



**STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
TENNESSEE EMERGENCY COMMUNICATIONS BOARD**

**REQUEST FOR INFORMATION
FOR
NEXT GENERATION 911
EMERGENCY COMMUNICATION SERVICES**

RFI # 33501-255001

February 12, 2025

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Commerce and Insurance, Tennessee Emergency Communications Board ("TECB") issues this Request for Information ("RFI") for the purpose of obtaining information as to current Next Generation 911 ("NG911") emergency communications services that are or will be available in the marketplace that the TECB may include in an upcoming procurement of NG911 emergency communications services to replace and/or upgrade Tennessee's existing NG911 emergency communications services. We appreciate your input and participation in this process.

2. BACKGROUND:

TECB is a nine (9) member board housed within the Tennessee Department of Commerce and Insurance. The board is responsible for assisting the State's one-hundred (100) emergency communications districts ("ECDs") with management, operations, and accountability, and establishing emergency communications for all of the State's residents and visitors. This includes providing the network and call-routing infrastructure supporting delivery of requests for 911 assistance to each of the public safety answering points ("PSAPs") within the ECDs.

The State has led the way concerning Next Generation 911 (NG911) and has been recognized as a national leader and early adopter of NG911 through previous implementations of an Emergency Services Internet Protocol Network ("ESInet") and a transitional Internet Protocol Selective Router ("IPSR") routing solution. While this new network has helped elevate and strengthen NG911 in Tennessee, the State plans to continue to advance the infrastructure to account for the evolution of standards, technology, and services taking place in the public safety community. This RFI aims to gather information to develop a forthcoming Request for Proposals ("RFP") focused on enhancing the capabilities of 911 services and the evolving technologies for both the individuals needing emergency assistance and the PSAPs responding to those in need of help.

CURRENT ENVIRONMENT

The State has a population of more than 7.1 million, with one hundred (100) ECDs serving one hundred nineteen (119) primary, sixteen (16) secondary, and twenty-nine (29) backup PSAPs. While the majority of the ECDs have a single PSAP, several serve multiple PSAPs in their districts. A full list of PSAPs can be made available upon request. The State network processes an average of 3.5 million calls per year. The State utilizes an ESInet and Next Generation Core Services ("NGCS") from AT&T. The three (3) major wireless carriers have migrated their traffic to AT&T (accounting for about ninety percent (90%) of the State's 911 traffic), and many smaller originating service providers ("OSPs") have begun their transition, as well. In total, there are approximately forty-one (41) total wireline carriers, twenty-two (22) competitive local exchange carriers ("CLECs") and nineteen (19) incumbent local exchange carriers ("ILECs") in the State. All will need to be transitioned to i3 call delivery to the ESInet during the term of the upcoming contract.

Since the implementation of NG911, the State and PSAPs throughout have worked to enhance resiliency and capabilities, advancing the infrastructure needed as technologies evolve, including: redundant network connections to each PSAP, geographic information systems ("GIS"), operations, text-to-911, location accuracy, i3 services, and call handling.

Geographic Information Systems (GIS)

The State and PSAPs have expended considerable effort in developing the GIS datasets necessary for the implementation of geospatial routing. Among the State's 911 authorities, ninety-six percent (96%) have achieved an eighty-nine percent (89%) or better match between their site/structure address point ("SSAP") and road centerline ("RCL") datasets, with sixty-five percent (65%) achieving ninety-eight percent (98%) SSAP-to-RCL match.

Operations

The current network includes dual, redundant, geographically diverse Internet Protocol ("IP") fiber-optic connections into each PSAP, plus a wireless data connection provided through FirstNet. Additionally, the PSAPs have worked to identify routing rules in the event of outages or disasters limiting the network and/or PSAP operations.

Text-to-911

Approximately ninety-nine percent (99%) of PSAPs have deployed text-to-911 service. It is anticipated that the remaining PSAPs will have text-to-911 service ready by the end of Q1 2025. About seventy-five percent (75%) of the PSAPs have deployed an integrated message session relay protocol ("MSRP") solution through the AT&T ESInet and the remaining twenty-five percent (25%) have an over-the-top internet-based service deployed. The TECB wishes to have all PSAPs receive text-to-911 over the ESInet in the upcoming procurement.

Over-the-Top Applications

Tennessee PSAPs supported RapidSOS trials in 2017 and most are utilizing this service. Rapid Deploy is also available through the current contract with AT&T and is deployed in approximately forty percent (40%) of PSAPs.

Call Handling

The State enables the PSAPs to deploy an Intrado VIPER® or a Motorola Vesta® call-handling-as-a-service ("CHaaS") solution that utilizes the current NGCS and ESInet. There are

approximately fifty (50) PSAPs that have deployed, and others that anticipate deployment over the next year.

Emergency Call Tracking System (ECaTS)

TECB operates a statewide dashboard that provides visibility into the network availability of each PSAP. More than seventy (70) PSAPs have implemented the platform in their facilities and approximately thirty (30) others are in progress. This tool provides visibility regarding the status of PSAPs across the State and offers PSAPs a similar view. Some PSAPs have taken advantage of ECaTS' additional reporting capabilities.

FUTURE PROCUREMENT GOALS/NEEDS

This upcoming procurement is of great importance to TECB and PSAPs in Tennessee. As a result, the State expects enhanced capabilities, functionality and service to be available to all PSAPs prior to the expiration of the State's current ESInet/IPSR contract in October 2028. In addition to meeting the transition timeline, key elements for this service must include:

- An ESInet and National Emergency Number Association ("NENA") i3-conformant Next Generation Core Services ("NGCS") solution that is secure, reliable, resilient, redundant, and diverse.
- Layer 3 service over Fiber-Based connections on a Private Multiprotocol Label Switched Service ("MPLS"), which is used to connect into all ESInet NGCS core locations.
- Transition all PSAPs to a NENA i3 interface with the NGCS.
- An open-vendor ecosystem that provides quick implementation of new integrated services as public safety technologies and capabilities advance.
- Use of the State's existing GIS data for civic address validation at the SSAP level (eliminating the need for PSAPs to maintain Master Street Address Guides ("MSAGs"); address validation with centerline ranges is not acceptable).
- Integrated MSRP text-to-911 for all PSAPs, eliminating over-the-top solutions.
- Integrated real-time text-to-911 ("RTT") from all wireless carriers.
- CHaaS – optional service for PSAPs with multi-vendor solutions.
- Transition all OSPs to deliver NENA i3 formatted 911 calls.
- Integration with OSP-provided location information servers ("LIS").
- Integration with third-party commercial additional data repositories ("ADR") with multi-vendor solutions.
- Use of industry's PSAP Credentialing Agency ("PCA").
- Use of the industry's Forest Guide.
- Optional Computer-Aided Dispatch ("CAD") as a hosted service.
- Optional onsite support options for ECDs/PSAPs.
- Alternative wireless options for 911 call delivery to PSAPs when terrestrial circuits fail (LTE, satellite, etc.).
- Exceptional network operation center ("NOC") and technical support.
- Timely communication from the NOC and project management.
- Dedicated public safety client manager(s).
- Flexible dashboards and analytics with real-time information (call detail records, support tickets, SLA metrics).
- Voice and data interoperability with neighboring ESInets, in or out of State, in an i3 format.
- User training regarding transition requirements, processes, and tools available with the service.
- Execution and verification of NENA i3 conformance testing.

Therefore, the State is seeking information from the marketplace on solutions to and possible options regarding the above Goals/Needs.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Benjamin Glover, Assistant Director and General Counsel
Tennessee Emergency Communications Board
500 James Robertson Parkway
Nashville, TN 37243
615-770-3849
benjamin.glover@tn.gov

3.2. Please feel free to contact the TECB with any questions regarding this RFI. The main point of contact will be:

Benjamin Glover, Assistant Director and General Counsel
Tennessee Emergency Communications Board
500 James Robertson Parkway
Nashville, TN 37243
615-770-3849
benjamin.glover@tn.gov

3.3. Please reference RFI # 33501-255001 with all communications to this RFI.

3.4. A Pre-Response Conference will be held at the time and date detailed in the RFI § 4, Schedule of Events. Please contact the main point of contact, referenced in RFI § 3.2., to RSVP for the Pre-Response Conference. Your response is necessary to ensure that there is adequate space to accommodate overall attendance. The Conference will be held at:

Join the meeting now

Meeting ID: 282 485 988 775

Passcode: nW7Cj2XG

Dial in by phone

[+1 629-209-4396,,734436362#](tel:+16292094396734436362) United States, Triune

[Find a local number](#)

Phone conference ID: 734 436 362#

Join on a video conferencing device

Tenant key: stateoftn@m.webex.com

Video ID: 115 358 737 9

[More info](#)

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		February 12, 2025
2.	Pre-Response Conference	10:00 a.m.	February 20, 2025
3.	RFI Response Deadline	2:00 p.m.	March 12, 2025

5. GENERAL INFORMATION:

- 5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.
- 5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the State chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.
- 5.3. In the event the State chooses to go further in the procurement process and responses are evaluated, the State may be required to disclose certain information pursuant to Tennessee Code Annotated Section 10-7-503 *et seq.* ("Tennessee Public Records Law") if no exemption from disclosure is available. The State agrees that if it is requested pursuant to, or is required by, applicable law or regulation or by legal process to disclose intellectual property or trade secrets of the Contractor, the State shall notify the Contractor in advance of such disclosure and provide the Contractor with copies of the request, demand, subpoena or order so that it may seek an appropriate protective order. If no such order is obtained within seven (7) business days, the State may, without liability hereunder, disclose that portion of the requested information that the State's legal counsel advises that it is legally required to disclose.
- 5.4. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI # 33501-255001	
TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS:

COST INFORMATIONAL FORM	
1.	Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc).
2.	Describe the typical price range for similar services or goods.
3.	Describe what pricing arrangements you typically utilize for similar services or goods (e.g., flat rate, per population, pricing tiers, etc.).

ADDITIONAL CONSIDERATIONS	
1.	Describe what market information the State should consider when seeking to procure the described services.
2.	Describe what market capabilities/limitations exist that the State should consider when seeking to procure the described services.
3.	Please provide input on alternative approaches or additional things to consider that might benefit the State.
4.	Please provide any additional comments to consider that might benefit the State when seeking to procure the described services.