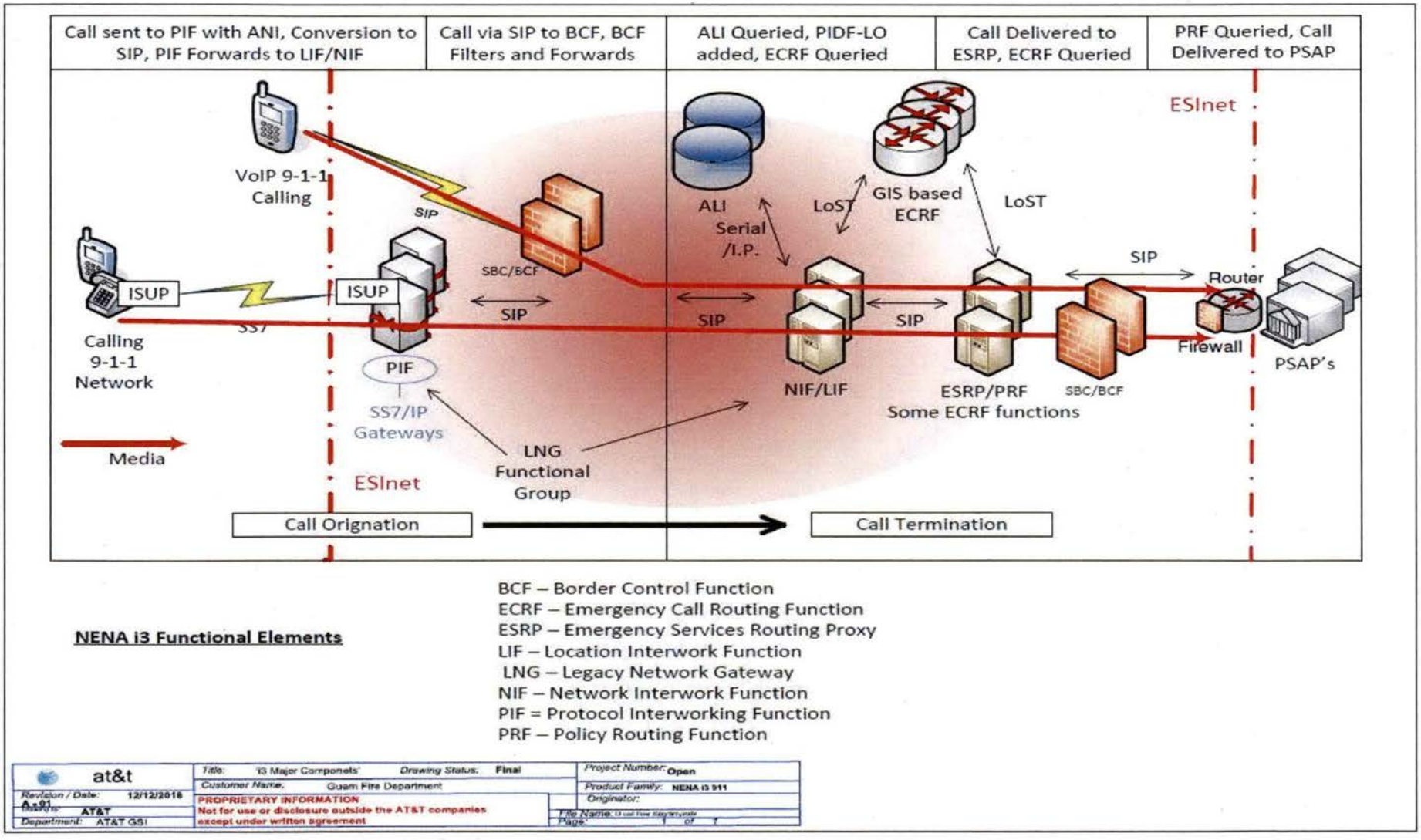
UTILIZATION OF SMALL BUSINESS: AT&T submitted and the Government accepted a Commercial Plan.

REGULATORY COMPLIANCE: There are no known instances of non-compliance with terms and conditions of the contract relating to applicable regulations and codes.

RECOMMENDATION: Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.
Name and Title of Assessing Official:
Name: JEREMY SHULL
Title: Contract Specialist
Organization: SPAWAR SSC Pacific
Phone Number: 619-553-4467 Email Address: jeremy.shull@navy.mil
Date: 06/05/2017
Contractor Comments:

ADDITIONAL/OTHER: Contractor agrees with the ratings assigned.
CONCURRENCE: I concur with this evaluation.
Name and Title of Contractor Representative:
Name: KIU POWER
Title: Sr. Contracts Manager
Phone Number: 703-462-4157 Email Address: kiu.power@att.com
Date: 06/08/2017
Review by Reviewing Official:
Review by Reviewing Official not required.
Name and Title of Reviewing Official:
Name:
Title:
Organization:
Phone Number: Email Address:
Date:

Appendix 1. Guam Network Infrastructure Diagram



NENA i3 Functional Elements

BCF – Border Control Function
ECRF – Emergency Call Routing Function
ESRP – Emergency Services Routing Proxy
LIF – Location Interwork Function
LNG – Legacy Network Gateway
NIF – Network Interwork Function
PIF = Protocol Interworking Function
PRF – Policy Routing Function

at&t	Title: i3 Major Componets	Drawing Status: Final	Project Number: Open
Revision / Date: 12/12/2018 A.01	Customer Name: Guam Fire Department		Product Family: NENA i3 911
Author: AT&T	PROPRIETARY INFORMATION		Originator:
Department: AT&T GSI	Not for use or disclosure outside the AT&T companies except under written agreement		File Name: i3 call flow diagram.vsdx Page: of

ppendix 2. Computer Aided Dispatch & Mobile Data System:

his section contains a list of the general requirements for the CAD, RMS and Mobile Data System application.

he GFD strongly recommends the Offeror respond to each item.

ny reference to a particular brand or trade-name is for comparison purposes only and does not exclude the admission of equivalents. Explanation for substitutions or exceptions shall be rovided on a separate attachment provided the page and item number being described is noted.

he CAD, RMS and Mobile Data System that the Guam Fire Department desires will be integrated into the NG9-1-1 System so that the systems work seamlessly together and demonstrate ext generation features that include or are upgradable to the following specifications:

#	Item	Compliance	Response
1	CAD shall allow tasks to be entered by keystroke and/or mouse action. However, the system shall allow all dispatch commands to be initiated by keystroke only if desired. All commands shall be entered in a user defined order without the need for special command identifiers. For instance, a command to enroute a unit might be entered in as "1A11 EN" where "1A11" is the unit ID and "EN" is the user defined status for enroute.	Comply w/Exception	CLI requires command come first. Full list of CLI commands included in separate tab.
2	Commands shall be entered in any order. For instance, the above unit status command could be entered in as "1A11 EN" or "EN 1A11."	Comply	CLI requires command come first. Full list of CLI commands included in separate tab.
3	Data parameters shall be entered in any order on the command line. The user shall be able to enter a command on the command line without disturbing operations in the work areas.	Comply	
4	The system shall utilize an "intelligent command line" such that it will prompt the user for valid formatting of the command.	Comply	
5	CAD shall provide standard GUI items like drop down menus to make selection easier for frequently used fields such as incident types, disposition codes, agency IDs.	Comply	
6	CAD shall support pre-fill fields in appropriate pre-formatted screens, eliminating redundant data entry. For instance, a specific agency might want the city field to be always filled in.	Don't Comply	
7	Quick entry methods shall minimize the keystrokes required to perform incident initiation, incident dispatch, and unit status changes.	Comply	
8	CAD shall provide the user with standard editing capabilities.	Comply	
9	Users shall have the ability to move forward and backward to complete data fields.	Comply	
10	Users shall be able to correct command line errors using edit keys and resubmit the command without having to put the cursor at the end of the command.	Comply	
11	CAD shall provide the user with standard form navigation.	Comply	

12	The cursor shall return to the first position of the first field following completion of a command line function.	Comply	
13	The CAD user interface shall provide the ability to handle the variety of transactions that a dispatcher must handle almost simultaneously.	Comply	
14	The CAD work areas shall operate independently--a command or function in one area should not disturb the command or function in the other area.	Comply	
15	The CAD system shall support multiple command lines.	Comply	
16	The CAD system shall support multiple work areas. For instance, the call taker should be able to have two or more incident initiation forms displayed at the same time.	Comply	
17	CAD shall support a split screen capability that provides the display and use of multiple separate work areas and command lines on a single monitor or multiple monitors. These work areas shall operate independently and allow the user to perform the same or separate functions from each area.	Comply	
18	The user shall be able to move easily from one work area to the other via the mouse or keyboard.	Comply	
19	CAD shall allow multiple CAD functions to be in progress at the same time.	Comply	
20	CAD shall allow the user to enter a command, then move to another work area or command line and submit another transaction, then return to the previous function and resume where they left off	Comply	
21	CAD shall have available formatted screens for initiating database inquiries.	Comply	
APACITY AND PERFORMANCE:			
1	The CAD system shall be up 99.999% of the time.	Comply	
2	CAD response time shall be under the GUI standard of 2 seconds unless the operation is external to CAD and, therefore, uncontrollable by CAD.	Comply	
3	CAD shall provide the ability for supervisors to monitor and control other positions without degradation of system performance.	Don't Comply	
4	CAD shall support cross-node synchronization for disaster recovery.	Comply	
RROR HANDLING:			
1	CAD shall handle errors in a consistent manner with the display of a message that indicates the problem.	Comply	
2	CAD shall provide editing capabilities for correction of errors.	Comply	
3	When errors are encountered within a data entry form, CAD shall automatically place the cursor on the field in error and display a descriptive error message.	Comply w/Exception	Cursor will stay at current location. If there is an error, by clicking on the error message, it will automatically place the cursor on the correct field.
EO-FILE AND ADDRESS VERIFICATION:			

1	Ability to update the "live" CAD system with the new geographic file without system downtime or degradation.	Comply	
2	Ability to maintain a geographic database which includes the following:		
2a	Street records (high, low, cross-streets)	Comply	as provided by Guam
2b	Common place names	Comply	as provided by Guam
2c	Aliases	Comply	as provided by Guam
2d	Intersections	Comply	as provided by Guam
2e	Latitude/longitude or state plane coordinates	Comply	as provided by Guam
2f	Map references (zone, grid)	Comply	as provided by Guam
2g	Jurisdiction	Comply	as provided by Guam
2h	Geographic service area boundaries (e.g., patrol beat, sub beat)	Comply	as provided by Guam
2i	Freeways	Comply	as provided by Guam
2j	Zip code	Comply	as provided by Guam
2k	Sub-division names	Comply	as provided by Guam
2l	Park names	Comply	as provided by Guam
2m	School names	Comply	as provided by Guam
3	Ability to validate all location entries against a master geo-file	Comply	
4	Ability to support the following location entries:		
4a	Exact address (including ½ addresses)	Don't Comply	Not supported
4b	Apartment number (e.g., ½, #5, 2D, D2)	Don't Comply	Half Address and special characters such as # not supported.
4c	Apartment building name or number	Comply	as provided by Guam
4d	Block range	Comply	as provided by Guam
4e	Street name	Comply	as provided by Guam
4f	Common place name	Comply	as provided by Guam
4g	City	Comply	as provided by Guam
4h	Intersections	Comply	as provided by Guam
4i	Partially spelled or misspelled street names	Comply	
4j	Street alias	Comply	as provided by Guam
4k	Street abbreviation	Comply	as provided by Guam
4l	Limited access roadways and highways	Comply	as provided by Guam
4m	Mile marker locations	Comply	as provided by Guam
5	In a separate attachment Offeror shall describe in detail the location validation process.	Will Comply	End User Guide to be updated

6	Ability to enter a valid street name and be presented with a list of cross streets and associated address ranges.	Comply	
7	Ability to enter a partial street name and be presented with a list of possible matches.	Comply	
8	Ability to enter a misspelled street name and be presented with a list of possible matches.	Comply	
9	Ability to enter a unique building and unit number to clearly identify the location (e.g., 100 Marshal ST, Bldg. 5, Unit 13).	Comply	
10	Ability to enter common street alias and abbreviations instead of the actual street name (i.e. MLK for Martin Luther King Blvd.).	Comply	
11	Ability to override geo-file by entering valid response area data.	Comply	
12	Ability to override geo-file for addresses outside the City limits.	Comply	
13	Ability to generate a report of geo-file overrides including all data, operator ID, date, time, operator position.	Comply	GeoExceptions Report
14	Ability to display geo-file data when location is validated, including:		
14a	High and low cross streets	Comply	as provided by Guam
14b	City	Comply	as provided by Guam
14c	Neighborhood	Comply	as provided by Guam
14d	Common place or business name	Comply	as provided by Guam
14e	Response area	Comply	as provided by Guam
14f	Map page	Comply	as provided by Guam
14g	Premise warnings or hazards by exact address	Comply	as provided by Guam
14h	Premise warnings or hazards within a configurable radius	Comply	as provided by Guam
14i	Prior incidents at exact address within a configurable period of time	Comply	
15	Intersections maybe entered in any order (i.e. Main/1st or 1st/Main). The order of the entry shall not be altered. For example, if the user entered Main/1st, the CAD shall not convert the entry to 1st/main.	Comply	
16	The CAD system shall be able to verify an address by a street address (e.g., entering "100 S" would display all streets that have a 100 block and that start with "S").	Comply	
17	The CAD system must be configurable to allow entry of an address by a common place (e.g., entering "L" would display all common places that start with "L").	Comply	POI
18	The CAD system shall be able to verify an address by an intersection (e.g., entering "L/S" would display all streets that start with "L" that intersect with a street that starts with "S").	Comply	
19	The CAD system shall allow the user to choose to bypass an unverifiable location to a valid location for purposes of jurisdictional assignment.	Comply	

20	If the location is bypassed to another valid location, the system shall keep the unverified location as the Incident Location and note the location used for verification as a note in the Incident History.	Don't Comply	
21	The system shall allow the agency to be able to configure whether non-verified locations shall be flagged.	Don't Comply	
22	Ability to display the incident location in relation to other active incidents on the map during the incident entry process.	Comply	
NCIDENT CREATION:			
1	The CAD system shall record the information about an emergency call as an incident that can be initiated, dispatched, displayed, updated, and closed.	Comply	
2	The CAD system shall support the following:		
2a	Combined call taker/dispatcher functions at a single workstation.	Comply	
2b	Separate call taker/dispatcher functions at separate workstations.	Comply	
3	The CAD system shall have the ability to record information as an incident at the time of initiation.	Comply	
4	The system shall allow for entry of an Incident location, caller location and a location description, all in separate fields.	Comply	
5	The system's location description field should be free-form.	Comply	
6	The Incident Location and Caller Location should be validated against the geo-database	Comply w/Exception	Incident Location is validated, if the caller information includes lat/long data will be displayed on the map
7	The CAD system shall indicate, as part of the incident, whether the default priority was overridden by the operator at initiation.	Comply	
8	The CAD system shall support the ability to add unlimited dispositions per incident.	Comply	
9	When closing an incident, the system should allow for the addition of narrative/comments and a closing disposition in the same string of information.	Comply	
10	The system should support a field to indicate additional circumstances that effect the response recommendations for the incident.	Comply	
11	This should be an optional field for the user to complete which allows additional information about the incident type, such as weapon involved, suspect being held, shot fired, that further classify the response.	Don't Comply	
12	The CAD system shall have the ability to allow a user to enter a date and time and schedule the incident for a future date/time.	Comply	
13	The system should support a quick checkbox to indicate whether the incident is on the roadway (with an assigned default) or in the dwelling and be able to determine the appropriate agency response based on this field.	Don't Comply	

14	The system's complainant area of the incident entry form should provide a check box so call takers do not have to type "do not contact caller."	Comply w/Exception	Agency may add custom fields to the Incident form for this
15	The CAD system shall assign a unique incident number to each incident.	Comply	
16	The system shall allow each agency to define whether its incident numbers are automatically reset daily, monthly, or yearly.	Comply	
17	Each agency may define the fiscal reset date for the incident number.	Comply	
18	Incident numbering formats shall be user-defined. For instance, one agency might want the incident number formatted as "year-month-day-sequence number" and another agency might want "day-sequence number".	Comply	
19	The incident number shall have the ability to support the Julian Date in the format.	Comply	
20	The incident record shall track the source of the call (e.g., public-initiated, seven-digit, field-initiated).	Comply	
21	The system shall automatically detect and assign the appropriate source of the call for the following instances:		
21a	9-1-1 call	Comply	
21b	Field initiated incident	Comply	
21c	MDT initiated incident	Comply	
21d	Alarm interface	Don't Comply	Interfaces to various 3rd parties are fee based and completed at agency request
21e	Default value if none of the above is detected shall be a non-emergency phone request	Comply	
22	The system shall support the creation and assignment of user defined sources of the call.	Comply	
23	The CAD system shall support field-initiated incidents from both a user and mobile data entry.	Comply	
24	The CAD system shall have the ability to receive calls and initiate incidents from NG 9-1-1, Enhanced 9-1-1 (E9-1-1), or Phase II-compliant mobile telephones. The CAD system shall auto-populate NG9-1-1, E9-1-1, or Phase II ANI/ALI information into specified fields on the incident initiation form.	Comply	
25	CAD shall automatically transfer the ALI reporting party location field into the incident location field on the incident initiation form if the user does not enter an incident location.	Comply	
26	The CAD system shall have the ability to receive calls and initiate incidents from regular 7- or 10-digit calls.	Comply	
27	The CAD system shall have the ability to receive calls and initiate incidents from an investigations request, from the field, and from the TDD emulator.	Don't Comply	
28	The call taker shall have the option of automatically attaching the content of the TDD conversation to a CAD system incident.	Don't Comply	Interfaces to various 3rd parties are fee based and completed at agency request

29	The CAD system shall support the definition of an unlimited number of incident types in the incident type database.	Comply	
0.3	The incident type field shall be a minimum of six characters in length.	Comply	
31	The CAD system shall afford the user the ability to select an incident type from a drop-down menu available from the initiation form.	Comply	
32	The CAD system shall provide a pick list of incident type codes in the event that the system cannot locate the entered incident type in the incident type database.	Comply	
33	The operator may enter the incident priority; otherwise, the CAD system shall automatically enter the user-defined priority for the incident type.	Comply	
34	The CAD system shall allow the incident type configuration to specify that only certain dispositions are valid for a specific incident type.	Comply	
35	The system's ability to create an incident type shall be based on administrative rights.	Comply	
36	If an address is validated, the CAD system shall automate checks and flag for previous incidents that have occurred at the location. If present, previous incidents must display in a separate work area so as not interrupt the Incident workflow.	Comply	
37	If persons or vehicles are entered as part of an Incident, the system must do a Previous Person and Previous Vehicle search and present them to the operator in the same manner as previous incidents.	Don't Comply	
38	Authorized users shall have the ability to enter addresses into an address alert file. If a new incident is created and a match is found in the address alert file, the dispatcher shall be notified and be able to view the alert information.	Comply	
39	CAD shall support multiple user defined premise information databases that are automatically searched and flagged for the operator anytime the incident is displayed.	Comply	
40	The premise records shall be user defined searches by distance in feet for each type or premise record. For instance, a 1000-foot search for police premise, a 500-foot search for inoperable hydrants, and a 1500-foot search for street closures.	Comply	
41	The flags that indicate the existence of premise information shall differentiate between an exact or in-the-area hit at the incident location.	Comply	
42	The creation of Premise records shall be supported from within both the mobile and CAD clients by authorized users.	Don't Comply	CAD: Yes, Mobile: No
43	The system shall support the ability to graphically display on the mapping application premise information and link to appropriate documents via a single map click.	Don't Comply	Premise Info: Yes, Documents: No
44	Premise records shall support the assignment of attachments to each premise record (i.e. such as a .pdf, .jpeg, .xls).	Comply	

45	The system shall support the ability to automatically record in the incident when a user views the premise warning or hazard information.	Don't Comply	This is a roadmap item for delivery Q4 2019
46	The CAD system shall maintain an Incident History (including user name and ID) on each incident to include subsequent updates, including changes made to primary fields such as address and telephone number.	Comply	
47	The CAD system shall provide the ability to display the Incident History on open and closed incidents.	Comply	
48	The CAD system shall be capable of printing any incident, whether the incident is open or closed.	Comply	
49	The CAD system shall provide subcomponents of an address (suite, front/rear, etc.).	Comply	
50	Suite/apartment number should be contained in its own field.	Comply	
51	Building ID should be contained in its own field.	Comply	
52	Ability to record Floor Number.	Comply	
53	Subdivision should be contained in its own field.	Comply	
54	When a partial location is entered, the CAD system shall allow the user to view information about a location in a separate work area, without interruption of data entry in the Primary Work area.	Comply	
55	The CAD system shall allow the user to select the correct match from the list of possible address matches without having to retype the address.	Comply	
56	The CAD system shall allow the user to page to subsequent screens to view all available information about a location.	Comply	
57	After an address has been selected, if a common place record exists at the exact address, the CAD system shall allow the user to optionally select a common place match.	Comply	
58	The CAD system shall have the ability to provide detailed information on any option returned on the verification form, including displaying cross streets, premise information and response information and zooming the map, to assist in verifying the location.	Comply	
59	Once the location has been verified, the CAD system shall perform a check for duplicate incidents.	Comply	
60	The CAD system shall check incidents for duplicate calls based on a true radius search in a user-definable distance from a coordinate in the geographic area of the incident being initiated. Using predefined grids or artificial boundaries associated with tabular geo-file databases is not acceptable.	Comply	
61	The CAD system shall have the option of searching closed as well as open calls for a duplicate check.	Comply	
62	The CAD system shall display potential duplicate incidents in a separate work area so as not to cover the Incident form or interrupt the Incident workflow.	Comply	
63	Ability to immediately display potential duplicate incident information during the incident entry process.	Comply	

64	Ability to prompt operator to verify creation of another incident or to add supplemental information to an existing incident.	Comply	
65	The CAD system shall automatically generate the following:		
65a	A unique incident number	Comply	
65b	Geographic location information (e.g., reporting area, zone, village)	Comply	
65c	Date and time the incident was initiated.	Comply	
65d	ID or Badge Number of the operator who initiated the incident	Comply	
65e	ID of the workstation on which the incident was initiated	Comply	
65f	Incident priority based on incident type and/or special circumstances	Comply	
65g	Queries against the incident address, persons, and vehicles per the agencies configuration	Comply w/Exception	Queries are not configurable by the agency
66	The CAD system shall display user-defined response messages to the operator for certain incident types, locations, areas and beats. An example might be referring a caller to animal control at a specific telephone number or advising that there is flooding in an area.	Comply	
67	Incident initiation form must include the following:		
67a	Caller's name	Comply	
67b	Caller's location	Comply	
67c	Caller's telephone number	Comply	
67d	In front of or At Location Flag	Comply w/Exception	Location Info, and/or custom field
67e	Location description	Comply	
67f	Separate fields for Latitude and Longitude	Comply	
67g	Incident location	Comply	
68	The incident initiation form must be customizable to order fields and present only those fields that are needed for the customer's business processes.	Comply w/Exception	Users are able to assign custom fields per event type, additionally users are able to set the "tab order" so that fields that are not used/necessary may be easily skipped
69	The CAD system shall support creating multiple copies of an incident for the same agency based on Incident Type for the purposes of routing the same incident to multiple users within agencies to allow each copy to be managed individually.	Comply	Through Service Request identifiers
70	Each copy of the incident shall have the same incident number with a unique copy identifier.	Comply	Through Service Request identifiers
71	Different copies can be routed to different users based on what each must do to the incident.	Comply	Through Service Request identifiers
72	Each copy of the incident may be dispatched, updated and closed, without impacting the other copies.	Comply	Through Service Request identifiers
73	The Incident shall have a consolidated view of all copies from within any incident form.	Comply	Through Service Request identifiers

74	The CAD system shall support an intelligent work assist area that displays information relating to what the operator is doing in the Incident form area of the application.	Comply	
75	It shall be possible to navigate a work assist area with a keyboard, without interrupting the Incident information in the form.	Comply	
76	The CAD system shall support incident creation from the command line, creation form, and from the mapping application via a point-and-click or drag-and-drop method.	Comply	Full list of CLI commands on separate tab
77	The CAD system shall be able to support multi-jurisdictional incidents and assign a unique incident number sequence to each.	Comply	
78	The CAD system shall support the generation of multiple agency incidents for a single incident initiation (e.g., law, fire, EMS). Each agency shall have control of its own databases, resources, procedures, and case numbers.	Comply	
79	The CAD system shall allow incidents to be associated automatically (if configured by call type) at initiation, or users can manually associate incidents by use of a command.	Comply	
80	Agencies shall define by incident type the incidents that shall require the response of more than one agency.	Comply	
81	Associated incidents will be clearly denoted to indicate that there are other agencies responding. For instance, when a Fire incident is displayed, if there is an associated Police or EMS incident, the corresponding incident number shall be displayed.	Comply	All will have one Incident number but list a service request identifier for each responding organization
82	The CAD system shall have the ability to notify associated incidents when updates are made to any other associated incident.	Don't Comply	
83	The CAD system shall have the ability to clone incidents. Incident cloning allows for the creation of cloned (or linked) incidents after a parent incident has been created.	Comply w/Exception	Duplicate function meets some of the cloning requirements
84	Cloning shall take place from the command line or from a new form.	Don't Comply	
85	The system should allow the user to clone incidents that have a pending, new, active, or closed status.	Don't Comply	
86	Cloned incidents must maintain the current date and time as well as the date and time of the original incident, for the purposes of reporting incident response time data.	Don't Comply	
87	The system shall allow the dispatcher to designate the agency and the geographic area that will receive the incident during the cloning process.	Don't Comply	
88	Each cloned incident shall have its own incident number.	Don't Comply	
89	The initiation process shall not allow a user to clear an initiation screen in progress without a user warning.	Comply	
90	Once a location has been verified and checked for duplicates, the CAD system shall automatically route the incident to the proper user position(s).	Comply	
91	Incident routing shall be based on the incident location (i.e., zone, village, User ID).	Comply	

92	The system shall not limit the number of users that can review and update a single incident at the same time	Comply	
93	CAD shall allow the transfer of pending incidents from one dispatcher to another.	Comply	
94	The CAD system shall be able to retrieve pending incidents or closed incidents if new information has been discovered for dispatch.	Comply	
95	By incident type, CAD shall be able to override the standard routing, and route based upon a user defined alternative routing. For instance, all police incidents are normally zoned to a dispatcher based upon a coverage area. However, in the instance of a low priority incident that might require a telephone only response, these are routed to an alternate position. This is commonly referred to as a "Teleserve" function.	Comply	Filters
96	The call taker shall have the ability to override the automatic system routing.	Comply	
97	The system shall have the ability for the call taker to handle the initial dispatch of high priority incidents with notification to the responsible dispatcher if the call taker has dispatching capabilities and can act as either a call taker or dispatcher.	Comply	
98	The CAD system shall provide for a minimum of five priority levels (numbered 1 through 5) for the purpose of assigning priority levels to incident types. Priority levels shall be system-assigned based on incident type but may be overridden by a personnel incident creation.	Comply	
99	CAD shall provide the means to track race/ethnicity; sex; age; probable cause; arrests; citations; whether or not searches were conducted on the vehicle, driver, and/or passenger(s); and if contraband was discovered.	Don't Comply	
100	This data can be entered by any authorized user from the Vehicle or Persons screens whether on the CAD client or on the mobile client.	Comply	
101	The CAD system shall support an expandable comments field that dynamically grows if more text is entered than can be displayed on the screen.	Comply	
102	CAD shall provide the call taker an interface with Priority Dispatch's EMD, EFD, and EPD products that allows call-takers to move within the protocol "cards" and provide the most appropriate instruction over the phone based on answers provided by the caller.	Comply	
103	Responses to the Priority Dispatch program should be captured in the comments or audit trail of the event.	Comply	
NCIDENT DISPATCH:			
1	CAD shall route an incident based on the agency, type of incident, and its location. From this information, CAD determines the proper jurisdiction and agency. The incident is then-routed to the appropriate position(s) covering the area that the incident resides in.	Comply	

2	CAD shall be able to route to all positions signed on to cover the area of response, or positions covering the override area. More than one dispatcher, as well as supervisors, must be able to monitor the various activity or calls at any time.	Comply	
3	A function key shall be used to dispatch a unit or units to an incident when the specified incident number and unit or unit ID's are typed on the command line.	Comply	
4	A function key shall be used to retrieve the oldest, highest-priority incident in the user's pending queue and display the dispatch recommendation form.	Don't Comply	
5	An Incident Dispatch form shall provide the means to display and dispatch recommended units.	Comply	
6	The CAD system shall support the ability to dispatch additional units to an incident from the command line, and incident dispatch form, or using drag and drop functionality.	Comply	
7	The dispatch recommendation shall be configurable to display both available and unavailable units in the response area of the incident. Unavailable units shall be highlighted with an identifier or by color-coding to indicate that they are busy but recommendable. The CAD system shall allow the dispatch recommendation feature to be disabled system-wide, if an agency chooses not to use it.	Don't Comply	Only available units are recommended
8	If the dispatch recommendation is acceptable, the units should be able to be dispatched with a single keystroke.	Comply	
9	The dispatcher shall be able to override the system's unit recommendation.	Comply	
10	Only units on duty shall be recommended for dispatch.	Comply	
11	The CAD system shall support alternate dispatch recommendations for different types of crisis modes (severe weather, special events, etc.).	Don't Comply	
12	The CAD system shall log the recommendation displayed for the user in the incident's history.	Don't Comply	
13	Units recommended for an incident shall be based on the geographic area of the incident, the incident type, and the units' capabilities.	Comply	
14	If AVL is available, the dispatcher shall have the option of using an AVL (closest unit) recommendation or a geographic area recommendation.	Comply	
15	Units recommended for fire and EMS incidents shall be based on the location of the incident, the incident type, the fire zone, any known premise information, and the capabilities of both the apparatus and the staff.	Comply	
16	There shall be no limit to the number of units that may be dispatched to an incident. The CAD system shall track all the units individually.	Comply	
17	It shall be possible to dispatch a responding unit to another incident of higher priority. The CAD system shall have the option of either allowing the original incident to drop into a configurable call "stack" or have the original incident return to a pending status. If sent to a pending status, the incident shall be flagged, indicating that it was previously dispatched.	Comply	

18	The CAD system shall be able to return the freed incident to the pending queue with minimal user intervention.	Comply	
19	Users shall have the ability to dispatch multiple units to a single incident simultaneously from the command line.	Comply	
20	If more than one unit is assigned to an incident at one time, the first unit shall be designated as the primary unit and any additional units as backups.	Comply	
21	Optionally, the system should allow the user to assign a specific unit as the primary unit.	Don't Comply	
22	Units may be "pre-assigned" to incidents. When a unit clears its assignment, it may automatically dispatch to the next "pre-assigned" incident.	Comply w/Exception	Incidents may be "stacked" for a given unit so that when they clear their current assignment they are prompted to proceed to another incident in their "queue"
23	The CAD system shall record intermediate stops made by a unit en-route to another call for service.	Comply	
24	The CAD system should allow off-duty units to be placed on duty and their status tracked for off duty employment.	Comply	
25	The CAD system shall have the ability to display and update incident information. There shall be no limit to the number of authorized users that may review or update the same incident.	Comply	
26	The CAD system shall allow an unlimited number of updates and comments to each incident.	Comply	
27	The CAD system shall support a feature to alert the user when supplemental information is added to an incident, without requiring user action. The alert can then be cleared by the user after reviewing the update.	Comply	
28	Users and other authorized staff shall be able to add comments to any incident record, including closed incidents.	Comply	
29	The CAD system shall maintain timers for each incident and alert the user if the incident has "timed out." Timers are based on the priority of the incident. Pending incidents are timed by the priority of the incident. Timers shall be configurable by the System Administrator.	Comply	
30	The CAD system shall support a function to reset timers for incidents that have timed out.	Comply	
31	The CAD system shall record in Incident History time-out and the time-out reset...	Comply	
32	The CAD system users shall be able to recall incidents for review, enter update information, or dispatch additional units.	Comply	
33	The system should allow an incident to be displayed or updated by entering either the fewest number of significant digits or the unit ID of any unit assigned to the incident.	Comply	
34	The CAD system shall support incident recall using either the command line or preformatted screen.	Comply	
35	All incident search results shall be able to be sent to the printer.	Comply	

36	The CAD system shall be able to clear all units from an incident at closure and assign a final disposition code.	Comply	
37	The CAD system shall respond to the initial dispatch by:		
37a	Automatically assigning the dispatched units to the incident	Comply	
37b	Automatically removing the incident from the pending queue	Comply	
37c	Automatically updating the incident in the incident status display	Comply	
37d	Automatically starting the status timers for the dispatched units	Comply	
37e	Automatically logging the dispatches in the incident history	Comply	
37f	Automatically stamping time, operator, and position for all actions	Comply	
38	Incident searches should be performed interactively using the following:		
38a	Incident number	Comply	
38b	Range of dates	Comply	
38c	Range of times	Comply	
38d	Geographical area or radius from a specific location	Don't Comply	
38e	Incident type	Comply	
38f	Assigned unit	Comply	
38g	Assigned trooper	Comply	
38h	Disposition	Comply	
38i	Call taker ID	Comply	
38j	User ID	Comply	
39	The CAD system shall allow the call taker to dispatch the call based on the CAD system/AVL unit recommendation.	Comply	
40	The system shall be highly configurable and must support the following:		
40a	Agency-defined response zones/beats/boxes	Comply	
40b	Agency-defined station order responses	Comply	
40c	Agency-defined responses	Comply	
40d	Agency-defined location or premise classifications	Comply	
40e	Agency-defined equipment or apparatus types	Comply	
41	The system shall provide the means to identify a "Split Crew" or "Cross Staffing" which is a single crew assigned to operate two pieces of equipment. For example, if the hazardous materials van leaves the station, the system should put the corresponding engine out of service. This should be done automatically without dispatcher intervention.	Comply	
42	First responder recommendations shall be configurable within the CAD system.	Comply	
43	The system shall include the ability to configure and designate mutual aid responses.	Comply	

44	Special equipment requests shall be configurable based on response and incident type.	Comply	
45	Special equipment requests shall be designated with the Incident Dispatch function to support on-the-fly requests from the field.	Comply	
46	CAD shall support a feature to handle a temporary change of quarters for Fire/EMS units to cover for a station that is low on resources.	Comply	
47	Fire units put into a covering status shall be recommended from the station for which they are covering.	Comply	
48	The CAD system shall allow supervisors to view all pending incidents system wide	Comply	
49	For traffic stops, entering the Unit ID should auto-populate other relevant data (officer badge number, etc.).	Comply	
50	With a license plate and/or name entered into the proper fields of an incident, or from the command line, the CAD system should have the ability to perform automatic RMS/NCIC queries on the information.	Comply	Automatic query of available systems (i.e. I don't know if Guam has access to NCIC?)
51	The system should be able to scan returned queries, highlighting certain key words for the dispatcher (e.g., "wanted person," "stolen vehicle") capable of being modified by authorized personnel.	Comply	
52	The results of any query made through The CAD system shall be attachable to the CAD system incident.	Comply	
53	Personnel shall have the ability to transfer a created incident from one area to another.	Comply	
54	The user shall have the option of assigning a different disposition to each unit clearing an incident.	Comply	
55	The CAD system shall allow "incident closed" and "unit clear" commands. For example, the incident close command would close out the incident with a single disposition, regardless of how many units were on the assignment. The unit clear command would only clear the unit specified in the command from the incident. Once the last unit has been cleared from the incident, the incident would close. This would allow dispatchers to clear individual units from the incident yet keep the incident open should other units still be working on it.	Comply	
56	Incidents should automatically route to the proper area based on a verified address.	Comply	
57	Queries should have short cut codes, such as P for person, in which only the specific fields are used. Example, the code VIN will only use the VIN, vehicle year, vehicle make and state fields where a V (vehicle) will have license, license year, etc. plus the VIN fields.	Don't Comply	
58	The CAD system shall have the ability to send updated incident information to a mobile device as soon as the incident is updated, and vice versa.	Comply	
59	The CAD system shall have the ability to assign stacked or pending calls to a unit or officer.	Comply	
60	The system shall support attaching images and files to an Incident from both the CAD client and the mobile client.	Don't Comply	CAD: Yes Mobile: No

61	All attachments shall be viewable from within the Incident record.	Comply	
62	The CAD Command Line shall support prompting the user for the next parameter required for each command. Users shall be able to turn this feature on and off.	Don't Comply	
63	If more information is entered on the Command Line than can be displayed on a single line, the command line must wrap to display the entire string while typing.	Don't Comply	
NIT:			
1	The CAD system shall have the ability to track units through status changes.	Comply	
2	The CAD system shall support a central unit table for the creation of Unit IDs.	Comply	
3	The CAD system shall have the ability to assign capabilities to units for dispatch recommendation purposes.	Comply	
4	Users shall have the ability to update a unit's functionality in real time by either adding or removing capabilities.	Comply	
5	The system should allow units assigned to an incident to be updated with a location other than the location of the incident without affecting the original incident location. An audit record (including time of change) should be written to the incident.	Comply	
6	The CAD system shall allow comment information to be entered during unit status updates. This comment information shall be logged in the unit history and in the incident record if the unit is assigned to an incident.	Comply	
7	Unit status should be capable of being updated using a command, form, mobile, mouse action, or function key.	Comply	
8	The user shall have the ability to transfer units from one geographic area to another.	Comply	
9	The CAD system shall allow dispatching and tracking of multiple units or changing multiple unit statuses at the same time.	Comply	
10	The CAD system shall allow the user agency to define the following types of unit status parameters:		
L0a	Special status colors	Comply	
L0b	Allowing a unit to be available for dispatch while in a status	Comply	
L0c	Allowing a unit to be available for recommendation while in a status	Comply	
L0d	Time allowed in a status	Comply	
L0e	Status code	Comply	
11	The CAD system shall track time in status for each unit separately and shall allow each unit to be dynamically assigned different time-out values. The CAD system shall alert the user when each unit has timed out.	Don't Comply	
12	When a unit is put into a status, the CAD system shall assign a default timer defined for each status.	Comply	
13	The CAD system shall support a function to reset timers for units that have timed out.	Comply	

14	The CAD system shall support a function that allows unit timers to be reset to a default value for a given status.	Comply	
15	The CAD system shall support a function that allows unit timers to be set automatically based upon not only the status but also the priority of the incident to which units are responding. For example, an en-route time to a low-priority incident has more allowable time than en-route time to a high-priority incident.	Comply	
16	The CAD system shall allow an assigned unit to be exchanged for another unit.	Comply	
17	CAD shall provide the ability to include odometer reading when a unit goes on duty, goes off duty, and at unit status changes.	Comply	
18	The CAD system shall allow units to be placed on duty from a preformatted screen or command line.	Comply	
19	The on-duty entry should include assignment.	Comply	Primary areas may be assigned to a unit so that when the unit marks on-duty they are automatically assigned to that area
20	Users shall have the ability to make changes in the on-duty unit status.	Comply	
21	The name of a ride-along should be capable of being entered at unit sign-on. Multiple rider names can be added to a unit.	Comply w/Exception	Adding ride-along names and/or additional riders "on the fly" may be performed after the unit sign on has been completed.
22	The CAD system should have the ability to assign vehicles to individual officers and maintain that vehicle assignment through shift changes.	Comply	
23	If an ID number being assigned to a unit already has an assignment, then the CAD system shall prompt the user to either change the badge number to the new assignment or maintain the old assignment.	Don't Comply	
24	When an assignment is closed, the CAD system shall maintain the officer ID number(s) associated with the assignment for audit purposes.	Comply	
25	The CAD system shall provide a means to schedule groups of units to bring on duty at the same time.	Don't Comply	
26	Ability to create shift schedules including the following data:		
26a	Unit ID (alphanumeric)	Don't Comply	
26b	Officer ID (one or more officers per unit)	Don't Comply	
26c	Response area	Don't Comply	
26d	Vehicle ID	Don't Comply	
26e	Radio ID	Don't Comply	
26f	Date and time scheduled for on-duty	Don't Comply	
26g	Date and time scheduled for off-duty	Don't Comply	

26h	Shift designator	Don't Comply	
26i	Special equipment or response capabilities (including but not limited to shotgun, pro2, MAV, sponge gun, bean bag, etc.)	Don't Comply	
27	Ability to schedule shift/roster information up to 12 months in advance.	Don't Comply	
28	Ability to upload shift/roster information to CAD based on scheduled shift start time	Don't Comply	
29	Ability to modify shift/roster information up to scheduled shift start time.	Don't Comply	
30	Ability to automatically (without user intervention) log on-coming shift into system.	Don't Comply	
31	Ability to pre-program and override shift change information (e.g., hours of shift).	Don't Comply	
32	The CAD system shall support the creation of Unit Groups for messaging and status changes.	Comply	
33	The CAD system shall support a temporary unit feature (with a minimum six-character unit number), allowing units that are not predefined in the system or not on duty to be placed on duty and dispatched via a single function by the system administrator.	Don't Comply	
34	Once the units complete the activity, they should be automatically taken out of service and removed from the system.	Don't Comply	
35	The system shall display area-specific units separately from roaming units.	Don't Comply	
36	Authorized users shall have the ability to add units to the master units table. At minimum, a master unit record shall support the following fields: eight-character unit number, area designation, zone designation, and unit type (one-officer, two-officer, two-investigator, etc.).	Comply	
MESSAGING:			
1	The CAD System shall have the ability to send and receive messages to the following:		
1a	Personnel	Comply	
1b	Workstations	Comply	
1c	Predefined groups (all users, all personnel in zone, etc.)	Comply	Chat groups are configurable by agency
1d	Any combination of user-defined groups, such as personnel, workstations, and MDCs	Don't Comply	
2	The CAD System shall have the ability to send messages to either individuals or specific devices.	Don't Comply	
3	The messaging system shall be an internal part of the CAD system.	Comply	
4	The CAD System shall support the creation of dynamic messaging groups (i.e., when users sign on, the system shall determine what groups they are members of, based on rules that are managed by the system administrator).	Don't Comply	
5	The CAD System should have the ability to send notification and recurring messages. Messages should be able to be defined for sending a prescribed number of times per hour, day, week, or month.	Comply	Scheduler
6	The CAD System shall support unlimited logging of messages.	Comply	
7	The CAD System messaging shall support the ability for users to:		

7a	Create free-form messages	Comply	
7b	Display messages via a single command	Comply	
7c	Have audible and visual signaling of received message.	Don't Comply	
7d	Forward, reply to, and delete messages.	Don't Comply	
7e	Send certified mail (i.e., sends an automatic message back to the sender when the mail is opened)	Don't Comply	
7f	Send priority messages	Don't Comply	
8	CAD messaging shall allow messages to be routed to any system printer.	Don't Comply	
9	CAD messaging shall differentiate between CAD messages and messages returning from the message switch/NCIC.	Comply	
10	CAD messages should be able to be added to an incident history.	Don't Comply	
11	CAD messages should be able to be sent from the command line.	Don't Comply	
12	CAD messages shall accept attachments.	Comply w/Exception	NCIC messages support images, chat messages do not
DDRESS BOOK:			
1	CAD shall support a central Address Book for storing contacts, businesses and numbers to be used to address messages and look up information.	Comply	POI, and or Notes
2	Personnel shall be automatically added to the address book for access to emergency contacts and numbers.	Don't Comply	
3	CAD shall support the creation of multiple address books.	Don't Comply	
4	CAD shall support assigning security to address books.	Don't Comply	
5	CAD shall support the creation of custom fields for address book entries.	Comply	
6	CAD shall support searching address books from a form and command line.	Don't Comply	Form yes, command line no
7	CAD shall support key word searching for address book entries.	Comply	
8	CAD shall support attaching documents and hyperlinks to address book entries.	Comply	
OLO DATABASE:			
1	CAD shall support a BOLO or Alert database to capture information about people and vehicles.	Comply	Notifications
2	CAD shall support the automatic query of the BOLO database whenever a person or vehicle is entered into the system.	Comply	
3	CAD shall support expiring BOLOs automatically after an elapsed time.	Comply	
4	CAD shall support manually expiring BOLOs.	Comply	
5	CAD shall support cancelling BOLOs.	Comply	
6	CAD shall support sending BOLO messages to all users, a selection of users and mobile devices or units.	Don't Comply	
ONTRACTOR ROTATION:			

1	CAD shall support a support module for rotating contractor or support personnel.	Comply	CAD's Wrecker module allows agencies to configure rotations
2	CAD shall support the temporary removal of a contractor from a rotation.	Comply w/Exception	Wreckers may be skipped on demand
3	CAD shall support the request for a contractor from a person or vehicle record.	Comply	Users may use the "Request Wrecker" button that displays on the Vehicle form within CAD
4	CAD shall support the ability to cancel a contractor request.	Comply	
5	CAD shall store all information about a contractor request within the incident record	Comply	
TATUS MONITORS:			
1	CAD shall support user-defined windows or monitor sets for dynamically updated views of ongoing incident, unit, and interface activities.	Comply	
2	The status monitor shall allow the user to page via keystrokes or utilize the mouse to scroll to subsequent screens to view more incidents or vehicles than will fit on a single window.	Comply	
3	Incident monitors shall be able to display active/pending incidents by area and incident status.	Comply	
4	The status monitor shall support the ability for system administrators, groups, or each individual to configure the layout of the workstation screen(s), depending on the number of monitors at the workstations, so workstation windows for pending queues, active units display, active incidents, etc., are not "hard-coded".	Comply	
5	The status monitor shall make use of color, sound (.wav files), and flashing in addition to textual information to enhance status recognition. These assignments shall be user-definable.	Comply	
6	Filtering and sort order of data shall be configurable per monitor set.	Comply	
7	CAD commands and functions shall be programmable as mouse functions uniquely for each individual status monitor.	Don't Comply	
8	The mouse functions shall support setting default values (for example in building common status changes) or prompt the user to enter a value.	Comply	
9	When using the mouse functions within the status monitor the functions shall use the unit ID or incidents the user has selected, and not require them to re-enter this data.	Comply	
10	When configuring a status monitor the user shall be able to select the fields, the length of the fields, and the order of the fields to be displayed.	Comply w/Exception	The user may select the fields, the order of the fields displayed however the user may only select the "width" of the field, not the length of the containing text
IAPPING:			
1	CAD shall have a mapping display that utilizes and ESRI based map (or its equivalent).	Comply	
2	The system shall have ability to have user defined map layers for information such as: lakes, water ways, railroad, parcels, parks, building footprints.	Comply	

3	The system shall have ability to create links from the geo-file to specific documents for locations or map points. This may include Excel (or equivalent), Word, (or equivalent) or photos.	Comply w/Exception	Hyperlinks may be created in ArcGIS and displayed through ID tool on map
4	The system shall have the ability to create links to the Web via points on the map.	Comply w/Exception	Hyperlinks may be created in ArcGIS and displayed through ID tool on map
5	The updates to the map must not affect CAD operations.	Comply	
6	The CAD system shall provide a tightly integrated mapping application that shows incident and unit location.	Comply	
7	Mapping shall run on the same workstation as the CAD application client software.	Comply	
8	The maps shall be resident on the CAD workstation for optimal local, wireless, and remote performance.	Comply	
9	Mapping may be utilized in a wireless mode to support in-car mapping.	Comply	
10	Mapping shall graphically depict all active incident and unit information for the position.	Comply	
11	Mapping shall utilize the same coloring and textual information as CAD. For instance, if the CAD system displays "EN" and a green color for en-route, the mapping application will do the same.		Configurable
12	The CAD system and the map display shall utilize the same ESRI geo-files.	Comply	
13	The map zoom levels shall be user defined by agency. For instance, Agency A wants the map zoomed to 1000 feet when recalling a dispatch, while Agency B wants the map zoomed to 2000 feet for the same function.	Comply	Configurable
14	Mapping shall support CAD command and mouse operations of zoom and pan functions.	Comply	
15	Mapping shall support unattended operations that cause the map to perform a function when the CAD system performs a function requiring map operations. For instance, when a call is displayed, dispatched, updated; the map is automatically zoomed.	Comply	
16	Mapping shall display the best route to an incident, including road conditions (e.g., closures, hazard warnings).	Comply	
17	Mapping shall provide distance and direction of travel information from any point to any point in the Geofile.	Comply	
18	Mapping shall provide a method to track and report specific common place locations to be used in the incident create process that allows the operator to create an incident without searching for the physical address for the common place location.	Comply w/Exception	Points of Interest can be created and applied into the CAD MSAG and map data which allows for common place location search by name i.e. McDonalds.
19	The tactical map shall interact with the CAD system in the following manner:		
19a	The map should zoom in to the incident location when an incident is initiated or updated	Comply	
19b	Each unit's status will display as users update units on the CAD system	Comply	
19c	User may initiate incidents utilizing a "point and click" on the map	Comply	
19d	Users may update a unit's status from the map	Comply	

19e	Users may update, recall, or dispatch an incident from the map	Comply	
19f	Users may select Icons on the map and link to Web pages. For instance, an Icon might display a weather map of an area by linking to the local new channels weather radar	Comply w/Exception	Within ArcGIS hyperlinks can be created and associated with Points on the map. When performing an 'identify' on a point, a user is allowed to follow the hyperlink. A hyperlink may be to any website or document.
19g	User may select layers of the map to turn on and off. For instance, displaying parcels or hydrant locations when needed	Comply	
19h	The ability to pan the map by grabbing a map point with the mouse and moving it.	Comply	
19i	The ability to select unit(s) and have the map automatically size to display the requested units within the ma	Don't Comply	
19j	With AVL the map will automatically pan to follow the selected unit(s)	Comply w/Exception	When an AVL equipped unit is in an "Needs Assistance" status the map will automatically zoom and pan to the unit
19k	The ability to have the CAD system send recommendation requests for best path routing to the mapping applications including road conditions (e.g., closures, hazard warnings), then display the recommendations to the dispatcher	Comply	
19l	The ability to double click on incidents and units to display additional detail as appropriate	Comply	
19m	The ability to support both meters and feet distances	Comply	
19n	The ability to have maps at any appropriately configured workstation local and/or remote	Comply	
21	CAD shall have the ability to display location details, including premise and hazard information either requested from the CAD client or from the Map	Comply	
21	The system shall support Phase II wireless location display from cellular callers.	Comply	
22	The system shall support automatic updating of Phase II locations, upon receipt of re-bid information from the 9-1-1 system.	Comply	
23	CAD shall support the ability to configure the polling frequency of AVL equipped vehicles either by Agency, Unit Status or Vehicle Type.	Comply w/Exception	Polling frequency is set for all AVL equipped vehicles and is not adjustable on a unit per unit basis. Units may be easily filtered on or off of the map view by agency and/or status.
24	The user shall be able to initiate a "Poll" or refresh of the units AVL location from the map at any time.	Don't Comply	Polling frequency may not be adjusted on the fly
25	AVL playback shall be available to the authorized user from their map.	Don't Comply	Planned for future version
26	The map shall accept the closing and opening of roads.	Comply	

27	During road closure the user shall be able to designate if an intersection should be treated as "open" so support crossing by public safety personnel.	Don't Comply	If a road is closed using the "Barriers" feature, there is no way to designate it as open for public safety and all system routing will automatically consider the barrier as a factor when issuing driving directions
ONING AND PAGING:			
1	CAD shall have the ability to send tones and/or messages to individual pagers and groups of pagers and/or Fire Station toning systems.	Comply	
2	When CAD is interfaced with a toning/paging system, the following features shall be available:		
2a	Automatic and manual dispatch notification (toning)	Comply	
2b	Visual indication of when Public Announcement (PA) systems are activated for broadcasts during toning sequences	Comply	
2c	Manual control of Fire station bay doors and other toning system devices	Comply	via interface
2d	Automatic resetting of status lights on the control panels of the toning/paging systems	Comply	via interface
3	CAD shall have the ability to interface with Fire Station printers through applications that facilitate sending messages of incident alarm details.	Comply	
ADIO CONSOLE AND SUBSCRIBER INTEGRATION:			
1	CAD shall have the ability to interface with 10 or more channel trunked radio system, which group radios to provide an effective method for radio communications between dispatchers and officers	Don't Comply	
2	CAD shall have the ability to group users into talk groups so the same communication can go to all at one time.	Don't Comply	
3	CAD shall have the ability to send alerts and alarms over the existing radios.	Don't Comply	
4	CAD shall have the ability to retrieve radio assignment information.	Don't Comply	
5	The system shall display Push-to-Talk information from the radio system on the CAD status monitors.	Don't Comply	
FFLINE MODULE:			
1	CAD shall have the ability to allow users to create/modify incident data if the connection to the CAD server is lost (offline) for any reason and to upload the data into CAD after the connection is reestablished.	Comply	
YSTEM INTERFACES:			
1	The system shall have the ability to transfer event (incident) and audit records from CAD through trigger configuration. These transfers will be completed in near real time.	Comply	
2	The system shall have the ability to query external databases to get access to information, i.e., warrants, people, articles, guns.	Comply	
3	Offeror requested to describe the query structure they will provide.	Comply	Need documentation.....

4	The system shall be integrated with an ad hoc report writer that allows a trained user to create reports from incident data.	Comply	
5	The system shall have a report scheduler that can schedule reports to be automatically run at user defined times.	Comply	
6	Reports should be publishable to an intranet or internet.	Comply	
7	CAD shall have to ability to interface to TDD systems in order to accept emergency calls from hearing- or speech-impaired individuals.	Comply	
8	CAD shall have the ability to interface to an external master clock for time synchronization.	Comply	
X	CAD shall have the ability to interface to 9-1-1 systems, and shall be integrated with the NG9-1-1 system.	Comply	
9	Anytime an incident is displayed, the caller's address, name, and phone number shall display. Additional NENA information shall be easily accessed for the incident by using function key.	Comply	
EPORTING:			
1	Ability to create reports based on any available CAD data	Comply	
2	Ability to create a standard Incident Detail Report by a single command, that includes all data associated with a specific incident formatted in an easy-to-read, professional style.	Comply	
3	Ability to view, query and archive CAD logging data from a PC.	Don't Comply	
4	Ability to generate the following standard reports:		
4a	Activity analysis by day of week	Comply	
4b	Activity analysis by geographic area or any agency-defined layer	Comply	
4c	Activity analysis by hour of day	Comply	
4d	Activity analysis by shift	Comply	
4e	Incidents – by geographic area by hour of day	Comply	
4f	Response time by method of receipt	Comply	
4g	Response times by geographic area	Comply	
4h	Response times by type of call/priority	Comply	
4i	Total and average time on call – by day of week	Comply	
4j	Total and average time on call - by geographic area	Comply	
4k	Total and average time on call - by hour of day	Comply	
4l	Total calls for service by date by nature or disposition	Comply	
4m	Total incidents by date by nature or disposition	Comply	
4n	Total reports by date by disposition	Comply	
4o	Agency-defined query	Don't Comply	Ad-hoc feature not supported yet

5	Ability to record and create reports using the following information:		For all that Comply in Section 5, there exists the ability to Record these data points and all are searchable by either the Incident Search or Reports Module
5a	Alarm type and alarm company code	Comply	
5b	All associated geo-file information	Comply	
5c	ANI/ALI data including address and phone number	Comply	
5d	Available mobile to available at station	Comply	
5e	Available mobile to unavailable	Comply	
5f	Business or premise name	Comply	
5g	Call-Taker/Dispatcher ID	Comply	
5h	Comments/narrative (unlimited)	Comply	
5i	Commonplace name (e.g., parks, streets, schools)	Comply	
5j	Date and time call received by 9-1-1	Comply	
5k	Date and time incident entered	Comply	
5l	Date and time of held incidents	Comply	
5m	Date range	Comply	
5n	Disposition	Comply	
5o	Geographical areas defined by the user	Comply	
5p	Incident number	Comply	
5q	Incident type	Comply	
5r	Incident type/priority	Comply	
5s	Location address, description, supplemental location	Comply	
5t	On-scene to close of call by officer who arrive at scene	Comply	
5u	On-scene to transporting	Comply	
5v	Premise and prior information flag	Comply	
5w	Premise type (e.g., building, location, and person)	Comply	
5x	Priority	Comply	
5y	Reporting areas	Comply	
5z	Reporting party information, including name, address and phone	Comply	
5aa	Reporting zone	Comply	
5bb	Responding to on-scene	Comply	
5cc	Source (e.g., 9-1-1 or 10-digit, radio, other codes as defined by PPD)	Comply	
5dd	Time range (any time-stamped event to any other time-stamped event)	Comply	

5ee	Unit/officer ID	Comply	
5ff	User name and ID of all users associated with the incident	Comply	
5gg	Workstation ID associated with all CAD functions performed on incident	Comply	
6	Ability to print chronological incident and/or incident report listing	Comply	
7	Ability to query and print incident details, including:		
7a	Incident entry or incident number	Comply	
7b	Date/time received	Comply	
7c	Reporting zone	Comply	
7d	Activity code/incident type	Comply	
7e	Location or partial location	Comply	
7f	All incidents in a geographical region defined by the user	Comply w/Exception	By "Areas" as defined in the Admin Console
7g	Priority	Comply	
7h	Reporting party/complainant/caller name	Comply	
7i	Phone number	Comply	
7j	Narrative	Comply	
7k	Vehicle description	Comply	
7l	License plate	Comply	
7m	Cancelled call	Comply	
7n	Disposition	Comply	
7o	Officers/units assigned	Comply	
7p	Time dispatched	Comply	
7q	En-route time	Comply	
7r	On-scene time	Comply	
7s	Available time	Comply	
7t	Officer reporting	Comply	
7u	All Call-Taker/Dispatchers handling incident	Comply	
7v	Any time-stamped event	Comply	
8	Ability to query using partial names and wild cards in any field within the incident.	Comply	
9	Ability to generate daily listing of incidents and officers assigned:		
9a	Incident number	Comply	
9b	Unit ID	Comply	
9c	Officer name (if available)	Comply	
9d	Officer ID (P number)	Comply	

9e	Disposition	Comply	
9f	Location	Comply	
9g	Date/time received	Comply	
9h	Ability to print audit report of changes to incident records:	Comply	
9i	Date/time of change	Comply	
9j	Workstation/terminal ID	Comply	
9k	Call-Taker/Dispatcher ID	Comply	
9l	Transaction type (deletion, edit, etc.)	Comply	
9m	Field modified (saving previous information)	Comply	
9n	Incident location	Comply	
9o	Actual dispatch location	Comply	
10	Ability to direct inquiry results to any CAD printer.	Comply	
11	Ability to view requested reports prior to printing.	Comply	
12	Ability to restrict user actions by:		
12a	Warning of the number of records found	Comply	
12b	Using prompts to continue/refine/alter the query	Comply	
YSTEM ADMINISTRATION:			
1	Ability to create and maintain support data files used in dispatch center operations, including:		
1a	Street closures	Comply	Barriers
1b	Special equipment file	Comply	
1c	Telephone number lists	Comply	
1d	Notification lists	Comply	
1e	Personnel file	Comply	
1f	Special skills (e.g., foreign language, K-9)	Comply	
1g	Public agency referral lists (e.g., Board of Water Supply)	Comply	
1h	Special resource files	Comply	
1i	Files necessary for unit recommendation	Comply	
2	Ability to create and maintain premise information	Comply	
3	Ability to capture and maintain premise information in user defined categories or types.	Comply	
4	Ability to define valid date ranges for time limited premise information at a given location (e.g., information valid between <start date> and <end date>) and notify supervisor of pending expiration dates.	Comply w/Exception	The ability to set start and end dates is supported however there is no automatic notification when expiration dates are nearing
5	Ability to define criteria for automatic premise information purges and activate or deactivate this feature.	Don't Comply	

6	Ability to create sign-on messages for subsequent shifts or individuals.	Comply	
7	Ability to create and maintain automatic reminders of scheduled activities (radio tests, etc.):		
7a	Daily	Comply	
7b	Weekly	Comply	
7c	Monthly	Comply	
7d	Annually	Comply	
7e	Multiple activities or reminder per time slot	Comply	
IDEO (FIXED AND MOBILE):			
1	The system will have the ability to display on the map the location of fixed security cameras.	Comply w/Exception	Can be built as a Map layer
2	Blank		
3	The system will have the ability to allow the operator (call taker-dispatcher-supervisor) to view the camera video.	Don't Comply	
4	The system will have the ability to allow the operator (call taker-dispatcher-supervisor) to interface to PTZ camera control systems.	Don't Comply	
5	The system will present a single or common camera interface regardless of camera system type.	Don't Comply	
6	The system will have the ability to display video from in-car video systems.	Don't Comply	
7	The system will have the ability to allow mobile users access to video from fixed or mobile sources.	Don't Comply	
G9-1-1:			
1	The system will have the ability to accept and associate with the CAD incident any relevant electronic media received from the NG9-1-1 network.	Comply w/Exception	Not videos currently
2	The Offeror commits to adhere to NENA i3 or greater standards in a reasonable time frame as new features are added to i3 or as new technologies become available.	Comply	
3	The system will have a seamless workflow to accept multimedia electronic media from the NG9-1-1 network.	Comply w/Exception	Requires support from call handling software
4	The system will have the ability to have the NG9-1-1 telephony user screens resident on the same workstation as the CAD.	Comply	
RAINING:			
1	Ability to simultaneously operate a "Training" system. The training system must have identical functionality as the live system but be available for training and scenarios.	Comply	Training tenant
2	Ability to simultaneously operate a "Test" system. The test system must be available to test system changes prior to their implementation to the training or live systems.	Comply	
3	CAD shall provide an on-line training database for testing that does not impact the live database. During sign-on the user will be able to select training or live mode.	Comply	

Appendix 3. Calling Line Identification

A #9999 unit
Assist Dispatch—Dispatches a unit to assist another unit using the CAD incident number.
Sample: A #0898
102
AE #9999 unit
Assist En-route—Places a unit en-route to assist another unit using the CAD incident number.
Sample: AE #2345 100
AK #9999 unit
Acknowledged—Changes a unit's status to "Acknowledged."
Sample: AK #1012
L23
AO #9999 unit
Assist On Scene—Places a unit on scene assisting another unit using the CAD incident number.
Sample: AO #3653 376
AU unit assisting-unit
Assist Unit Dispatch—Dispatches a unit to assist another unit using the unit ID. The assisting unit is automatically assigned to the same incident as the original unit.
Sample: AU D1 D3
AUE unit assisting-unit
Assist Unit En-route—Places a unit en-route to assist another unit using the unit ID. The assisting unit is automatically assigned to the same incident as the original unit.
Sample: AUE P1 K9
AUO unit assisting-unit
Assist On Scene—Places a unit on scene to assist another unit using the unit ID. The assisting unit is automatically assigned to the same incident as the original unit.
Sample: AUO L52
E1
AV unit
Available—Changes a unit's status to "Available."
Sample: AV F12

BA
Busy Available—Changes a unit's status to "Busy Available."
Sample: BA 99
BU
Busy Unavailable—Changes a unit's status to "Busy Unavailable."
Sample: BU 100
C unit
Clear a unit—Clears one or more units.
Sample to clear one unit: C 104
Sample to clear multiple units: C 104 214 487
CCN [TrackingNumberGenerator] unit #9999
Create Case Number—Creates a case number using a specified incident number, tracking number generator, and unit ID. The tracking number generator name must be entered within brackets.
Sample: CCN [FireCentralTrackGenerator] D5 #0034
CHG #incident unit
I/EventCode
Change Incident Code—Changes the incident code for an active incident using either the incident number or the unit ID of a unit assigned to the incident.
Sample: CHG #20045
I/Domestic
CL unit [Location]
Change Unit Location—Enters a location for a unit. Location must be entered within brackets.
Sample: CL 104 [100 Main St]
Note: While this changes the unit location, the CAD location remains the same.
CM
Clear Map—Clears incident filters that were applied to the embedded Map.
CON unit UnitOrg
Change Group—Moves a unit or group of units to a different unit organization.
Sample: CON 312
PT
COND

Control Display—Opens the Control Display window. Refer to "Control Display" for more information.
CONX unit
Cancel/Restore—Cancels temporary reassignment of a unit to a unit organization.
Sample: CONX 319
CS
Cross staffing—Opens the cross staffing window which displays the units that are currently cross staffed.
CS unit
Cross staff display for unit—Opens the cross staffing window filtered to a particular cross staffed unit.
Sample: CS BT9
CS unit unit
Cross staff units—Cross staffs one unit with another.
Sample: CS 111 345
CSX unit unit
Clear cross staff rule for units—Clears the cross staffing rule applied to two units through the CAD Station.
Sample: CSX 111
345
Note: This will not clear cross staffed units that are the result of cross staffing rules defined through the Administrative Console.
D #9999 unit I/EventCode [location] ,comment
Dispatch Unit—Dispatches a unit to an incident or creates an officer-initiated incident for a unit in dispatched status. Accepts the following parameters:

- Incident Code—Enter an incident code preceded by a pound or hash sign.
- Event Code—Enter an event code if it is an officer-initiated call. Enter "I/" before the event code.
- Location—Enter the incident location within squared brackets. Please note that the location is not validated. To validate the location, open the Incident Form.
- Comment—Enter any comments preceded by a comma.

Sample: D #0283
102

DIR unit #incident unit2
Directions—Displays directions for an AVL-equipped unit on the embedded Map. Step-by-step directions are also displayed on the Directions tab on the Map. You can map directions from a unit's location to the incident to which it is assigned; directions from a unit's location to the location of a non-assigned incident; and directions from one unit to another unit's location.
Samples:

- DIR P35
- DIR P35 #0886
- DIR P35 P76

DU unit
Display Unit Status—Displays the unit status form.
Sample: DU 190
DUP #duplicated incident #original incident unit, comment
Duplicate—Duplicates an incident into another incident and automatically closes the duplicated incident.
Samples:

- DUP #9999 #9998, same incident
- DUP #9999 100, same incident

Note: If duplicating an incident that was created while in Disconnect Operations, use the last three digits of the incident number.
ER #9999 unit I/EventCode [location], comment
Place Unit En-route—Changes a unit's status to en-route or creates an officer-initiated incident for a unit in en-route status. Accepts the following parameters:

- Incident Code—Enter an incident code preceded by a pound or hash sign.
- Event Code—Enter an event code if it is an officer-initiated call, enter "I/" before the event code.
- Location—Enter the incident location within squared brackets. Please note that the location is not validated. To validate the location, open the Incident Form.

- Comment—Enter any comments preceded by a comma.

Sample: ER 110 I/Burg [100 Main St], Burglary in progress
IC unit
In Car—Places a unit in an "in car" status.
Sample: IC PT102
IH
#9999
Incident History—Displays the CAD incident details for an incident number.
Sample: IH #3123
IM !user
Chat—Displays the Messaging Center tab. Messaging session can be initiated with a CAD user.
Sample: IM !jsmith
LINK #9999 #8888, comment
Link Incidents—Links two CAD incidents together and creates a hyperlink between the two. Refer to "Linked Incidents" for additional information.
Sample: LINK #3123 #2233. This is an optional comment.
LO station ID
Log Off CAD Station—Logs current user off from the CAD
Station.
Sample: LO 215
MDTOFF
Unmark Unit as Signed In—Unmark mobile unit as signed in through CAD.
Sample: MDTOFF

112
MOV unit area
Move Unit—Moves unit to a different
area.
Sample: MOV 112
26
NAR #9999 or NAR unit, comment
Narratives—Adds a narrative using either an incident number or a unit number.
Sample - adding a narrative to an incident: NAR #0065, RP in blue accord
Sample - unit number: NAR 125, making contact with suspect
Note: After entering the incident number or unit ID, you can also enter a comma and follow that with narrative text. When you press Enter, the text is added to the CAD Narrative.
OC unit
Out of Car—Places a unit in an "out of car" status.
Sample: OC PT102
OFF unit
Place Unit Off Duty—Sets the unit status to Off Duty.
Sample: OFF 311
ON unit
Place Unit On Duty—Sets the unit status to On Duty.
Sample: ON 105
OS #9999 unit I/EventCode [location] ,comment
Place Unit On Scene—Sets the unit status to on scene or creates an officer-initiated incident for a unit in on scene status. Accepts the following parameters:

- Incident Code—Enter an incident code preceded by a pound or hash sign.
- Event Code—Enter an event code if it is an officer-initiated call. enter "I/" before the event code.
- Location—Enter the incident location within squared brackets. Please note that the location is not validated. To validate the location, open the Incident Form.
- Comment—Enter any comments preceded by a comma.

Sample: OS 112 ,Unit is on
scene
OT unit
Other—Sets the unit status to Other.
Sample: OT B2
P unit
Preempt—Preempts a unit from a call.
Sample: P 124
PD unit1 unit2
Preempt and Dispatch—Preempts a responding unit while dispatching another unit instead. One unit must be assigned and the other available. Unit 1 and unit 2 are both parameter independent, so either one can be the assigned or available unit.
Sample: PD 100 112
PDE Unit1 Unit2
Preempt and En-route—Preempts a responding unit from an incident while dispatching a new unit and showing the new unit's status as en-route. One unit must be assigned and the other available. Unit 1 and unit 2 are both parameter independent, so either one can be the assigned or available unit.
Sample: PDE 100
112
PDO Unit1 Unit2
Preempt and On-scene—Place a unit on scene at an incident and place the unit currently on the incident available. One unit must be assigned and the other available. Unit 1 and unit 2 are both parameter independent, so either one can be the assigned or available unit.
Sample: PDO 100
112
PG >contact #9999 ,message
Page/Text—Sends a page/text to a specified recipient. To use this command, you need to know the contact name as defined in CAD or PageGate. When an incident number is entered, the message will include the default data as defined by the CAD administrator. Also supports entering free-form text.
Sample: PG >jsmith #1335 ,sending incident details
PGI #9999 >contact, message
Page/Text—Sends a page/text to all units assigned to the incident that have a pager/text contact.

Samples:

- PGI #1335, sending incident details
- PGI #1335 >jsmith, sending incident details

Note: The message will include the default data as defined by the CAD administrator. Also supports entering free-form text and adding additional contacts.

PGM

Display Page/Text Window—Opens the Page/Text window (see Send Message to Recipients for more information). In addition, if the Message Center tab is not displayed, this command will open the tab and give emphasis to the Page/Textsection.

QL Unit @plate

Query Tag for Unit—Runs an NCIC query for a license plate. Results are displayed in the dispatcher's Mobile interface and the query is recorded in the incident history.

Sample: QL L35 @ABC123

Note: This command will also accept the optional parameters for incident number, state code, year, and vehicle type, for example:

QL L35 #201345 @ABC123.NY .2014

+suv.

If you do not enter a state code, CAD will use the default state that is configured in your system. Follow the syntax hints when entering these parameters.

QP

Query Person—If using Caliber CIS software, runs an NCIC query for a person. The request is sent to the CIS client for submission. Results are displayed in the CIS client. Supports the following parameters:

- Unit
- Incident Number
- First, Last, and Middle Names (enter F/, L/, and M/ before the respective names)
- Date of Birth (enter D/ before DOB)
- State (enter a period . before State)

Sample: QP L100 L/SMITH F/JOHN M/A D/01011990 .Iowa
RO
#9999
Reopen Incident—Reopens an incident that occurred within the past 48 hours.
Sample: RO #1123
RO unit
Reopen Incident for Unit—Reopens the last incident to which the unit was assigned and dispatches the unit to the incident. If the unit is on another incident, a prompt displays asking whether to stack the incident and dispatch the unit to the reopened incident. Clicking OK stacks the current incident and dispatches the unit to the reopened one; clicking Cancel keeps the unit on the current incident and the reopened one is displayed in the Active Incidents tab with the incident status configured for reopened incidents.
Sample: RO D12
SC #9999 unit
Stack Call—Stacks an incident for a unit.
Sample: SC #5312 PS100
SCX #9999 unit
Remove Stack Call—Removes a stacked incident for a unit. The incident is placed in "Ready
Sample: SCX #1009 L320
SE #9999 unit [location], comment
Place Unit Secondary En-route—Sets the unit status to secondary en-route to an incident.
Sample: SE #7112 F30 [100 MAIN ST], en-route to hospital
SET
#9999
Set CLI to incident—Sets the CLI line to a specific incident. When set, user can execute CLI commands and not be required to enter the incident number.
Sample: SET #5312
SETX #9999
Remove CLI to incident
Sample: SETX #531
2
SO #9999 unit [location], comment
Place Unit Secondary On Scene—Sets the unit status to secondary on scene at an incident.
Sample: SO #2256 L101 [GENERAL HOSPITAL], on scene at hospital

SUB
View Substitutions—Opens
the Substitutions window.
Note: For future release.
SUB unit
View Substitution for Unit—Opens the Substitutions window and displays only substitutions for the defined unit.
Sample: SUB D120
Note: For future release.
SUBP unit1 unit2
Physical Substitution—Physically substitutes one unit (unit2) for another (unit1).
Sample: SUBP D123 D120
Note: For future release.
SUBV unit1 unit2
Virtual Substitution—Initiates a virtual substitution between one unit (unit2) for another (unit1).
Sample: SUBV D123 D120
Note: For future release.
SUBX
unit
Clear Substitution—Clears a substitution for a defined unit. You can enter either unit to clear the substitution.
Sample: SUBX D123
Note: For future release.
TS unit [Location] @plate .state.year +VehicleType ,comment
Traffic Stop—Creates a traffic stop. License plate information is optional for this command and does not need to be entered to execute successfully.
Sample: TS 104 [130 Peachtree St. SW] @ABC123 .FL .2014 +SUV, speeding

Note: If multiple locations exist that match the one entered in this command, you will be prompted to select the correct location.
UH Unit
Unit History—Displays unit history for current day.
Sample: UH 100
UH Unit MMdd

Unit History—Displays unit history for a specific month/day and assumes current year.
Sample: UH 100 0218 (February 18)
UH Unit MMddyy
Unit History—Displays unit history for a specific month/day/year and assumes year begins with 20.
Sample: UH 100 021810 (February 18, 2010)
US unit $UnitStatusType #9999, remark
Change Unit Status—Changes a unit's status for a specific incident and allows you to enter a remark.
Sample: US E76 $ERH #1234, St. Joes Hospital with 1 critical
USC unit
Stacked Calls for Unit—Displays the Stacked Calls window showing the stacked calls for a specific unit.
Sample: USC D3
Note: If you do not enter a unit ID and just enter USC, CAD will display a list of all stacked calls.
WHO
Show Users—Displays a window that shows all users who are logged into CAD Stations. Information also includes Station ID, User Role, Profile Name, Region, date and time of last activity, and the version of CAD that they are using.
XD unit
Exchange Dispatch Units—Exchanges units and sets their status to Enroute.
Sample: XE 100 200
XE unit
Exchange Enroute Units—Exchanges units and sets their status to Dispatched.
Sample: XD 100 200
XO unit
Exchange OnScene Units—Exchanges units and sets their status to
OnScene.
Sample: XO 100
200
ZI #9999
Zoom to Incident—Zooms to the location of an incident on the Embedded Map.
Sample: ZI #03325
ZU unit
Zoom to Unit—Zooms to the location of a unit specified on the Embedded Map. If unit is AVL-equipped,

this command zooms to the actual unit location. If the unit is not AVL-equipped, it zooms to the incident to which it is assigned.
Sample: ZU E22