

Instructions

Prospective Contractors shall submit written questions using this Response Template.

Complete all cells for each question. Clearly identify the referenced section or text. OSP strongly prefers the Prospective Contractor ask multi-part questions as individual questions on separate lines. The questions must be submitted in the original file format "Microsoft Excel".

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response
1	Page 1, Delivery of Response Documents	Delivery providers, USPS, UPS, and FedEx deliver mail to OSP's street address on a schedule determined by each individual provider.	Given current safety concerns about COVID-19, "stay-at-home" orders, and its impact on businesses, would the State consider accepting responses electronically, rather than requiring physical deliveries? This would better safeguard your and our employees.	Arkansas Procurement Law requires the submission of competitive "sealed" bids that are opened contemporaneously when an invitation for bids is issued. See Ark. Code Ann. § 19-11-229. Similarly, the statute that authorizes the request for proposals method of procurement expressly refers to it as the solicitation of "competitive sealed proposals." See Ark. Code Ann. § 19-11-230. The receipt of sealed bids that are opened contemporaneously and publicly allows bidders the assurance that their bids were not opened, and that their pricing was not shared with a competitor prior to the bid opening date. The Office of State Procurement does not yet have the capacity to receive bids electronically in an encrypted fashion that would be the equivalent of receiving a "sealed" bid or proposal. Once we do, we will be able to accept bids and proposals electronically. We look forward to being able to offer this service in the future.
2	Page 2, Section 1.5	A Prospective Contractor must unconditionally accept all Requirements in the Requirements Section(s) of this RFP to be considered a responsive Prospective Contractor.	Will the State allow the awarded firm the opportunity to suggest minor mutually beneficial modifications to General Contractual Items and Standard Terms & Conditions outlined in Sections 4 and 5?	The State does not typically negotiate General Contractual Items and Standard Terms & Conditions. The Prospective Contractor agrees to all Requirements in the RFP with the signature on the Signature Page of the Response Packet.
3	Page 3, A. Original Technical Proposal Packet, 1.b	b. One (1) original hard copy of the proposal response which includes:	Due to the current circumstances and shelter/work at home requirements, would it be acceptable to submit our response electronically instead of printing and delivering the response?	See response to Question 1.
4	RFP page 5, Section 1.11; RFP page 21 Section 5.3; and Technical Proposal Packet, Proposal Signature Page	Authorized Signature (Use Ink Only). The signature must be in ink.	Will the State accept digital signatures, given the current safety concerns about COVID-19, or must this page be hand-signed in ink?	See response to Question 1.
5	page 8, Paragraph 1, Section 1.19	Award Process	Will a company awarded a contract as a result of this RFP be allowed to respond to a subsequent RFP for any and all NG911 services for the state.	Yes.
6	RFP page 11, Section 2.1.B Prospective Contractor Qualifications and Technical Proposal Packet, Information for Evaluation, Section 1.0, Question 5	Experience in projects such as consolidation of water, water/sewer systems, solid waste systems, school districts, and/or organizational mergers, etc.).	Please clarify why the State desires experience with the consolidation of water, water/sewer systems, solid waste systems, or school districts, when the project's Scope of Work is for consolidation of PSAPs.	While it is the State's expectation that Prospective Contractors have significant experience in the 911 industry, the State realizes that it is a possibility that Prospective Contractors may not actually have experience in PSAP consolidation projects. The State's objective is to ensure that the Prospective Contractors have experience in statewide consolidation projects as well as 911 industry experience, and the projects listed are examples of state-level consolidation projects other than PSAP consolidation projects should Prospective Contractors not have experience in PSAP consolidation projects.
7	Page 12, Section 2.2 - Paragraph 4	<i>In this regard, the scope of the project is statewide and potentially includes interconnections with the PSAPs identified in Attachment B (2019 PSAP Certification Data). Attachment B also provides a map of Selective Router locations as of 2019.</i>	No Attachment B has been provided with the RFP. Will the Board be providing a copy of Attachment B?	A worksheet "ATT SELECTIVE ROUTERS-ARKANSAS PSAPs" has been provided as Attachment B.
8	RFP Page 13, Section 2.3.B.1 Scope of Services	Convene and direct a series of engaging regional stakeholder workshops	To ensure consistency across respondents, does the State have an anticipated minimum number of different regions requiring stakeholder workshops?	At least five regions (Northwest, Northeast, Southeast, Southwest, and Central) and possibly more if needed.
9	RFP Page 13, Section 2.3.B.1 Scope of Services	Convene and direct a series of engaging regional stakeholder workshops	Please confirm that the State does not anticipate the requirement for the consultant to individually visit each of the 104 PSAPs	It may not be necessary to visit each PSAP individually provided that all data required is made available to the consultant.
10	2.2 BACKGROUND AND OBJECTIVES, 2.3 SCOPE OF SERVICES Pg. 11-13	PSAPS INFO - (A. 1-5) (B. 1. a.-l); (C. 1-7)	Can you share all PSAP Addresses and locations?	A list of all PSAP addresses and locations is currently being updated and is not available at this time but will be provided at the time in which a contract is initiated with the selected respondent.
11	2.2 BACKGROUND AND OBJECTIVES, 2.3 SCOPE OF SERVICES Pg. 11-14	PSAPS INFO - (A. 1-5) (B. 1. a.-l); (C. 1-7)	Can you share all PSAPS positions per PSAP along with and all Back up centers?	All of this information is not currently available at this time, and it is expected that this data would be gathered from the PSAPs "prior to" or "during the regional meetings with the PSAPs.

12	2.2 BACKGROUND AND OBJECTIVES, 2.3 SCOPE OF SERVICES Pg. 11-15	PSAPS INFO - (A. 1-5) (B. 1. a.-l); (C. 1-7)	Can you share the current back up structure and call over follows for PSAPS?	All of this information is not currently available at this time, and it is expected that this data would be gathered from the PSAPs "prior to" or "during the regional meetings with the PSAPs.
13	2.2 BACKGROUND AND OBJECTIVES, 2.3 SCOPE OF SERVICES Pg. 11-16	PSAPS INFO - (A. 1-5) (B. 1. a.-l); (C. 1-7)	Can you list the number of CAMA trunks and how many CAMA trunks per each PSAP?	This list is currently being updated and is not available at this time but will be provided at the time in which a contract is initiated with a Contractor.
14	2.2 BACKGROUND AND OBJECTIVES, 2.3 SCOPE OF SERVICES Pg. 11-17	PSAPS INFO - (A. 1-5) (B. 1. a.-l); (C. 1-7)	Can you list the CPE currently used at each PSAP along with any recent upgrades at these PSAPS?	This list is currently being updated and is not available at this time but will be provided at the time in which a contract is initiated with the selected Prospective Contractor. The majority of call handling solutions deployed in Arkansas are Vesta and Solacom systems. There are currently some host/remote solutions deployed in the State, and this information will be provided at the time that a contract is initiated with a Contractor.
15	2.2 BACKGROUND AND OBJECTIVES, 2.3 SCOPE OF SERVICES Pg. 11-18	PSAPS INFO - (A. 1-5) (B. 1. a.-l); (C. 1-7)	Can you list any current regional ESInet networks in place. Including Diagrams?	N/A - The Board's expectation will be that all PSAPs will connect to the State ESInet when installed.
16	2.2 BACKGROUND AND OBJECTIVES, 2.3 SCOPE OF SERVICES Pg. 11-19	PSAPS INFO - (A. 1-5) (B. 1. a.-l); (C. 1-7)	What is the county populations associated with the corresponding PSAPS?	Please see Attachment C.
17	2.2 BACKGROUND AND OBJECTIVES, 2.3 SCOPE OF SERVICES Pg. 11-20	PSAPS INFO - (A. 1-5) (B. 1. a.-l); (C. 1-7)	Can you share the counties call volumes for the last 3 years?	These totals are not currently available due to issues with lost data by the 911 system providers. An report of estimated calls per PSAP can be provided at the time in which a contract is initiated with a Contractor.
18	2.2 BACKGROUND AND OBJECTIVES, 2.3 SCOPE OF SERVICES Pg. 11-21	PSAPS INFO - (A. 1-5) (B. 1. a.-l); (C. 1-7)	Can you list the Selective routers in the state along which PSAPS are services by the selective routers. Can you list what Vendors support the selective routers?	There are five AT&T selective routers that route 911 calls in Arkansas. Attachment B identifies the PSAPs connected to each selective router in Arkansas. Note: The PSAP name on this report may not match the PSAP's FCC Name, but is a reflection of the name in which the selective router Provider has associated with each respective PSAP.
19	2.2 BACKGROUND AND OBJECTIVES, 2.3 SCOPE OF SERVICES Pg. 11-22	PSAPS INFO - (A. 1-5) (B. 1. a.-l); (C. 1-7)	Can you share the population per county?	Yes, See Attachment C.
20	Technical Proposal Packet, Information for Evaluation, Section 6.0	The Prospective Contractor should also describe the roles and responsibilities they feel are needed by each party to successfully provide the final report to the Arkansas 911 Board.	Please clarify what information the State is seeking for this section's roles/responsibilities narrative, different from the roles outlined in the Key Personnel Table in Section 4.0.	The response for this question in Section 6.0 may include some of same information from Section 4.0, but should also include roles/responsibilities expected from State of Arkansas resources.