1. **Current EMSA GIS Dataset**
   Will EMSA be able to provide proposers with a copy of the current GIS/geofile dataset currently used to support EMSA's operational systems for evaluation during the proposal period?

   EMSA can provide at the proposers request a copy of the current GIS/geofile dataset.

2. **GIS Layer Inventory**
   If the current dataset cannot be provided, please provide a list of the GIS data layers currently utilized by EMSA and identify which layers are expected to be maintained under this contract.

   EMSA can provide at the proposers request a copy of the current GIS/geofile dataset.

3. **Current CAD Platform**
   Please identify EMSA's current CAD vendor, platform version, and geofile schema currently used for dispatch operations.

   EMSA uses Central Square Enterprise 23.105.613.12 In production and is preparing to upgrade to Central Square Enterprise 25.15.0.107 Which is already installed in our non-production environment. Schema for both is NAD83.

4. **Anticipated CAD Replacement**
   Does EMSA currently anticipate replacement of its CAD platform during the contract term? If so, please identify any known vendors, systems, or procurement initiatives under consideration.

   No.

5. **Conversion Scope**
   For the preferred inclusion of one CAD-format conversion, does EMSA expect only GIS/geofile transformation services, or should proposers include:
   - **CAD application configuration**
   - **Interface development**
   - **User acceptance testing**
   - **CAD vendor coordination**
   - **Production deployment support**

   The primary deliverable is transformation services and other geofile maintenance however in the event of issues deploying the deliverables proposers should include

user acceptance testing support, CAD vendor coordination, and production deployment support.

6. **Conversion Assumptions**
   Will EMSA provide documented source and target schemas, data dictionaries, and transformation specifications for any future CAD migration?

   EMSA will provide available source and target schemas, data dictionaries, and known transformation requirements. The selected contractor will be expected to identify documentation gaps and collaborate with EMSA and the applicable CAD vendor to finalize mapping and validation rules.

7. **Multiple Conversions**
   If more than one CAD migration occurs during the contract term, would subsequent conversions be treated as out-of-scope professional services?

   Yes. One CAD-format conversion should be included in the proposed base scope. Any additional conversion should be treated as separately authorized professional services unless incorporated through an amendment or renewal.

8. **Authoritative Sources**
   Which organizations are considered the authoritative source for:
   - **Address points**
   - **Street centerlines**
   - **Jurisdiction boundaries**
   - **Municipal limits**
   - **ZIP codes**
   - **Parcel information**

   EMSA will provide a source-of-truth matrix naming the authoritative organization for each geographic area along with the applicable owner, update process, publication schedule, and escalation contact.

9. **Source Data Availability**
   Will EMSA provide direct access to required source datasets, or is the contractor expected to obtain and maintain relationships with individual jurisdictions?

   EMSA will provide access to datasets already received by EMSA. The contractor should coordinate routine data exchanges with identified jurisdictions as directed by EMSA, while EMSA retains responsibility for formal intergovernmental agreements and escalations.

10. **Error Resolution Authority**
    When discrepancies exist among authoritative sources, who has final authority for approving corrections and resolving conflicts?

    EMSA's designated GIS or operational data owner will have final approval authority after consultation with the applicable source jurisdiction. The contractor should document the discrepancy, supporting evidence, proposed resolution, decision, and effective date.

11. **Jurisdiction Responsiveness**
    If required source agencies fail to provide timely updates, how will such delays be handled for SLA and performance measurement purposes?

    Documented delays caused solely by a source agency should be excluded from contractor SLA calculations when the contractor timely requests the information, follows the required escalation process, and maintains evidence of follow-up. Contractor-controlled processing time should remain subject to the SLA.

12. **Data Licensing**
    Will EMSA furnish any required licensed datasets, aerial imagery, or third-party data products used to validate address locations and roadway alignments?

    EMSA will identify and furnish access to existing EMSA-licensed products that may legally be shared with the contractor. Proposers should separately identify any additional third-party data they recommend, including licensing assumptions and costs.

13. **Address Maintenance Volumes**
    Please provide historical annual volumes for:
    - **New address points**
    - **Modified address points**
    - **Retired address points**
    - **Street centerline updates**

    EMSA does not maintain this data from its current vendor.

14. **Growth Expectations**
    What annual growth or change rate does EMSA anticipate over the contract term?

    EMSA does not currently have any known development, annexation, or service-area changes expected to materially affect volume. Proposers should use the annual

growth rate for the City of Tulsa and City of Oklahoma City when preparing their responses.

15. **Backlog**
    Is there an existing backlog of address corrections, geofile maintenance requests, or unresolved exceptions that will transfer to the selected contractor at contract start?

    None, EMSA will receive a quarterly update during this RFP process.

16. **Emergency Requests**
    How many out-of-cycle emergency updates were requested during the past three years?

    None.

17. **Historical Release Volumes**
    Please provide the number and size of change records included in recent quarterly geofile releases.

    EMSA does not maintain these statistics currently.

18. **Acceptance Criteria**
    What are the specific acceptance criteria for quarterly geofile deliveries?

    Acceptance will be based on successful schema validation, required-field completeness, topology and referential-integrity checks, documented quality-control results, successful test import into designated systems, resolution of critical defects, and delivery of required release documentation.

19. **Quality Thresholds**
    Are there minimum accuracy, completeness, or geocoding match-rate thresholds that will be used to evaluate contractor performance?

    Geocoding match rate derived from Computer Aided Dispatch system reports will be used to evaluate contractor performance.

20. **Turnaround Expectations**
    Are there required turnaround times for:
    - **New addresses**
    - **Corrections**
    - **Emergency changes**
    - **Jurisdictional updates**

Deliverable timelines should be proposed with cutoff dates for changes. The turnaround expectations will be the agreed upon schedule.

21. **Service Levels**

    Will EMSA establish formal service level agreements (SLAs) for maintenance activities?

    Final SLAs should be incorporated into the contract and should define priority, response time, resolution time, measurement method, exclusions, escalation, reporting, cure rights, and any remedies.

22. **Performance Metrics**

    What quantitative metrics will be used to assess contractor performance throughout the contract?

    Metrics will include on-time completion, backlog age, defect and rework rates, data completeness, validation pass rate, and geocoding match rate.

23. **Current GIS Environment**

    Please describe EMSA's current GIS technology environment, including:

    - **Esri products**
    - **Databases**
    - **Hosting platforms**
    - **Geocoding services**

    EMSA uploads the new geodatabase to its Computer Aided Dispatching system and new street centerlines to its billing product using vendor provided tools. EMSA has access to arcgis pro and arcgis online for other projects and may adapt deliverables for other custom uses if desired.

24. **Existing Automation**

    Does EMSA currently utilize automation tools such as FME or similar ETL platforms for geofile maintenance?

    No.

25. **Data Delivery Formats**

    What file formats are currently exchanged between EMSA and downstream systems?

    Data deliveries are completed by ESRI GeoDatabase (.gdb) and separated shapefiles for address points and street centerlines.

26. **Historical Schemas**
    Please provide examples of the current geofile schema and recent release packages.

    EMSA can provide at the proposers request a copy of the current GIS/geofile dataset.
27. **Security Requirements**
    Are there specific regulatory, CJIS, HIPAA, NIST, SOC 2, or other compliance requirements applicable to this contract?

    Vendors with documented security compliance are preferred but not required for this contract.

28. **Security Review Process**
    Will EMSA require a formal security assessment, questionnaire, or penetration test before contract award or onboarding?

    EMSA will perform a risk-based security review before onboarding. The review may include a security questionnaire, architecture and data-flow documentation, and may include requests for independent assurance reports, vulnerability-management evidence, incident-response documentation, and remediation of material findings.

29. **Data Residency**
    Are there any restrictions regarding cloud hosting locations or data residency requirements?

    EMSA prefers US-based hosting locations and data residency.

30. **Contract Terms**
    Would EMSA be willing to discuss commercially reasonable revisions during contract negotiations related to limitation of liability, indemnification, and waiver of consequential damages?

    EMSA may consider proposed exceptions during evaluation or negotiations, subject to applicable law, policy, risk allocation, insurance requirements, and legal approval. Proposers should clearly identify all requested exceptions in the format required by the solicitation.

31. **The RFP schedule indicates that proposer questions are due October 9, 2026, and responses will be provided on October 23, 2026. Will EMSA provide answers to questions on a rolling basis as they are received, or does EMSA intend to**

release all responses collectively on the published response date? If EMSA plans to wait until October 23 to provide answers, would EMSA consider extending the proposal due date to allow proposers adequate time to evaluate the responses, adjust technical content, and revise pricing assumptions as necessary?

EMSA intends to release official responses collectively on the published response date so all proposers receive the same information simultaneously.

32. **What is the initial contract term and what renewal options are contemplated?**

    EMSA will consider 3 & 5 year terms with additional 3 or 5 year renewal provisions.

33. **Please confirm whether EMSA requires pricing to be submitted in a specific format or pricing worksheet. If not, may proposers provide pricing in their own format provided all costs are clearly identified?**

    Proposers may use their own format provided all one-time, recurring, optional, professional-services, travel, licensing, hosting, escalation, and other costs are clearly identified and the total evaluated price can be readily determined.

34. **Section 2.6 Insurance Requirements references Employers' Liability limits of $1 million per occurrence / $2 million aggregate. Employers' Liability coverage is typically expressed as Each Accident, Disease Policy Limit, and Disease Each Employee rather than occurrence and aggregate limits. Could EMSA please confirm the intended Employers' Liability coverage requirement and acceptable limit structure?**

    This coverage protects the employer if an employee sues over a work-related injury that is not fully covered by workers' compensation. It is commonly known as Employers’/Employment Liability Coverage or EPL.