

CONSULTING SERVICES FOR NEXT GENERATION 9-1-1 FOR THE STATE OF HAWAII 9-1-1 BOARD

SUMMARY:

State of Hawaii 9-1-1 Board Is seeking a subject matter expert (SME) for assistance with the following areas:

1. Submit Report to the State of Hawaii 9-1-1 Board on Recommendations for Transition to Next Generation 9-1-1 (NG9-1-1)
 - a. NG911 Readiness Assessment
 - b. Cost Analysis to Reach End-State of NG911

[Department of Accounting and General Services | Aloha! Welcome to the State of Hawaii 9-1-1 Board Website!](#)

BACKGROUND:

The purpose of the State of Hawaii 9-1-1 Board is to oversee the operations and implementation of 9-1-1 services provided by communications connections including landline, wireless, VoIP, and new emerging technologies. The Board oversees the Public Safety Answering Points (PSAP) by administering policies and statutes applicable to the Board relating to 911 services to the five Primary PSAPs and three Secondary PSAPs. The Board collects the 9-1-1 surcharge from wireless and VoIP providers and distributes the funds to maintain, operate, and upgrade the 9-1-1 system to identify and locate 9-1-1 callers.

Act 168, Session Laws of Hawaii 2011 created the Enhanced 9-1-1 Board (Board) on June 27, 2011. Act 066 Session Laws of Hawaii 2024 removed the term “enhanced” in reference to 911 services to allow funding of all 9-1-1 technologies including NG9-1-1. The Board is attached to the Department of Accounting and General Services (DAGS) for administrative purposes. Furthermore, the State of Hawaii 9-1-1 fund was established outside of the State treasury as a Special Fund. The Board is comprised of thirteen voting members appointed by the Governor. Five members are appointed from each island with Oahu having an additional representative from the City & County of Honolulu. Three members are appointed from the wireless carriers, one member is appointed from the local exchange carrier (Hawaiian Telcom), and one member is appointed from an Interconnected Voice Over Internet Protocol (VOIP) provider. The State’s Chief Information Officer and the State Consumer Advocate are Board members pursuant to Act 022, Session Laws of Hawaii 2013.

Previously The Board contracted with Winbourne Consulting Services as a NG9-1-1 Consultant to guide the State of Hawaii into NG9-1-1. However, due to external factors the Board did not pursue a Request for Proposal (RFP) to procure NG9-1-1 services. The State of Hawaii’s sole provider of 9-1-1 services Hawaiian Telcom is collaborating with Intrado to transition the State of Hawaii into NG9-1-1 however, subsequent costs are currently unknown. The Board is interested in an SME for assistance in determining updated costs for NG9-1-1 due to Winbourne Consulting Services assessment being outdated. Additional information is needed by the Board to properly fund NG9-1-1. Furthermore, the Board must evaluate the current progress of NG9-1-1 which requires updated recommendations.

MINIMUM QUALIFICATIONS:

- Extensive experience planning, designing, procuring, and implementing NG9-1-1 solutions. Offerors shall provide verifying documentation.

SCOPE OF WORK:

Next Generation 9-1-1 Readiness (Assessment):

The Assessment should adhere to Federal Communications Commission's (FCC) Task Force on Optimal Public Safety Answering Point Architecture. The Assessment also should provide insight into the State of Hawaii's readiness in the following categories and provide recommendations to improve each category to reach end-state for NG9-1-1.

- Governance
- Next Generation 9-1-1 Core Services (NGCS)
- ESI (Emergency Services Internet Protocol) Network
- Call Handling Equipment (CHE)
- Customer Premise Equipment (CPE)
- Security
- Geographic Information System (GIS)
- Operations

The Readiness Assessment should include all Public Safety Answering Points for the State of Hawaii including the Regional Dispatch Center (RDC).

Cost Analysis to Reach End-State of Next Generation 9-1-1:

The Board understands that a comprehensive ROM (Rough Order of Magnitude) will be difficult to provide in the allotted contractual period. The Board is requesting an estimate of total cost based on the findings of the Assessment.

Note: a proposal to provide the requested services stated in this solicitation shall not exceed more than \$100,000 for the entire contractual period in accordance with available funds.

TERM OF CONTRACT:

The contract shall not exceed 6 months unless otherwise agreed in writing by the Board and the contractor. The Board or the contractor may terminate the contract for convenience by providing six (6) weeks prior written notice to the other party.

INFORMATION REQUIRED TO SUBMIT OFFER:

Offerors that meet minimum qualifications shall submit the following additional information:

- Provide a brief description of the experience and qualifications.
- Provide information on personnel (resumes, qualifications, and experience)
- Provide Certificate of Vendor Compliance ([Hawai'i Compliance Express](#))

SPECIAL CONDITIONS:

- Offeror must comply with any specifications, instructions, and terms and conditions that may be attached or referenced in this solicitation.
- Resulting contract with successful Offeror is subject to the terms contained in the General Conditions of the Department of the Attorney General (AG-008), as attached to this solicitation.
- Offerors shall include all fees and taxes in their offer.

RESPONSIBILITY OF OFFEROR:

The Offeror awarded the contract under this solicitation is required to be compliant with all laws governing entities doing business in the State of Hawaii, including the following:

1. Chapter 237, HRS, General Excise Tax Law;
2. Chapter 383, HRS, Hawaii Employment Security Law;
3. Chapter 386, HRS, Worker's Compensation Law;
4. Chapter 392, HRS, Temporary Disability Insurance;
5. Chapter 393, HRS, Prepaid Health Care Act; and
6. Section 103D-310(c), HRS, Certificate of Good Standing (COGS) for entities doing business in the State.

Offerors may use the Hawaii Compliance Express (HCE), which is an electronic subscription service that allows vendors/contractors/service providers doing business with the State to demonstrate compliance with applicable laws quickly and easily. HCE is an online system with a small annual fee that replaces the necessity of obtaining paper compliance certificates from the Department of Taxation, Federal Internal Revenue Service, Department of Labor and Industrial Relations, and Department of Commerce and Consumer Affairs.

Offerors not utilizing HCE to demonstrate compliance shall provide the paper compliance certificates.

OFFER FORMS:

Offeror shall complete and sign the following Offer Forms:

- a. OF Form, OF-1, Company Information
- b. OF Form, OF-2, Price