STATE OF TENNESSEE
Department of Safety and Homeland Security

REQUEST FOR PROPOSALS # 34901-01140
AMENDMENT # 7
FOR COMPUTER AIDED DISPATCH/NEXT
GENERATION 9-1-1 SYSTEM

DATE: 09/02/2020

RFP # 34901-01140 IS AMENDED AS FOLLOWS:

1. **This RFP Schedule of Events updates and confirms scheduled RFP dates.** <mark>Any event, time, or date containing revised or new text is highlighted.</mark>

EVENT	TIME (central time zone)	DATE
1. RFP Issued		May 14, 2020
2. Disability Accommodation Request Deadline	2:00 p.m.	May 19, 2020
3. Pre-response Conference	9:00 a.m.	May 20, 2020
4. Notice of Intent to Respond Deadline	2:00 p.m.	May 27, 2020
5. Written "Questions & Comments" Deadline	2:00 p.m.	June 3, 2020
6. State Response to Written "Questions & Comments"		June 29, 2020
7. Written "Questions & Comments" Deadline, Second Round	2:00PM	July 9, 2020
8. State Response to Written "Questions & Comments" Second Round		July 20, 2020
9. Response Deadline	2:00 p.m.	August 21, 2020
10. State Completion of Technical Response Evaluations		September 1, 2020
11. State Schedules Respondent Oral Presentation		September 3, 2020
12. Respondent Oral Presentation	8 a.m. – NOON	September 10-14, 2020
13. State Opening & Scoring of Cost Proposals	2:00 p.m.	September 16, 2020
14. Negotiations (Optional)		September 17-21, 2020

15. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	September 28, 2020
16. End of Open File Period		October 5, 2020
17. State sends contract to Contractor for signature		October 6, 2020
18. Contractor Signature Deadline	2:00 p.m.	October 9, 2020

2. Delete RFP Section 5.2.1.3 in its entirety and insert the following in its place (<mark>any sentence or paragraph containing revised or new text is highlighted</mark>)**:**

> 5.2.1.3. Proposal Evaluation Team members will independently evaluate each Technical Response (that is responsive to the RFP) against the evaluation criteria in this RFP, and will score each in accordance with the RFP Attachment 6.2., Technical Response & Evaluation Guide. <mark>In particular, RFP Section C is broken down into several independent sections that all together total the maximum points allowed as denoted in RFP Section 5.1. Each independent section will be scored by at least three (3) or more State employees who will independently evaluate their assigned section and score the response to each item</mark>

3. Delete RFP Attachment 6.2-Section C in its entirety and insert the following in its place (<mark>any sentence or paragraph containing revised or new text is highlighted</mark>)**:**

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH. The Respondent must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below.

<mark>Section C is broken down into several independent sections that all together total the maximum points allowed as denoted in RFP Section 5.1. Each independent section will be scored by at least three (3) or more State employees who will</mark> independently evaluate <mark>their assigned section</mark> and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value   1 = poor   2 = fair   3 = satisfactory   4 = good   5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's Raw Weighted Score for purposes of calculating the section score as indicated.

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
	C.1.	Provide a narrative that illustrates the Respondent's understanding of the State's requirements and project schedule.		1	
	C.2.	Provide a narrative that illustrates how the Respondent will complete the scope of services,		1	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		accomplish required objectives, and meet the State's project schedule.			
The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.			**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*		
Total Raw Weighted Score ──────────────────── **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)*		**X (1.59)** *(maximum possible score)*		**= SCORE:**	
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		Project Management			
	C.3.	Provide a narrative that illustrates how the Respondent will manage the project, ensure completion of the scope of services, and accomplish required objectives within the State's project schedule.		1	
	C.4.	Provide a narrative that describes how the project will be managed to meet the milestones outlined in the phases as further described in *Pro Forma* Section A.16.		2	
	C.5.	Provide a staffing plan that explains the necessary staff, as well as, roles of these individuals prior to and throughout implementation of the project as further described in *Pro Forma* Section A.11.		2	

The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.	**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*	
Total Raw Weighted Score / **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)*	**X (3.98)** *(maximum possible score)* **= SCORE:**	

State Use – Evaluator Identification:

State Use – Solicitation Coordinator Signature, Printed Name & Date:

RESPONDENT LEGAL ENTITY NAME:					

Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		System Architecture and Data Management			
	C.6.	Provide a narrative, and appropriate technical drawings detailing the proposed System architecture. This narrative should include cloud components, as well as, any on premise System components.		2	
	C.7.	Provide a narrative that summarizes the functionalities of the System. The narrative shall include appropriate technical drawings showing how each operates, and how it integrates and interfaces with each of the other functionalities in the entire System (see *Pro Forma* Section A.7).		**4**	
	C.8.	Provide a narrative on how the Respondent secures data while in transit and at rest. Please also describe how the security features of the System's authentication mechanism(s) operate.		**2**	
	C.9.	Provide a narrative detailing how the Respondent will meet the testing requirements outlined in *Pro Forma* Section A.10., particularly the System's ability to perform successfully and error free for ten (10) consecutive business days in an environment that fully and accurately simulates a production environment.		**2**	
The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.			**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*		
Total Raw Weighted Score — **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)*			**X (7.95)** *(maximum possible score)*	**= SCORE:**	
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		Recovery			
	C.10.	Provide a narrative regarding the backup and disaster recovery options for the System and its functionalities.		2	
	C.11.	Provide a narrative of the recovery process upon loss of connectivity.		2	
The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.			**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*		
Total Raw Weighted Score / **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)*			**X (3.18)** *(maximum possible score)*	**= SCORE:**	
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		System Hardware			
	C.12.	Provide a narrative, and appropriate technical drawings, explaining the proposed System Hardware for each individual Telecommunicator Workstation within an ECC, as well as, any other hardware needed for an ECC.		2	
The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.			**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*		

Total Raw Weighted Score **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)*	**X (1.59)** *(maximum possible score)* **= SCORE:**	

State Use – Evaluator Identification:

State Use – Solicitation Coordinator Signature, Printed Name & Date:

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		Telephony			
	C.13.	Provide a narrative for the telephony (see Pro Forma Section A.7.a.). The narrative shall detail all general requirements and functionalities.		3	
The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.			**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*		

Total Raw Weighted Score / **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)* **X (2.39)** *(maximum possible score)* **= SCORE:**

State Use – Evaluator Identification:

State Use – Solicitation Coordinator Signature, Printed Name & Date:

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		CAD for Telecommunicators			
	C.14.	Provide a narrative for the CAD for Telecommunicators (see Pro Forma Section A.7.b.). The narrative shall detail all general requirements and functionalities.		**3**	
The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.			**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*		
Total Raw Weighted Score / **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)*		**X (2.39)** *(maximum possible score)*		**= SCORE:**	
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		CAD for Field Responders			
	C.15.	Provide a narrative for the CAD for Field Responders (see Pro Forma Section A.7.c.). The narrative shall detail all general requirements and functionalities.		**3**	
The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.			**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*		
Total Raw Weighted Score ⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯ **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)*			**X (2.39)** *(maximum possible score)*	**= SCORE:**	
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		CAD for Mobile Applications			
	C.16.	Provide a narrative for the CAD for Mobile Applications (see Pro Forma Section A.7.d.). The narrative shall detail all general requirements and functionalities.		**2**	
The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.			**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*		
Total Raw Weighted Score / **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)*		**X (1.59)** *(maximum possible score)*	**= SCORE:**		
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	**Item Ref.**	**Section C— Technical Qualifications, Experience & Approach Items**	**Item Score**	**Evaluation Factor**	**Raw Weighted Score**
		Reporting			
	C.17.	Provide a narrative that describes the reporting tools utilized by the Respondent to produce reports described in *Pro Forma* Section A.8. The Respondent shall provide examples of these reports produced by these tools.		**3**	
The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.			**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*		
Total Raw Weighted Score / **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)*			**X (2.39)** *(maximum possible score)*	**= SCORE:**	
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

RESPONDENT LEGAL ENTITY NAME:					

Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		Additional CAD Core Items			
	C.18.	Provide a narrative that describes how the Respondent shall meet the GIS requirements in *Pro Forma* Section A.7.b.(1)iii.		**2**	
	C.19.	Provide a narrative that describes methodology for maintaining time synchronization for all system functionalities.		**2**	

The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.	**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*	

Total Raw Weighted Score	**X (3.18)** *(maximum possible score)*	
Maximum Possible Raw Weighted Score *(i.e., 5 x the sum of item weights above)*	**= SCORE:**	

State Use – Evaluator Identification:

State Use – Solicitation Coordinator Signature, Printed Name & Date:

RESPONDENT LEGAL ENTITY NAME:					

Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		Training, Support, and Maintenance			
	C.20.	Provide a narrative of the training offerings, as well as, provide samples of the training materials as further described in *Pro Forma* Section A.12.		**3**	
The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.			**Total Raw Weighted Score:** *(sum of Raw Weighted Scores above)*		
Total Raw Weighted Score / **Maximum Possible Raw Weighted Score** *(i.e., 5 x the sum of item weights above)*			**X (2.39)** *(maximum possible score)*	**= SCORE:**	
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date:					

3. **Delete RFP Attachment 6.5- Score Summary Matrix in its entirety and insert the following in its place** (any sentence or paragraph containing revised or new text is highlighted)**:**

RFP ATTACHMENT 6.5.

SCORE SUMMARY MATRIX

	RESPONDENT NAME		*RESPONDENT NAME*		*RESPONDENT NAME*	
GENERAL QUALIFICATIONS & EXPERIENCE (maximum: 5)						
EVALUATOR NAME						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
TECHNICAL QUALIFICATIONS,						

EXPERIENCE & APPROACH (maximum: 35)						
General (1.59)						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
Project Management (3.98)						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
System Arch. And Data Mgmt (7.95)						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
Recovery (3.18)						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
System Hardware (1.59)						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
Telephony (2.39)						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
CAD For Telecommunications (2.39)						

EVALUATOR NAME					
REPEAT AS NECESSARY					
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
CAD For Field Responders (2.39)					
EVALUATOR NAME					
REPEAT AS NECESSARY					
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
CAD For Mobile Applications (1.59)					
EVALUATOR NAME					
REPEAT AS NECESSARY					
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
Reporting (2.39)					
EVALUATOR NAME					
REPEAT AS NECESSARY					
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
Additional CAD Core Items (3.18)					
EVALUATOR NAME					
REPEAT AS NECESSARY					
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
Training, Support and Mtc. (2.39)					
EVALUATOR NAME					
REPEAT AS NECESSARY					
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
	Total Score out of 35:		**Total Score out of 35:**		**Total Score out of 35:**	
ORAL PRESENTATION (maximum: 30)					

EVALUATOR NAME						
EVALUATOR NAME						
REPEAT AS NECESSARY						
	AVERAGE:		**AVERAGE:**		**AVERAGE:**	
COST PROPOSAL (maximum: **30**)	**SCORE:**		**SCORE:**		**SCORE:**	
TOTAL RESPONSE EVALUATION SCORE: (maximum: **100**)						

Solicitation Coordinator Signature, Printed Name & Date:

4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.