



Supplier Q & A Template

RFI Number: PE-48401-RFI-2026-000000577	RFQ Title: Next Generation Public Safety Solutions and Services
Requesting State Entity: Ga Dept of Transportation	Date: 6/10/2026
Issuing Officer: Haley Ford	RFQ Initially Posted to Internet: 5/14/2026
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**The purpose of this document is to provide answers to supplier questions.
Please see Questions and Answers included herein.**

Note: This document is intended for informational purposes only. Any changes to the RFQ must occur through a published addendum (or through publication of a new version of the RFQ in Team Georgia Marketplace™). If multiple Q & A documents are posted, the most recent Q & A shall govern in the event of a conflict.

QUESTIONS AND ANSWERS

#	Questions	Referenced RFQ Section	Answers
1.	Would the Department consider extending the Vendor Questions due date by two weeks to Friday, June 12, so vendors can submit clarifications after attending the in-person Offerors' Conference?	Section 6. RFI Timeline	Yes, we can extend the deadline for the submission of additional questions through June 12, 2026. An addendum will be posted to the GPR to notify vendors of the extension.
2.	The ESInet provides transport for routed calls to Public Safety Answering Points (PSAPs), while Emergency Call Handling and Next Gen Core Services are utilized for answering and routing 9-1-1 calls, respectively. Regarding the GDOT TMC, does it function as a Primary PSAP by answering live 9-1-1 calls? Alternatively, does it act as a Secondary PSAP that	NextGen Solutions and Services- Sec. 4, subsection B	GDOT TMC functions more like a secondary PSAP, receiving calls and transferring them to 9-1-1.



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	receives transferred 9-1-1 calls?		
3.	While the fundamental role of an ESInet is the delivery of 9-1-1 calls to Public Safety Answering Points (PSAPs), it is capable of supporting additional public safety and service traffic if designed with adequate capacity, security, and prioritization. Within this framework, what specific applications and networking protocols are utilized by the TMC's Advanced Transportation Management System (ATMS) for statewide data sharing? Furthermore, how many GDOT or other Georgia State facilities are currently integrated into this network, and has GDOT established specific bandwidth requirements or calculations for this real-time traffic data?	NextGen Solutions and Services- Sec. 4, subsection B	GDOT ATMS platform is Parsons' iNET. Key capabilities include: • Integration of data from multiple sources (sensors, cameras, CV/AV systems, detectors) • AI/ML-enhanced traffic and incident management • Multi-agency operational collaboration • Scalability for statewide deployments • Support for connected-vehicle (CV) and autonomous-vehicle (AV) integrations Parsons' iNET provides a unified platform for gathering, standardizing, and distributing data, enabling agencies to share real-time information across jurisdictions. With the new ATMS rollout, I do not yet have a complete count of partner facilities.
4.	Could you clarify the primary objective behind TMC's request for 911 emergency-grade services? For instance, is the system intended to support the Georgia Highway Patrol or a different statewide initiative for emergency call services?	NextGen Solutions and Services- Sec. 4, subsection B	The primary objective behind GDOT TMC's interest in 9-1-1 emergency-grade services is to strengthen its role in statewide incident detection, coordination, and information relay, not to replace or duplicate the functions of Georgia's Public Safety Answering Points (PSAPs). The TMC already receives traveler calls through 511, monitors incidents, and notifies appropriate



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			responders. Adding 9-1-1 grade capabilities would enhance reliability, resiliency, and interoperability with public safety partners.
5.	What is TMC's current infrastructure? Network, CAD, Mapping, Call handling system, Radio, and RMS?	NextGen Solutions and Services- Sec. 4, subsection B	GDOT/TMC operates a robust statewide fiber network and is currently engaged in a statewide broadband expansion project. As part of the RFP process, we will require a comprehensive assessment. We do not currently use a CAD system. GDOT is an ESRI-based organization for mapping, though we also utilize Google Maps. Cisco WebEx serves as our call-handling platform, and our radio system is provided by L3Harris.
6.	Regarding the phrase, "This allows GA511 to receive a standardized, machine-readable incident data," could you provide additional details? Specifically, please identify the software provider and explain the intended application for this data. Furthermore, please describe how this ATMS system integrates with the NG911 environment. This is particularly relevant as the State of Georgia moves toward a statewide NG9-1-1 ecosystem, the specifics of which are yet to be finalized.	NextGen Solutions and Services- Sec. 4, subsection B	This refers to structured data typically REST, JSON or XML. This data would allow GA511 to automatically ingest, classify, and publish incident information without manual reentry. The flagship Advanced Traffic Management System used by GDOT is the Parsons iNET platform. The ATMS does not currently integrate with the NG911 environment but building that connection is our long-term objective. We have framed this effort strictly as market research and planning.
7.	Is GDOT seeking a full NG9-1-1 ecosystem deployment, an integration layer into an existing statewide NG9-1-1 environment, or a transportation-specific situational	Overall Scope	GDOT is pursuing a comprehensive PSAP environment designed to enhance transportation-specific situational awareness and operational coordination.



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	awareness platform?		
8.	What operational outcomes are the highest priority (incident awareness, CAD-to-ATMS integration, GA511 updates, multimedia handling, interagency coordination, analytics, etc.)?	Overall Scope	The top priority is implementing a PSAP-grade call and multimedia handling platform that supports strong interagency coordination and advanced analytics. Integration needs are the second priority and remain to be determined.
9.	Is this effort intended to support only GDOT TMC operations, or also external PSAPs, EOCs, and public safety agencies?	Overall Scope	The primary focus is on supporting TMC operations, along with broader coordination needs for public safety agencies.
10.	Is GDOT seeking software only, managed services, systems integration, network services, GIS services, or a turnkey solution?	Overall Scope	GDOT is pursuing a comprehensive, turnkey solution.
11.	What ATMS platform/version is currently deployed for NaviGator?	Existing Systems	*GDOT is currently operating on iNET version 12 and is scheduled to upgrade to version 14.
12.	What integrations currently exist between NaviGator and GA511?	Existing Systems	NaviGator is currently fully integrated with GA511. GA511 is the Department's public-facing site for all closures and events.
13.	Are APIs currently available for incident ingestion, event publishing, GIS services, and traffic data exchange?	Existing Systems	Full visibility into all backend systems are unavailable at this time, but incident ingestion is currently supported through iNET and GA511.



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14.	What traffic data standards are currently used (TMDD, DATEX II, NTCIP, CAP, custom APIs, etc.)?	Existing Systems	Full visibility into all traffic-data standards used across the backend systems are unavailable at this time, but Parsons iNET and GA511 primarily rely on their own custom APIs for incident ingestion and data exchange. Standard protocols such as TMDD, DATEX II, NTCIP, or CAP may be supported at the device or interface level, but this has not been explicitly documented for GDOT's deployment.
15.	Which CAD platforms are currently in use across agencies expected to integrate?	CAD/RMS	None
16.	Which RMS vendors/platforms are currently deployed?	CAD/RMS	GDOT does not have a true RMS platform, but we do utilize Dubber.
17.	Does GDOT expect integration with State Police CAD, regional PSAP CAD systems, county/city CAD systems, or all of the above?	CAD/RMS	Yes, all of them — with roadway incidents as the primary focus.
18.	Are there existing middleware or enterprise integration brokers already deployed?	CAD/RMS	No or Not to my knowledge.
19.	Are CAD integrations expected to be one-way, bidirectional, or event driven?	CAD/RMS	The TMC's preference is for the CAD integration to be event-driven.
20.	What radio systems are currently deployed (P25, FirstNet, trunked systems, etc.)?	Radio Systems	L3Harris is our primary vendor, and we also maintain Verizon, FirstNet, and SL LTE service.
21.	Is radio interoperability expected to include console integration, logging recorders, or situational awareness/event sharing only?	Radio Systems	Yes. Radio interoperability is expected to include console integration, logging/recording capabilities, and situational or event-sharing functions. Please provide a detailed description of exactly what your solution offers in each of these areas.



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22.	What GIS platform(s) are currently used?	GIS	We currently use ESRI as our primary GIS platform.
23.	Are statewide GIS datasets already NG9-1-1 compliant?	GIS	No or Not to my knowledge.
24.	Who is the authoritative GIS steward for road centerlines, address points, and PSAP boundaries?	GIS	The GDOT IT GIS Group and the Office of Transportation Data (OTD) serve as the official stewards for all GIS functions within the Department.
25.	Are GIS datasets centrally managed or maintained by local jurisdictions?	GIS	This is an area where I will need additional clarification as we move forward.
26.	What is the current GIS data update cadence?	GIS	This is an area where I will need additional clarification as we move forward.
27.	What machine-readable incident formats are preferred for GA511 integration?	NG9-1-1 Architecture	REST, JSON or XML
28.	Is there an existing enterprise integration architecture or middleware standard?	NG9-1-1 Architecture	No or Not to my knowledge.
29.	How many physical TMC, PSAP, or operational sites are included in scope?	Scale & Sizing	We have seven (7) physical locations, along with the option for team members to work remotely.
30.	How many primary, backup, DR, and remote/mobile sites are anticipated?	Scale & Sizing	We have seven (7) physical locations, along with the option for team members to work remotely.
31.	How many total users/operators are expected (concurrent, named, supervisors, admins, etc.)?	Scale & Sizing	Because staffing levels fluctuate significantly, I'm focusing on the number of stations assigned to each location: • TMC Main: 26 • TMC Training: 10 • District 1: 4 (plus 2 optional) • District 2: 3 • District 3 (DOC): 10 • District 4: 3 • District 5: 5 (plus 2 optional)



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			District 6: 3 Side note: Even this does not fully represent our operational schedule, as not all stations are in use at the same time. Full utilization typically occurs only during emergency operations.
32.	How many call-taking or dispatch positions are anticipated?	Scale & Sizing	Because staffing levels fluctuate significantly, I'm focusing on the number of stations assigned to each location: - TMC Main: 26 - TMC Training: 10 - District 1: 4 (plus 2 optional) - District 2: 3 - District 3 (DOC): 10 - District 4: 3 - District 5: 5 (plus 2 optional) - District 6: 3 Side note: This does not fully represent our operational schedule, as not all stations are in use at the same time. Full utilization typically occurs only during emergency operations.
33.	Are mobile or field users expected to access the system?	Scale & Sizing	Yes, I would like HERO, CHAMP, maintenance personnel, traffic technicians, tow operators, and other stakeholders including contractors to have access to the system.
34.	Are there expected external agency users or data consumers?	Scale & Sizing	Data sharing between TMC and other PSAP.
35.	What are the anticipated daily incident, API, GIS, and multimedia transaction volumes?	Scale & Sizing	<u>Please look forward to the answering of this question on the June 12th extension date posting</u>
36.	Is statewide scaling required at initial deployment or phased over time?	Scale & Sizing	This project will be implemented in phases over time.



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37.	Does GDOT prefer SaaS, vendor hosted, state-hosted, or hybrid deployments?	Hosting & Infrastructure	At this point, I would classify it as a hybrid deployment..
38.	Are cloud deployments permitted (AWS, Azure, GovCloud, etc.)?	Hosting & Infrastructure	YES
39.	Are there data residency or sovereign hosting requirements?	Hosting & Infrastructure	Currently, we do not have specific data-residency or sovereign-hosting requirements.
40.	Are CJIS compliance requirements applicable to this initiative?	Hosting & Infrastructure	Currently, CJIS compliance requirements are not expected to apply to this initiative.
41.	Must the solution support MFA, SSO, Active Directory/Entra ID, BSIEM integration, or SOC monitoring?	Cybersecurity	Yes. The solution must support MFA, SSO, Active Directory/Entra ID, BSIEM integration, and SOC monitoring.
42.	Which multimedia capabilities are required at launch (text-to-911, images, video, telematics, IoT feeds, etc.)?	Functional Requirements	At launch, the required multimedia capabilities include text-to-511, images, video, telematics, IoT data feeds, and translation services.
43.	Are operational workflows needed for road closures, emergency routing, weather impacts, and major incident coordination?	Functional Requirements	Yes. Operational workflows are needed for road closures, emergency routing, weather-related impacts, and major incident coordination.
44.	Are analytics, dashboards, and reporting capabilities required?	Functional Requirements	YES
45.	Are AI or automation capabilities desired (incident correlation, automated publishing, NLP/transcription, etc.)?	Functional Requirements	Yes. AI and automation capabilities are desired, including incident correlation, automated publishing, NLP/transcription, and similar functions.
46.	Are multilingual or accessibility	Functional	YES



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	requirements mandated?	Requirements	
47.	Is historical data migration required?	Implementation	No. Historical data migration is not required; we will begin with a new operational day.
48.	Is GDOT seeking ROM pricing only or detailed implementation pricing?	Commercial / Procurement	Please provide detailed implementation pricing. This information will allow GDOT to accurately determine and procure the necessary funding for the proposed services and/or system.
49.	Should pricing assume statewide licensing, per-user licensing, per-site pricing, or consumption-based pricing?	Commercial / Procurement	You should assume the pricing model that offers the best overall value, with a statewide focus.
50.	What is the anticipated scope of this initiative (statewide, regional, or TMC-focused integration)?	Overall Scope	Phase 1: Operational in scope, with both TMC and statewide integration. The focus is on delivering a call-center solution that enables texting, image and real-time video sharing with dispatchers and tow operators, provides more accurate caller location, improves call routing between the TMC and counties, and strengthens resilience during disasters and emergencies.
51.	Is the scope to replace PSAP CHE or integrating with existing PSAP CHE?	Call Handling	We are looking to integrate with the existing PSAP CHE.
52.	Is there a preference of Cloud or Premise CHE? And if Cloud, are there approved hosting environments?	Call Handling	Operationally, we prefer a solution that minimizes our internal responsibilities and provides a guaranteed 99.998% uptime. All security and maintenance should be fully managed by the hosting environment.
53.	Are there specific call handling functionalities or operational gaps GDOT is seeking to address?	Call Handling	One of our primary operational gaps is the lack of adequate reporting to help us identify and track key performance indicators (KPIs).



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54.	What level of geographic redundancy, diversity, and resiliency is expected for ESInet/NGCS deployment?	ESInet & NGCS	GDOT is currently expanding statewide fiber as part of the broadband initiative. While the full goals of that project are still being defined, we anticipate being able to make a strong case to leadership for leveraging portions of that fiber to support geographic redundancy, diversity, and resiliency for ESInet/NGCS.
55.			