# Response to State of Arkansas IFB

September 11, 2020

911 Datamaster, Inc.

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# 1 Executive Summary

911 Datamaster (911DM) is pleased to present this proposal to assist the State of Arkansas (State) in its efforts to prepare Geographic Information System (GIS) data for use in a Next Generation 9-1-1 (NG9-1-1) environment.

911DM was founded in 1993 and is one of the most experienced 9-1-1 software companies in the industry. In 2010, 911DM further developed GIS software and services to aid 9-1-1 agencies in their transition to NG9-1-1. 911DM now offers a fully integrated data ecosystem that allows spatial (GIS) data and traditional (ALI / MSAG) data to be maintained in parallel and utilized for both E9-1-1 and NG9-1-1 efforts.

The executive sponsor for this project will be Jim Shepard, ENP. Mr. Shepard has co-chaired NENA's Development Steering Council (DSC) since 2013. The DSC oversees all standards development for NENA so he is well versed in standards relevant to NG9-1-1. His resume can be found in Appendix B. The daily work will be managed by Kristen Strobel. Ms. Strobel has over 20 years of GIS experience and has led all of our GIS projects to date. Her resume can be found in Appendix B.

**A Bid Letter can be found in Appendix D. The Bid Signature page can be found in Appendix E. The Official Bid Price Sheet can be found in Appendix F.**

# 2 Equal Opportunity Policy

911DM has reviewed Arkansas' code annotated § 19-11-104, and certifies that we comply with the policies outlined within the code.

911DM has more than 15 employees, and as such, we are required by law to maintain and adhere to an Equal Opportunity (EO) policy. We will provide updates or changes to our policy and will supply our EO policies upon request to other state agencies that must also comply with this statute.

**911DM's EO policy can be found in Appendix C.**

# 3 Prohibition of Employment of Illegal Immigrants

Pursuant to Arkansas Code Annotated § 19-11-105, 911DM certifies that we do not employee or contract with illegal immigrants. If selected for this project, 911DM certifies that we will not employee or contract with illegal immigrants during the aggregate term of a contract.

# 4 Restriction of Boycott of Israel Certification

Pursuant to Arkansas Code Annotated § 25-1-503, 911DM certifies that we are not engaged in a boycott of Israel. If selected for this project, we certify that will not engage in a boycott of Israel at any time in the future.

# 5 Prospective Contractor Qualifications

911DM has provided four projects completed within the last five years that are similar in scope to the project proposed by the State.

1. **Organization:** Northern Illinois Next Gen Alliance (NINGA)

   - **Contact:** Glenna Johnson.  gjohnson@dekalbcounty.org
   - **Project Description:** Performed quality assurance and remediation for Stephenson, Winnebago, Boone, and Ogle Counties in preparation for a regional deployment of Next Gen Core Services.
   - **Date(s) completed:** June 2017 - current


2. **Organization:** South Texas Development Council

   - **Contact:** Amanda Tienda, atienda@ci.laredo.tx.us, 956-794-1788
   - **Project Description:** Performed GIS remediation and GIS staff outsourcing.
   - **Date(s) completed:** March 2015 - current


3. **Organization:** Baker County, FL

   - **Contact:** Chris Milton, chris.milton@bakercountyfl.org, 904-653-4539
   - **Project Description:** Performed GIS analysis and remediation.
   - **Date(s) completed:** October 2018 - March 2020


4. **Organization:** Gilchrist County, FL

   - **Contact:** Kieran Bryan, kbryan@gcso.us, 352-463-3410
   - **Project Description:** Performed GIS analysis and remediation.
   - **Date(s) completed:** February 2019 - current

# 6 Contractor Performance Measures

911DM understands the criteria outlined within this RFP and certifies that we will comply with the stipulations provided by the State.

# 7 Scope of Work

The Contractor shall provide the following two mandatory components:

1.   An assessment of the current state of NG9-1-1 applicable datasets for the State of Arkansas.

a. The Contractor shall include in the assessment a review of the five NENA Standard "REQUIRED" data layers outlined in the "BACKGROUND" section of this solicitation. In addition to the "REQUIRED" data layers, the NENA Standard also includes data layers that are deemed "Strongly   Recommended" and "Recommended". Respondents are encouraged to broaden the scope of their assessment to include those data layers identified as "Strongly Recommended" and "Recommended" in the NENA Standard. The assessment shall address various NG9-1-1 relevant aspects of the geospatial data including but not limited to:  i. Data quality ii. Data completeness and comprehensiveness iii. Data readiness iv. Data interoperability v. Workflows necessary to migrate data to standard compliance vi. Adherence to recognized NENA NG9-1-1 standards

A thorough report will be provided for the five NENA required data layers. Guidance for the strongly recommended layers will also be provided. Each relevant NG9-1-1 aspect noted will also be addressed.

b. In the assessment, the Contractor shall evaluate the level of conformity between master street address guide (MSAG) data in the state and corresponding records in the existing road centerline and address datasets and vice versa. i. Prospective contractors should be aware that at least four PSAPs in the state do not have wireline 9-1-1 and likely do not possess a true MSAG.

**Understood and will comply.**

c. Pursuant to the completion of the assessment, the Contractor will not be expected to coordinate directly with the numerous local NG9-1-1 stakeholders in Arkansas. The GIS Office will interface directly with local jurisdictions and coordinate with the Contractor as needed. Exceptions could arise if a particular stakeholder's input is viewed as strategic, however, these should be minimal.

**Understood and we stand ready to work with the State in this aspect.**

d. As requested by GIS prior to award of the contract, the Contractor shall: i. Provide to the GIS Office a summary describing how the components required in the Scope of Work will be accomplished. ii. Coordinate with the GIS Office to establish a mutually agreed upon time frame wherein the assessment and the report described hereafter shall be completed. Thereafter, if necessary, negotiations may occur as described in the "AWARD PROCESS" section of this solicitation.

**Understood and will comply.**

2. A comprehensive report based on the assessment performed. The report must include assessment findings and a set of recommendations for future utilization by the GIS Office and the 911 Board. The recommendations must be intended to guide development and maintenance of NG9-1-1 relevant GIS data for the duration of the current three-year project and beyond.  The Contractor shall begin and complete the assessment and provide the comprehensive report to the GIS Office within a mutually agreeable timeframe. The Contractor shall begin the assessment as soon after contract award as is reasonably possible and shall complete the assessment and report as soon as practicably possible thereafter.   However, in all instances, the assessment and the report must be completed not later than one (1) year from the date of award of a resulting contract or as otherwise directed by the GIS Office.

**Understood and findings with future recommendations will be provided within the report provided to the State.**

a. Recommendations shall be clearly defined, specific, and relevant to the objectives articulated in this solicitation.

**Understood and will comply.**

b. It is expected that the GIS Office will use these recommendations to guide the daily activities of staff, as well as guiding ongoing workflows.

**Understood.**

c. Any recommendations should also take into consideration the ongoing work of the 911 Board, specifically regarding the aforementioned consolidation study and a forthcoming RFP for a state ESINet and core NG9-1-1 services.

**Understood.**

# 7.1 Narrative Response for Scope of Work

## 7.1.1 Data Assessment

Using the ALI / MSAG data provided by the State, 911DM will perform a comprehensive data assessment.

All analysis and reporting will be done remotely to include evaluation of:

- Data completeness and comprehensiveness including synchronization rates of GIS to ALI / MSAG data

- Data quality focusing on accuracy of geometry and attribution of GIS data

- Data readiness measuring the overall Routability for NG9-1-1

- Data interoperability with standard NGCS functional elements

- Workflows to migrate existing data to standards compliance

- Adherence to recognized NENA NG9-1-1 standards

At the conclusion the assessment, the process and results of the analysis along with recommendations for remediation will be shared via conference call. Monthly updates will be provided to the project team indicating the progress of the assessment from data request to analysis delivery.

## 7.1.2 Data Assessment Final Reports and Future Planning

911DM will combine knowledge gained during the assessment and will leverage our extensive real-world experience in the industry and in national 9-1-1 standards development to present the State's next steps for GIS for NG9-1-1. retention. 911DM will conclude this project by producing a comprehensive report detailing the project activities and outcomes of the assessment. The final report will include detailed statistics and recommendations of actionable next steps.

## 7.1.3 Tools and Methodologies

Geographic Information System (GIS) data is 'the' critical element for any successful deployment and operation of a NG9-1-1 geospatial routing solution that relies upon using a Location Validation Function (LVF) and Emergency Call Routing Function (ECRF). However, before GIS data can be used in this live geospatial call-routing environment, it is vital that it is evaluated by dependable quality assurance (QA) / quality control (QC) processes to verify its completeness and accuracy and that each graphical feature has sound geometry and attribution to conform to the many format and quality requirements. Additionally, the data must also be reconciled with the Automatic Location Identification (ALI) / Master Street Address Guide (MSAG) to make sure all appropriate address points (APs) and road centerlines (RCLs) are present and correctly represented. Unless this work is performed regularly and consistently, inaccurate or incomplete spatial data can result in incorrect call routing.

911DM has developed a methodology for helping 9-1-1 agencies achieve these requirements.

**Step 1 - Data Assessment:** Create an objective snapshot of the current GIS Data

**Step 2 (Recommended) – Pre-Transitional NG9-1-1:** Verify data possesses formatting and content of polygon (PSAP and ESZ) and road centerline (RCL) information to ensure operational activities continuously support addressing any gaps identified.

**Step 3 (Recommended) – Transitional NG9-1-1 Ready:** Verify 'completeness' of RCL and Site or Structure Address Point (AP) features to estimate GIS coverage for traditional data source(s) and remediate discrepancies within and between these existing data sets ensuring best of all data sources are maintained to support existing and future needs

**Step 4 (Recommended) – Interagency Transition Coordination (Regionalization):** Review and mitigate issues between all adjacent/neighboring jurisdictions for boundaries (PSAP and separate responders), RCL, and Site or Structure Address Point (AP) features. Communication and coordination between entities should be complementary and mutually supportive to resolving common data gaps or conflicts.

**Step 5 (Recommended) – NG9-1-1 Operational:** Refine GIS data required to meet foreseeable regulatory mandates. Typically consists of address point granularity (sub-addressing) to support Dispatchable Address requirements. Confirm Processes and technology will support ongoing NG9-1-1 Operational and Data Quality Objectives.

**The scope of this proposal is for Step 1**. Steps 2 through 5 are recommended. We will be using our Esri-based product, SpatialStation, to perform this analysis. Features of SpatialStation include:

- Based on years of 9-1-1 dedicated GIS knowledge to support NENA and FCC data requirements.
- Intelligent, 'visual cue' driven interaction to promote mitigation of error introduction by users.
- Esri ArcGIS based with no need to recreate or modify existing map.
- Supports single or multiple editor environments, including versioning.
- Intelligent validation and notation tools, as well as history recall.
- Includes numerous quick-change functions yet does not commit changes until the user is ready.
- Provides the ability to synchronize GIS data with MSAG & ALI.
- Allows user-driven exceptions and aliasing to enhance and improve correlation analysis and results.
- Built-in comprehensive reporting package and record retention including a 'Routability Report Card'.

SpatialStation runs as an add-on to ArcMap. This allows a GIS analyst to zoom to a particular error for quick resolution.

# 8 Optional Component

An optional third component of the work described herein is an implementation plan outlining specific steps necessary for executing and/or achieving the future recommendations. An implementation plan would generally include, but not be limited to, the following:

## 8.1 Responsible Stakeholders

Stakeholder outreach is often overlooked as a vital key to success of a project. A series of educational opportunities will inform stakeholders on current statewide efforts and provide knowledge and understanding of NG9-1-1 and data standards to equip them with a long-term sustainable approach.

**Project Success Outreach**

911DM proposes educating local entities early on in the project to promote buy-in and increase stakeholder engagement. An email and/or letter from the Board to the GIS Data Source providers and/or PSAPs introducing 911DM and the project with associated timelines is the first step in stakeholder education.

**Session 1: Project Introduction**

- The role of GIS in NG9-1-1
- The need for a statewide GIS data standard
- Next Steps: high level overview of the GIS data collection and analysis process

**Session 2: Understanding the Standards**

- Statewide GIS Data Standards Guide
- Submitting GIS and ALI/MSAG data for gap analysis
- Next Steps: Understanding the gap analysis results with actionable insights

**Knowledge Building Outreach**

Educating stakeholders with foundational knowledge of how GIS data is used in the NG9-1-1 environment gives them the building blocks for long-term success. 911DM proposes covering the following topics during a live webinar session, pre-recorded online session, or in-person presentation.

- GIS data in the NG9-1-1 environment
- Understanding the requirements for NG9-1-1 call routing
- The need for a GIS data standard
- NENA and Statewide GIS Data Standards
- Understanding the NG9-1-1 GIS data model
- Assessing, preparing and maintaining data for compliance
- Best practices for data stewardship

## 8.2 Deliverables

911DM can provide guidance on how to achieve established goals for the level of GIS quality needed and to maintain it at that same level of quality going forward. We can provide recommendations for tools, processes, workflows, etc. to aid in this effort. To this end, 911DM could provide the items listed below for this project as additional options.

1. **Stakeholder Education**

    a. In-person educational session(s)

    b. Recorded and online accessible educational session(s)

    c. One recorded webinar

    d. Up to three in-person presentations

2. **Remediation Quotations**

    a.  For each county an individual quote can be provided by 911DM for estimated work needed on existing data to bring it in line with the State's requirements.

    b.  911DM can also provide quotations for copies of our SpatialStation data maintenance tool set as needed by the State and counties.

## 8.3 Completion Schedule

911DM can provide a tentative project plan to cover the above data assessment and optional recommendations for this project. 911DM would look forward to sitting down with the State, and other stakeholders they feel should be included, to confirm expectations on outcomes and timeframes, as well as any additional resources that may be needed to accomplish the goals outlined for this project.

# Appendix A:  Acronyms, Abbreviations, and Definitions

This appendix contains information about terminology used in this document and in the 9-1-1 environment.

| Term | Definition |
| --- | --- |
| ALI | Automatic Location Identification |
| AP | Address Point |
| CAD | Computer-aided Design |
| E9-1-1 | Enhanced 9-1-1 |
| ECRF | Emergency Call Routing Function |
| ENP | Emergency Number Professional |
| EO | Equal Opportunity |
| ESN | Emergency Service Number |
| ESZ | Emergency Service Zone |
| GIS | Geographic Information System |
| LVF | Location Validation Function |
| MSAG | Master Street Address Guide |
| NENA | National Emergency Number Association |
| NG9-1-1 | Next Generation 9-1-1 |
| NGCS | Next Generation Core Service |
| PM | Project Manager |
| PSAP | Public Safety Answering Point |
| QA | Quality Assurance |
| QC | Quality Control |
| RCL | Road Centerline |
| RFP | Request for Proposal |
| SOW | Statement of Work |

# Appendix B: Resumes of Key Staff

**Success Begins *Before* the Call is Made.**

https://911datamaster.com/

## Jim Shepard

### Chief Operating Officer



Jim's experience is specific to telecommunications and 9-1-1. For the past 11 years, he has been providing strategic guidance for NG9-1-1 product strategy to both 911 Datamaster's development team and customers. He has a master's degree in Business Administration and is a certified NENA Emergency Number Professional (ENP). Jim's involvement in NG9-1-1 is extensive, including serving as the Co-Chair to the NENA Development Steering Council that oversees and aligns all of NENA's operational and technical committees. Since 2009 he has provided executive leadership to 911 Datamaster's operations and product development. Jim's experience includes:

- Managing all corporate operations for the development, deployment, and support of advanced 9-1-1 and NG9-1-1 applications
- Overseeing software development, system implementation, quality assurance, and client support
- Providing technical and strategic consulting to customers
- Coordinating and participating in the communications between customer and various agencies
- Coordinating with customers on issues regarding the scope of services for all projects

## Project Experience

- State of California | DataBond
- State of Maine | DataBond
- State of Vermont | DataBond
- State of Rhode Island | DataBond, SpatialCentral, SpatialStation, and DataNexus
- State of New Hampshire | DataBond and DataNexus
- Greater Harris County | DataBond, SpatialCentral, SpatialStation, and DataNexus
- North Central Texas 911 District | DataBond and SpatialStation
- NASA | DataBond

## Professional Experience

**911 Datamaster**
2009 – Present
- Chief Operating Officer

**Intrado**
2008 – 2009
Austin, Texas
- Vice President, Delivery & Operations

**HBF Group, Inc** (acquisition by Intrado)
2003 – 2008
Austin, Texas
- Executive Vice President

**Deloitte Consulting**
2000 – 2003, 1991– 1994
Austin, Texas
- Senior Manager – Telecommunications Practice
- Chief Information Officer for XO Communications.

**EZ Corp, Inc**
1997 – 2000
Austin, Texas
- Chief Information Officer

**Stolt Parcel Tankers, Inc**
1994 – 1997
Houston, Texas
- Director of Business Systems

**Exxon USA**
1987 – 1990
Houston, Texas
- Senior Systems Analyst

## Education

**University of Texas at Austin, McCombs Graduate School of Business**

Austin, Texas
- Master of Business Administration

**Texas A&M University, Mays Business School**

College Station, Texas
- Bachelor of Arts in Management Information Systems

# Kristen Strobel

Services Manager

Kristen's experience is specific to GIS and data integrity in NG9-1-1. She has a bachelor's degree in Geography with a concentration in GIS and Environmental Science, and is a certified Scrum Master. Kristen is actively involved in public safety and NG9-1-1 guidelines, maintaining affiliations with several NENA efforts, including: GIS Data Stewardship for Next Generation 9-1-1 Workgroup, GIS Stewardship for NG91-1: Emergency Service Boundaries Workgroup, GIS Stewardship for NG9-1-1: Road Centerlines Workgroup, GIS Data Transition Workgroup, and Women in 9-1-1 Alliance. Since 2014, she has led the Services team in assessing and strengthening GIS data for use in 9-1-1 environments. As the Services Manager, she is responsible for projects involving data assessment, data maintenance, training, and preparing data for NG9-1-1 compliance.

Kristen's experience includes:

- Assuring GIS data quality for multiple agencies for compliance with state mandated NG9-1-1 GIS data standards
- Installing and upgrading new releases, training new and existing users, and providing customer support
- Leading a team of GIS Analysts throughout project lifecycles, implementing more efficient processes, and improving process documentation
- Proposing and prioritizing future software enhancements, giving product demonstrations, and analyzing potential customers' GIS data to generate statements of work and pricing
- Managing the GIS Data Services team to enhance customers' current spatial data to meet requirements for tomorrow's NG9-1-1 as well as managing the Database Services team to support today's 9-1-1 call routing processes and challenges
- Overseeing the development of a robust product training program of courses and materials to ensure 911 Datamaster customers are fully engaged and knowledgeable of product features and enhancements for all software products

## Project Experience

- Baker County, FL | NG9-1-1 GIS Assessment and Data Remediation GIS Services Project
- South Texas Development Council (STDC) | NG9-1-1 GIS Managed Services Project
- Central Texas Council of Governments (CTCOG) | 9-1-1 Database Managed Services and NG9-1-1 GIS Assessment and Data Remediation GIS Services Project

## Professional Experience

### 911 Datamaster
2014 – Present
- Services Manager
- GIS Supervisor
- Spatial Product Specialist
- GIS Analyst

### Self-employed Small Business Owner
2005 – 2013
Austin, Texas
- Product sales business
- Mobile service business

### City of Austin
2002 – 2005
Austin, Texas
- GIS Coordinator / Senior Planner

### City of Austin
2000 – 2002
Austin, Texas
- GIS Analyst / Planner III

### City of Austin
1998 – 2000
Austin, Texas
- GIS Technician

## Education

### Texas A&M University

College Station, Texas

- Bachelors of Science; Geography with a concentration in GIS and Environmental Science

**Jennifer Delk**

Implementation Project Manager

Jennifer's experience is specific to project management for public safety and NG9-1-1 implementation and migration. For 4 years, she has been working with customers and partners to review solution requirements and expectations, and to develop implementation strategies and timelines. Jennifer is a certified Project Management Professional (PMP) and a certified Agile Project Manager (PMI-ACP). Since 2016, she has developed project plans and facilitated resolutions to issues to achieve all defined project goals. Jennifer has coordinated dozens of implementation projects and migrations for 911 Datamaster. As an Implementation Project Manager, she is responsible for managing and communicating ongoing changes in tasks, goals, and project performance. Jennifer's experience includes:

- Efficiently managing the progress and quality control of new and continuing projects
- Working with customers and partners to review solution requirements and expectations and to develop a project implementation strategy and timeline
- Developing project plans and facilitates resolution of all issues to reach project goals
- Coordinating 911 Datamaster-related project tasks and schedules resources
- Managing and communicating ongoing changes in tasks, goals, or performance
- Coordinating and participating in the communications between customers and various agencies

## Project Experience

- State of Rhode Island | DataBond
- Bristol Bay, Alaska | DataBond
- Churchill County, Nevada | DataBond
- Auglaize County, Ohio | DataBond
- Kenai Peninsula Borough, Alaska | DataBond

## Professional Experience

**911 Datamaster**

2016 – Present

Austin, TX

- Implementation Project Manager

**Crown Lift Trucks**

2014 – 2016

Hayward, CA

- Sales Coordinator

**Self-Employed**

2011 – 2016

Austin, TX and remote

- Project Manager / QuickBooks ProAdvisor

**Texas Commission on Environmental Quality**

2003 – 2011

Austin, TX

- Project Manager/Quality Assurance Specialist
- Project Coordinator
- Program specialist

**Texas Department of State Health Services**

2001 – 2003

Austin, TX

- Public Information Specialist

## Education

**University of Texas at Austin**

Austin, TX

- Bachelor of Science: Hydrology / Environmental Geology

**Richard Kelly**

Richard's experience is specific to government GIS and 9-1-1. For the past 22 years, he has been providing strategic guidance for NG9-1-1 GIS product strategy and thought leadership to both 911 Datamaster's development team and the 9-1-1 community. He has a master's degree in Applied Geography and his involvement in NG9-1-1 is extensive. In addition to providing numerous professional presentations annually at State and National 9-1-1 conferences, Richard has also published several articles and whitepapers on 9-1-1 technology issues and is active in leadership roles for NENA, APCO, and the National States Geographic Information Council. He is also the recipient of the 2019 Cottingham Collaboration Award for exemplary leadership in advancing 9-1-1 in Texas through collaborative efforts between government and industry partners. Since 2011 he has provided executive leadership to 911 Datamaster's GIS application design and standards. Richard's experience includes:

- Managing product development, including developers, documentation, and lead team members
- Serving as the primary software development contact for mapping applications specifications, code developers, and testing versions
- Designing an Esri based GIS data analysis and maintenance tool set as well as an on-line data aggregation and QC system (SI) for NG9-1-1 GIS data (for single and multi-agency use)
- Designing an Esri based map display system to support 2D and 3D representations with architecture supporting cutting-edge replication and autonomous use technologies
- Assisting with the development and scope of a GIS Services program for 911 Datamaster
- Working on military installation projects and tribal lands with the Bureau of Indian Affairs
- Establishing processes for detailed project design documents for GIS solutions, as well as RFP responses / presentations.
- Serving as NENA's liaison to the National State Geographic Information Council since 2015
- Serving on APCO's SDC Technical Sub-Committee since 2017

## Project Experience

- States of TX, FL, IL, RI | SpatialStation, SpatialCentral, and DataNexus
- Performing data analysis and data preparation work oversight prior to deployments in all four states
- Conducting onsite installations since 2012
- Providing onsite training since 2012

VP of Geospatial Solutions

## Professional Experience

**911 Datamaster**

2011 – Present
- Vice President of Geospatial Solutions
- Director of GIS & Geospatial Technologies

**Cassidian Communications Inc.**

2010 – 2011
Austin, Texas
- Senior Solutions Engineer – GIS & Mapping

**PlantCML** (aka Plant Equipment Inc.)

2004 – 2010
Austin, Texas
- Solutions Engineer – GIS & Mapping

**Capital Area Planning Council (CAPCO)**

1997 – 2004
Austin, Texas
- Director of Regional Information Services
- GIS Manager
- GIS Specialist

**Williamson County Appraisal District**

1995 – 1997
Austin, Texas
- GIS Technician

## Education

**Southwest Texas State University**

San Marcos, Texas
- Master of Arts in Applied Geography

**Southwest Texas State University**

San Marcos, Texas
- Bachelor of Arts in Geography with a concentration in Cartography and Photogrammetry

# Appendix C: Equal Opportunity Policy

## EEO Statement

_Equal Opportunity Statement_

911 Datamaster Inc is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on an individual's race (including, but not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender (including gender identity and gender expression), age (40 years and over), sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, or any other status protected by federal, state, or local laws. The Company is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Company will conduct a confidential, prompt, and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy. The Company will take appropriate corrective and remedial action, if and where warranted. The Company prohibits retaliation against any employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Manager or any other designated member of management.

# Appendix D: Bid Letter

September 10, 2020

**Re: Arkansas GIS Office Request for Proposal: Bid Letter and Official Pricing**
**Attn: Jonathan Duran**

Mr. Duran,

The State of Arkansas is needing GIS services to prepare for Next Generation 9-1-1 (NG 9-1-1).

911 Datamaster understands your priorities and the initiatives and, after carefully reviewing your requirements, we propose our cost-effective GIS services that offer you:

- Extensive experience in providing GIS services specifically focused on the success of NG 9-1-1
- A company with over 27 years of 9-1-1 experience across the nation
- GIS professionals who are thought leaders within NENA, NSGIC, and the rest of the 9-1-1 community

We look forward to developing our relationship with the State and working together to make this project a success.

911 Datamaster has read and understood the RFP and will comply with the requirements of the RFP.


Jim Shepard, ENP

Executive Vice President

## Appendix E: Bid Signature Page

## BID SIGNATURE PAGE

| PROSPECTIVE CONTRACTOR'S INFORMATION | | | |
|---|---|---|---|
| Company: | 911 Datamaster, Inc. | | |
| Address: | 7500 College Blvd, Suite 500 | | |
| City: | Overland Park | State: KS | Zip Code: 66210 |
| Business Designation*:* | ☐ Individual ☐ Sole Proprietorship ☐ Public Service Corp<br>☐ Partnership ☒ Corporation ☐ Nonprofit | | |
| Minority and Women-Owned Designation**:* | ☒ Not Applicable ☐ American Indian ☐ Service Disabled Veteran<br>☐ African American ☐ Hispanic American ☐ Women-Owned<br>☐ Asian American ☐ Pacific Islander American | | |
| | AR Certification #: _____  * See *Minority and Women-Owned Business Policy* | | |

*Type or Print the following information.*

| PROSPECTIVE CONTRACTOR CONTACT INFORMATION | | | |
|---|---|---|---|
| *Provide contact information to be used for bid solicitation related matters.* | | | |
| Contact Person: | Jim Shepard | Title: | Chief Operating Officer |
| Phone: | (512)-656-7713 | Alternate Phone: | |
| Email: | jims@911datamaster.com | | |

| CONFIRMATION OF REDACTED COPY |
|---|
| ☐ YES, a redacted copy of submission documents is enclosed. |
| ☒ NO, a redacted copy of submission documents is <u>not</u> enclosed.  I understand a full copy of non-redacted submission documents will be released if requested. |
| *Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA).  See Bid Solicitation for additional information.* |

## ILLEGAL IMMIGRANT CONFIRMATION

By signing and submitting a response to this *Bid Solicitation*, a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.
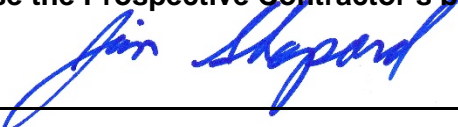
## ISRAEL BOYCOTT RESTRICTION CONFIRMATION

By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.

☒ Prospective Contractor does not and will not boycott Israel.

*An official authorized to bind the Prospective Contractor to a resultant contract must sign below.*

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* **will cause the Prospective Contractor's bid to be disqualified:**

**Authorized Signature:** _Jim Shepard_     **Title:** Executive VP

**Printed/Typed Name:** Jim Shepard     **Date:** September 11, 2020

## Appendix F: Official Bid Price Sheet

| ITEM | DESCRIPTION | QTY | UNIT OF MEASURE | UNIT PRICE | | EXTENDED AMOUNT |
|------|-------------|-----|-----------------|------------|--|-----------------|
| 1* | REQUIRED:<br><br>(a) Assessment of the current state of NG9-1-1 applicable datasets for the State of Arkansas.<br><br>(b) Report of findings and a set of future recommendations based on the assessment. | 1 | each | (a)<br>(b) | $50,000<br>$5,000 | $50,000<br><br>$5,000 |

| ITEM | DESCRIPTION | QTY | UNIT OF MEASURE | UNIT PRICE | EXTENDED AMOUNT |
|------|-------------|-----|-----------------|------------|-----------------|
| 2** | OPTIONAL:<br><br>Implementation plan outlining specific steps necessary for executing and/or achieving the future recommendations identified in the report of findings. | 1 | each | $5,000 | $5,000 |

*Item 1 will be used to determine lowest cost.

**Item 2 will *not* be used to determine lowest cost.