

Getting It Right! Building A Successful Next Generation 9-1-1 Product & Service RFP

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What We Will Cover:

1. Why the current RFP Process doesn't & won't work.
2. Current challenges.
3. Timeline.
4. A brief glimpse into the future.
5. Now what, where, when, how, and who?

In the Beginning...

The RFP process was introduced ~ 130 years ago during the industrial revolution.

- It was developed for railroads;
 - **Projects were long term (multiple decades);**
 - **Specs were standard across the industry,**
 - **Requirements were known, &**
 - **Little change in requirements over time.**

Why The Process Isn't Working

- **The Working Environment Has Changed;**
 - **Fragmented, compressed, or extended timelines or project phases;**
 - **Budget limitations or unsecured funding;**
 - **Political uncertainty (policy makers or priorities change frequently);**
 - **Interim Solutions (bridges between legacy and Next Generation 9-1-1 technology);**
 - **The requirements change between release and implementation... or we don't know what the requirements are;**



Challenges

- Vendor Service Offerings Change Frequently;
- RFP Question/Answer process is cumbersome and slow;
- Hardware Life Cycles Continue to Decrease;
- Software Maintenance Requirements Are Changing;
- Systems are Increasingly Complex;
- Costs are Rising & Cost centres are Changing;
- Multiple Touch Points Between Systems = Increased Risk;
- Data Security and Privacy is Complex (now outside the IT Guy's comfort zone);
- Budget Cycles are Often Misaligned with Purchasing Needs;
- Practitioners Can No Longer Be the Experts for the back office (You Don't Know What You Don't Know); &
- Many refuse to acknowledge there is a knowledge gap.

Canada's Transition to NG9-1-1 Timeline

2017

CRTC decision 2017- 182 mandated aggressive timelines for transition Next Gen9-1-1.

2018

CRTC Decision 2018-188 includes secondary PSAPs in access tariffs for NG9-1-1 related connections.

2019

NG9-1-1 Voice & Text trials begin.

2020

Q2 – Early adopters for NG9-1-1 Voice.

2021 – 2022

Q1:2021 – Q2:2022 - Coordinated transition to NG9-1-1 Voice & Text.

2023

Carriers decommission legacy 9-1-1 networks.

What Needs to Change?

- Assumptions about;
 - **Type of solution,**
 - **Customization,**
 - **Technical requirements (business is different),**
 - **Training,**
 - **Project Management,**



What Needs to Change?

- Testing / Quality Assurance,
- Acceptance criteria;
- Service Level Agreements (SLAs),
- Cyber security & privacy requirements,
- Risk, & last but not least
- Cost.

3 – Fully compliant

2 – Will fully comply during the term of the contract

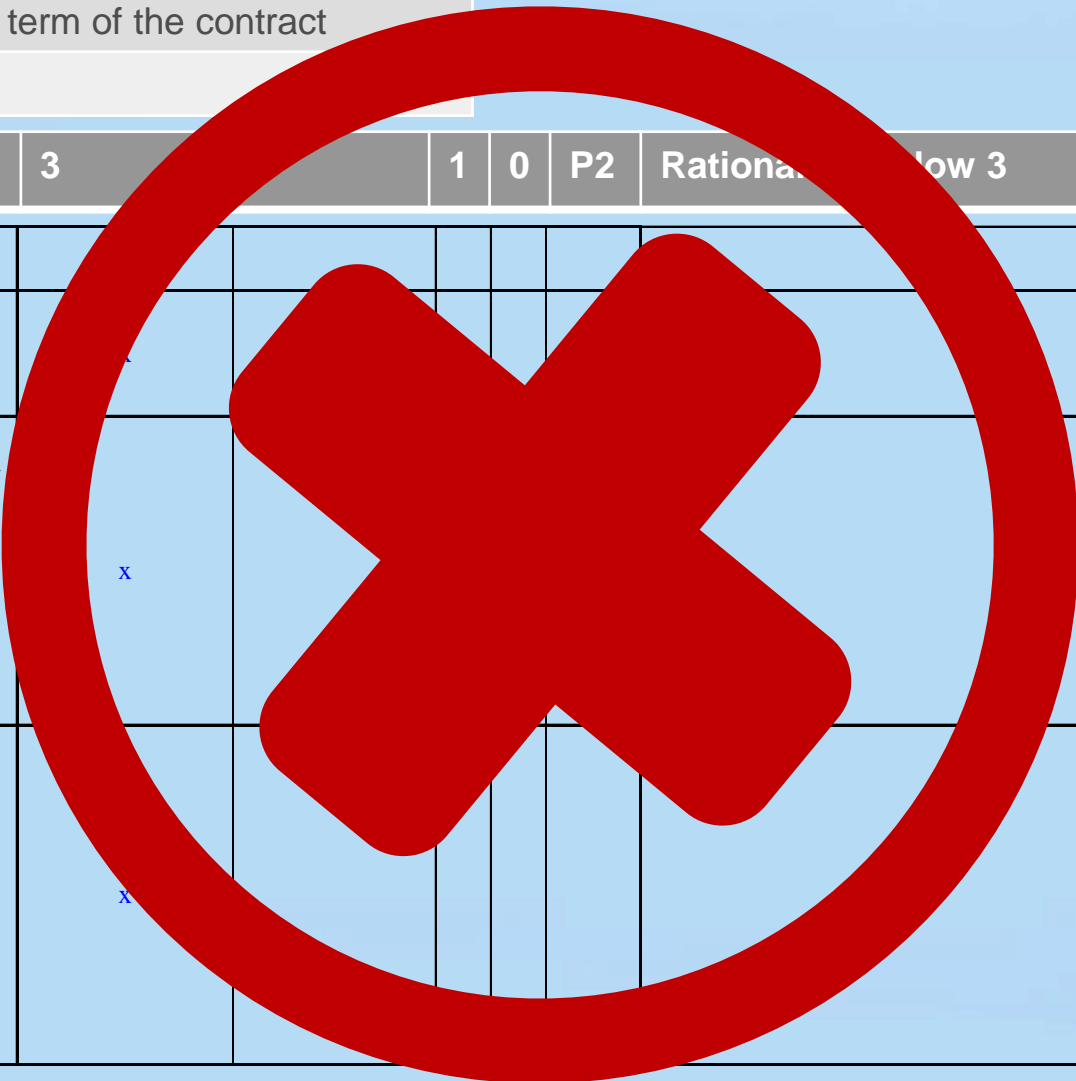
1 – Will partially comply during the term of the contract

0 – Will not comply during the term of the contract

Rational if less than 3

Requirement	3	2	1	0	P2	Rational if less than 3
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o Automatic ticket creation upon receipt of 911 call.						
o Each ticket will have a unique number assigned to it and easily distinguishable between multi-agency tickets for ease of searching and statistical analysis.	x					
o Should include the ability to allow all Emergency Communications Officers and dispatchers to view and manipulate all current tickets as well as separate call taker information from dispatcher tickets. In some scenarios Emergency Communications Officers may only need to deal with initial calls and tickets and other times may be required to deal with initial ticket creation and transfer as well as dispatching tickets.	x					
o Automatic field population of ANI ALI data from the call. Emergency Communications Officer should not have to enter any of this information in the newly created ticket. This should include, but not be limited to street number/name, house/apartment number, callback number, phone registration information, township addressing, lat/long, and additional fields which list appropriate transfer numbers for Police, EMS, Fire, etc.	x					





Where Do We Begin?

- Education
 - Everyone (you, Policy and other decision makers (IE Finance)) must better understand the challenges this new environment brings. Begin discussions now to find solutions;
- Commission a Next Gen Business Needs Assessment. This process will;
 - Outline the current business state (human resources, operating & technical);
 - Identify options for moving forward;
 - Provide a roadmap based on agency goals and objectives;
 - Outline budget requirements and timelines;
- Planning and preparing executive management for;
 - budget preparation and discussion;
 - Policy development; &
 - funding decisions.

How Do We Begin?

- Assemble your team;
- Based on the business assessment results, draft the business case. There is no better way to present to executive management;
- Be realistic and consider outside help for;
 - **Conducting the needs assessment;**
 - **Writing the business case;**
 - **RFP writing;**
 - **Vendor selection & implementation management;**
- Do your homework; research, talk to people, attend conferences;
- Join ESWG, Canadian NG9-1-1 Coalition, or other industry working group;

Additional Considerations

- **Planning & timing;**
- **Vendors do not have unlimited resources (customers are queued);**
- **Vendors who work in the Canadian space are limited;**
- **There may be interim or non ROI investments required to bridge the transition;**
- **There are new operational models to evaluate depending on your business requirements (hosted, cloud, consolidated, etc.);**
- **Waiting until the last minute or for the primary PSAP to help is not a strategy;**

Who Needs to Be Involved?

- Exec Management (Champion);
- Finance;
- Purchasing;
- Agency Personnel;
 - **Comms Manager,**
 - **Supervisor,**
 - **Telecommunicator,**
 - **Trainer,**
 - **Tech (Voice, Data, Network, Security)**
 - **Operations**
 - **Collective Bargaining Rep**



What to Address First

- Conduct the NG9-1-1 Business Needs Assessment
- Business Case;
 - CAD, RMS, Mobile, Security & Privacy, GIS, A/V, Data Warehouse, Analytics.
 - Backup, DR & COOP.
- Personnel
 - skills, adaptability, training, and recruiting.
- Policy
 - Data storage, retention, and information ownership,
 - GIS and Mapping (ownership, maintenance),
 - Funding.
- USE CASES;
 - CALL TAKING, DISPATCH, TEXT, SOCIAL MEDIA, DATA TRANSFER, VIDEO, & OTHER (TELEMATICS, ETC.).

Use Cases

- A use case is exactly as it sounds. It describes a function or series of functions which when executed in sequence deliver a result.
- Example 9-1-1 answer/transfer (voice)

Steps:

1. Answer call
2. Confirm caller location
3. Confirm incident type
4. ...
5. Initiate transfer
6. Confirm transfer
7. Disconnect

Outcomes

1. Caller is transferred to appropriate secondary PSAP
2. Voice connection at secondary confirmed
3. Call data transmitted to secondary & confirmed



Next Steps

- Meet with Finance & Purchasing to understand their processes & requirements;
- Commission your Next Gen9-1-1 Business Needs Assessment;
- Evaluate and choose members of your Next Gen9-1-1 transition team;
- Start educating exec management and politicians

Questions?

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