

CA NG9-1-1 Data Analytics Services Instructions

Bidders shall submit their narrative response to describe how the Technical Requirements in the A.0-Narrative Requirements Tab are met per the instructions in RFP Part 1 Section 4.2.1, Technical Requirements instructions and submission requirements.

Bidder shall submit the narrative response in the form provided in RFP, ATTACHMENT 20 - Technical Requirement Response Template. The Bidder is responsible to ensure their response is contained within that two (2) page document for each requirement.

Bidder may submit no more than three (3) pages of diagrams to support each narrative response. The diagrams shall be a visual representation of the narrative response and will be limited to no more than 100 words per page, which will include diagram labels.

Any typed information that goes beyond the 2nd page of the Technical Requirement Response Template will not be considered as a part of this evaluation.

Bidder shall provide response, Yes "Y" or No "N", to the 'Service Provider Agreement' on each tab in Exhibit A.

EXHIBIT A
Narrative Requirements

Requirement	Contractor must provide a written narrative for the requirements noted in Exhibit A and include with its Final Bid submission in accordance with Section 6. Proposal Format and Submission Requirements.	Service Provider Agrees to meet the Requirement YES/NO
A.0.1	The Contractor shall provide the leadership, project management and support needed to perform all tasks associated with this service at no additional cost to the CA 9-1-1 Branch or the PSAP. Describe how the contractor will meet this requirement for all aspects of the project.	
A.0.2	Describe how the Data Analytics platform will gather the information needed from the CPE and the NGCS providers. The description shall include the interface requirements and assumptions needed to support the service.	
A.0.3	Describe the key success factors for the service deployment, to include the initial deployment of Data Analytics. The description must include challenges and mitigation strategies that may impact the project's critical path.	
A.0.4	Describe how the service shall be configured to avoid all single points of failure within the system and to ensure 99.9% availability.	
A.0.5	Describe how the service shall scale to meet expected demand over time, without limitation of any physical onsite hardware, human intervention, licensing, number of positions, NENA i3 versions, during every day use, during disasters or during high demand events while maintaining 99.9% availability for PSAPs deployed on your platform.	
A.0.6	Describe how the service shall maintain trouble ticket e-bonding with RNSP and PNSP using standardized API developed by PNSP. Description shall include the integration of system monitoring with the data delivered from each RNSP and the PNSP.	
A.0.7	Describe how the system monitoring dashboard will display and report the health of the Service. Description shall include how the dashboard will monitor the health of service solution and any PSAP equipment to ensure that SLAs are being met.	
A.0.8	Describe service dashboard and how it provides near real time service monitoring and reporting to support the description provided in Exhibit 21 and the SOW. Description shall include a definition of near real time. Description shall also include how CA 9-1-1 Branch will access the dashboard monitor, this shall include statistical data, printable reports, and outage notifications with duration.	

EXHIBIT A
Technical Requirements

A.1.60	<p>Service shall support the workflow process used by Cal OES, County Coordinators, and CHP for wireless call routing decisions.</p>	
A.1.61	<p>Service Provider shall provide the leadership, project management and support needed to perform all tasks associate with this service at no additional cost to the CA 9-1-1 Branch or the PSAP.</p>	
A.1.62	<p>Service Provider shall provide ad hoc reporting capability through an intuitive user friendly interface. Reports can be extracted on every field from the PSAP profiles or the CDR data. Users have the option of having any ad hoc results delivered via e-mail if the query involves searching a great deal of data. Users have the ability to save and share all custom ad-hoc reports with their peers</p>	
A.1.63	<p>Service Provider shall provide remote monitoring and on-site support for the DIAS components including software upgrades and enhancements, remote monitoring of the data sharing connections, on-site remedial maintenance, and full trouble ticket management services.</p>	
A.1.64	<p>Service Provider shall provide a system monitoring and trouble ticket system for the service components. The trouble ticket management application shall be available to authorized users through a secure login with all incidences available at any time from one source. The trouble ticket management system shall provide information on who worked on the issue, status changes with associated dates and relevant notes.</p>	
A.1.65	<p>Service Provider shall provide notice to the affected PSAP(s) any time a problem is detected. Trouble tickets are initiated and trouble reports shall be made to the appropriate third party (ILEC and/or CPE vendor). Direct Technology monitors the status of trouble resolution with the third party and updates the trouble ticket log until the problem is resolved</p>	
A.1.66	<p>Service Provider shall use NG 9-1-1 Connections to the PSAP to transfer all data needed for analytics.</p>	