



Macon-Bibb County Government

Procurement Department

City Hall

700 Poplar Street, Suite 308

Macon, Georgia 31201

(478) 803-0550

Laura Hardwick
Director of Procurement

August 20, 2026

ADDENDUM # 3

To: ALL PROSPECTIVE FIRMS

Re: INVITATION FOR BIDS: 27-006-LH, Next Generation 911 ESInet and Public Safety Communications Modernization

The Invitation for Bids, referenced above, is modified as follows:

1. Please identify every location included in the project, including the primary PSAP, backup PSAP, alternate PSAP, remote dispatch locations, and their physical addresses.

Answer: Macon Bibb 911- 1191 First St./ Monroe 911- 135 Carry Dr.

2. Please clarify the County's expectations for "dedicated public safety support personnel," including whether-named remote staff, scheduled on-site support, or full-time resident personnel are required.

Answer: Remote Staff and Scheduled on-site support while Williams Communications will assist with in-person assistance when needed.

3. Please confirm the anticipated contract term. Is the intended initial term five (5) years?

Answer: Bibb County Leadership must confirm / define the term.

4. Can the County provide the annual and/or monthly 911 call volume for each PSAP included in this procurement?

Answer: See attached Zetron Call Breakdown

5. The RFP includes requirements related to HVAC. Please clarify whether proposers are expected to provide, modify, or assess HVAC systems as part of this procurement. If HVAC modifications are anticipated, please identify the applicable facilities and the expected scope of work.

Answer: No, because we do not foresee any heat related technical issues to disrupt the system.

6. Please identify all PSAPs, agencies, and jurisdictions to which Macon-Bibb County currently transfers 9-1-1 calls and describe how calls are currently transferred (e.g., selective transfer, speed dial, ten-digit transfer, SIP transfer, conference transfer, or other methods).

Answer: Monroe County, Twiggs County, Jones County, Crawford County, Peach County and Atrium/Community Ambulances.

7. Please clarify whether Text-to-911 must be included as a production service at go-live. If Text-to-911 is currently deployed, please identify the current service provider.

Answer: Must be ready, because you must work with the phone companies once we are prepped for installation and implementation.

8. What is the County's desired Notice to Proceed (NTP) date and production go-live date for the project?

Answer: Soon as possible

9. Given that clarification questions are due on August 7, 2026, and proposals are due on August 27, 2026, would the County consider extending the proposal submission deadline by two (2) weeks? This extension would provide proposers with adequate time to review the County's responses to questions and prepare a more complete and competitive proposal.

Answer: To be determined.

10. Please provide the current population served by Macon-Bibb County.

Answer: Approximately 157,000

11. Can the County provide information regarding the current status of its NG911 GIS datasets, including any existing GIS validation efforts, identified remediation activities, or participation in state NG911 GIS programs?

Answer: We are currently moving to new NG911 GIS ready master address repository program that will include validation tools, QA/QC processes and be accessible in multiple business systems. This migration to the master address repository will include a SQL backend database as well as GIS layers as deliverables in NG911 format. The delivery date is tentative for September – October of 2026.

12. In lieu of 5 copies & flash drive can the response be delivered electronically.

Answer: We do not accept electronic bids.

13. It appears that Section IX "Submittal Format and Requirements," item 3, "Experience and qualifications specifically addressing the firm's fitness in carrying out the Scope of Work outlined in this solicitation," and item 9, "A 1-5 Page Statement of Qualification specifically addressing the firm's fitness in carrying out the Scope of Work outlined herein this proposal," both request experience and qualification details related to the Scope of Work. Could the County please clarify the distinction between these two requirements and explain if they expect different formats or specific content for each section?

Answer: Experience and qualifications specifically addressing the firm's fitness in carrying out the scope.

14. Regarding Section IX "Submittal Format and Requirements," items 3 and 9 provide an overview but do not explicitly request a line-by-line response. Furthermore, Section IX 9. imposes a five-page limit response for a six-page section, which creates ambiguity regarding the expected level of detail. Conversely, Section XII "Evaluation Criteria" appears structured to score responses on a line-by-line basis. Shall a line-by-line response to the Scope of Services be required, allowing for more than the five-page limit?

Answer: Yes

15. The vast majority of PSAPs in Georgia that have begun to transition from a legacy 9-1-1 service to a modern NG9-1-1 infrastructure have done so by allowing the legacy network and selective routers to stay in place and participate in the call flow, which translates into single points of failure. Consequently, they are not fully operating on a NENA i3 NG9-1-1 NGCS. Is Macon Bibb seeking a fully functional i3 NG9-1-1 NGCS solution that removes end-of-life/end-of-support legacy selective routers and/or legacy switching or call delivery technology?

Answer: Full function (Zetron / Williams Communication will swap out the switches)

16. The Request for Proposal (RFP) mentions that the county has a legacy CPE/CHE system. Does the RFP intend to procure only a NGCS solution or both an NGCS and a CHE/CPE solution?

Answer: NCCS Solution only

17. Does Macon-Bibb County require an end-to-end, fully diverse, and redundant solution that eliminates all single points of failure, including carrier, circuit, and equipment redundancy? If so, what specific validation or audit processes will the County employ to ensure bidders provide truly independent paths rather than merely utilizing different segments of the same underlying network?

Answer: Work with carriers to swap their input

18. Section VII "Scope of Services," subsection "ISO and Dispatch Center Reliability Requirements," references "UPS and generator integration support" and "HVAC redundancy considerations." Can the County clarify whether these requirements are intended to apply to the NG911 Core Services provider's hosting/data center environment only, as typically minimal equipment is installed onsite as part of an NGCS deployment?

Answer: Yes

19. Please provide the historical call volume data broken down by hour, day, week, month, and year to assist with our capacity planning and resource allocation.

Answer: See question #4

20. Please provide the number of call-taking positions per PSAP.

Answer: 13

21. Please provide the total number of end-user device positions required for data reporting and analytics that are in addition to the standard call-taking positions.

Answer: 1

22. Please provide the total number of PSAPs and list their corresponding physical addresses.

Answer: 1

23. The RFP requires the inclusion of "Logging Services." Could the County please clarify if this refers to data logging, voice recording/logging, or both? If voice logging is required, please specify if the County has an existing vendor and if there are specific systems—such as radio or call-handling infrastructure, including name, model, and version — that must integrate with the logging recorder.

Answer: Higher Ground both Audio and Data

24. The RFP requirements for "Text-to-911" remain unclear. Could the County please clarify whether this requirement refers solely to the delivery of Text-to-911 services, or if it specifically necessitates an operator interface—either as a standalone solution or integrated directly into the existing CPE/CHE? If an operator interface is required, please confirm if the County currently utilizes a third-party vendor for this purpose. If so, please provide the name, model, and version of the existing system to ensure proper integration compatibility.

Answer: To be determined.

25. Please clarify if the selected provider is responsible for the complete migration of all Originating Service Providers (OSPs) into the NGCS solution. If so, please specify if this migration must be completed prior to go-live or if there is a defined post-launch timeframe for this requirement.

Answer: Yes and must be completed before going live.

26. Could the County please confirm if a specific budget has been allocated for this project? If so, please provide the relevant details or direct us to where this information is located within the documentation.

Answer: To be determined.

27. To ensure a thorough review and accurate scoping of the project requirements, would the Macon-Bibb County team be willing to grant a 60-day extension, effective from the date the official responses to questions are released?

Answer: 30-days

28. Please confirm whether Macon-Bibb County has completed an NG911 GIS readiness assessment and provides the relevant details or documentation status.

Answer: On the GIS side, there has not been a readiness assessment completed.

29. Can Macon Bibb summarize the specific GIS remediation activities completed to date, and further define the future GIS remediation requirements?

Answer: There has been a concerted effort over the last few years to clean up and verify the bulk of our street centerline and address point data. At the onset of this project all address points were in the right-of-way and not on the parcel or structure. We have since corrected those issues. Additional changes can be found in our address policy document that has been in use for 2 years. Items such as the implementation of sub addresses is one example of the progress we are making. Historical addresses that create anomalies are in most cases marked as such. Addresses not marked as anomalies are being corrected via change of address or correction of centerline ranges.

30. Does the County require Location-Based Routing (LBR) on day one as part of the initial NG911 deployment?

Answer: Yes, if this entails G.O. Fencing captures all calls coming in from the same incident, sending repetitive calls to the same dispatcher verse tying up other dispatchers which would dramatically reduce other call times coming in and out. Think more effectively and efficiently.

31. Does the County's current GIS data conform to the NENA GIS Data Model standards required for seamless integration with ECRF/LVF systems for Next Generation 9-1-1 call routing?

Answer: The expected deliverable will meet NENA GIS data model standards.

32. The County is requesting "No Single point of failure architecture", can you confirm that the designed architecture would terminate in diverse entrances into the PSAP(s)?

Answer: Yes

33. Regarding the requirement for backup call handling capabilities, please clarify the County's operational expectations. Specifically, is the vendor expected to provide the physical equipment or infrastructure for this backup, or is the County seeking a solution that integrates with existing or planned facilities? Providing specific use cases such as a "grab-and-go" mobile deployment or a redundant, static backup facility—will allow us to propose the most effective and compliant architecture for your needs.

Answer: Grab and go mobile deployment

34. In Section VI "Current Environment," can you please provide the name, model, and version of your current call handling solution?

Answer: Zetron max call taking

35. Attachment A lists seven required documents: the Bidder Qualification Form, List of Sub-Contractors, Bidder Minority Participation Goal, Financial & Legal Stability Statement, Insurability Statement, Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion, and Non-Collusion Affidavit. However, six of these seven documents are not currently available for download on the Procurement Department Documents tab. Could the County please provide direct downloads and/or webpage links/URL where these documents can be accessed?

Answer: On the Attachment A the six and seventh documents (W-9 and E-Verify) follow the vendor application

Please incorporate this change into the Invitation for Bid and acknowledge receipt of this addendum on your bid form.

Sincerely,

Laura Hardwick



Calls Breakdown

Note: All time references are in seconds

911 Call Answer Times			911 Calls Transferred			911 Answer Time			911 Call Handling Time			
911 Calls Received			Day	Total		Day	Total Calls	Total Duration	Average Answer Time	Day	Total Calls	Total Duration
Day	Total											
	0 - 5	6 - 10	11 - 15	16 - 20	> 20	Sunday	24938	167778	6.73			
	94623	60707	17029	6180	7714	Monday	27102	209634	7.74			
						Tuesday	26604	194433	7.31			
Sunday						Wednesday	26698	193920	7.26	24938	Sunday	
						167778 Thursday	26460	199778	7.55			
Monday						209634 Friday	27513	204676	7.44	27102	Monday	
						Saturday	26938	181864	6.75			
Tuesday		26604										
	Tuesday	26604	194433	Wednesday	26698							
Thursday										26460	Wednesday	
						193920						
Friday						Hour	Total Calls	Total Duration	Average Answer Time	27513	Thursday	
						199778						
Saturday						26938	Friday			27513		

Average:			6.92	21-22	8983	55561
23 - 24	697622-23 8004	47902				
Total:		186253				

Total Duration: 1352	
23-24	6976

Thursday, August 13, 2026
End Date: 12/31/2025 23:59:59

Hour	Total
09 - 10	11012
10 - 11	11820
11 - 12	12184

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