

REQUEST FOR INFORMATION (RFI) Next Generation 9-1-1 (NG9-1-1) Solutions and Services 1.

Introduction

The Georgia Department of Transportation (Department) Transportation Management Center (TMC) is issuing this Request for Information (RFI) to gather information from qualified vendors regarding solutions, services, and implementation strategies for a comprehensive **Next Generation 9-1-1 (NG9-1-1)** environment that can integrate into the Department Advanced Transportation Management System (ATMS | NaviGator). The Department's public-facing site for all closures and events is GA511, available at www.ga511.org.

The State of Georgia is advancing toward a statewide NG9-1-1 ecosystem, and the Department TMC seeks to connect its systems through the following:

- Emergency Services IP Network (ESInet)
- Next-Generation Core Services (NGCS)
- Statewide GIS datasets
- Data-sharing APIs

This allows GA511 to receive standardized. Machine-readable incident data.

This RFI is for **market research and planning purposes only** and does not constitute a solicitation or commitment to procure goods or services.

2. Purpose of the RFI

The purpose of this RFI is to:

- Identify available NG9-1-1 technologies, platforms, and services
- Understand vendor capabilities, experience, and deployment models
- Gather information on cost structures, timelines, and implementation considerations
- Assess options for interoperability, cybersecurity, and statewide/regional integration
- Inform future procurement strategies and budget planning

3. Background

The Department currently operates an enterprise solution system. As part of statewide modernization efforts, the agency is evaluating the transition to an **IP-based Emergency Services IP Network (ESInet)** and **NG9-1-1-compliant call handling, routing, GIS, and data systems**.

The Department seeks information on solutions that support:

- NENA i3 standards
- Multimedia communications (voice, text, images, video)
- Advanced GIS-based call routing
- Interoperability with neighboring jurisdictions
- Cybersecurity and network resilience
- Integration with existing ATMS, radio, Computer-Aided Dispatch (CAD), Records Management System (RMS) and GIS systems.

4. Requested Information

Vendors are asked to provide detailed responses to the following areas:

A. Company Information

- Company name, address, and primary contact
- Years of experience in NG9-1-1 or public safety systems
- Overview of relevant deployments (statewide, regional, or local)

B. Technical Capabilities

- ESInet architecture and deployment model
- NG9-1-1 Core Services (NGCS) capabilities
- Call handling and multimedia support
- Support interoperability with ATMS platforms and real-time traffic data systems
- GIS integration and location accuracy features
- CAD, RMS, and radio interoperability
- Cloud-based vs. on-premise options

- System redundancy, failover, and disaster recovery

C. Cybersecurity

- Security framework and compliance standards
- Network monitoring and threat detection
- Data encryption and access controls
- Incident response processes

D. Implementation & Support

- Typical implementation timeline
- Project management approach
- Training and change-management support
- Ongoing maintenance and service levels
- Customer support structure

E. Pricing Structure

Vendors are asked to provide **non-binding** pricing information, including:

- ESInet and NGCS costs
- Call handling equipment/software
- GIS services
- Implementation and integration costs
- Recurring service fees
- Optional modules or add-ons

F. Additional Information

- Innovative features or differentiators
- Recommendations for statewide or regional deployment
- Potential risks and mitigation strategies

5. Response Format

Vendors should submit responses in the following format:

- Cover letter
- Company overview
- Responses to Sections A–F
- Supplemental materials (optional)

6. RFI Timeline

- RFI Release Date: May 14th, 2026
- Vendor Questions Due: May 29th, 2026
- Offerors Conference: June 3rd, 2026
- Vendor Q&A Response - Posted to GPR: June 10th, 2026
- Responses Due: July 27, 2026
- Review Period: July 28, 2026- September 11, 2026
- Individual Follow-Up Sessions: TBD

7. Submission Instructions

Responses should be submitted electronically to:

Haley Ford

hford@dot.ga.gov

Issuing Officer | Georgia Department of Transportation

8. Offerors Conference – Wednesday June 3rd, 2026

- Optional- In Person
- Time: 10:00 AM
- Place: TMC Building Rm#226 - 935 E. United Avenue, Atlanta Ga 30316

Please be prepared to discuss the following:

- Project Overview
- Current Environment
- Objective
- Procurement Timeline
- Vendor Solution Discussions
- General Vendor Q&A

9. Individual Follow-Up Sessions

Invited Respondents will be notified by e-mail, if TMC is interested in participating in further conversations related to the proposed solution. E-mails to Respondents will provide the necessary information for a virtual meeting (i.e., Microsoft Teams). Each meeting will be organized in the following format: 1. Introduction 2. Vendor Solution 3. Questions and Answers. Meetings may include GDOT/Consultant staff representing various divisions of the agency.

The intent of the meeting is for the Respondent to educate and inform GDOT/Consultant staff regarding the Respondent's proposed solution, capabilities, and recommended approach for implementation and integration within the Department's existing environment.

10. Disclaimer

This RFI is issued solely for information-gathering purposes. It does not constitute a solicitation or a promise to issue a future solicitation. The agency is not obligated to award a contract or pay for any information provided in response to this RFI.