

STATEMENT OF WORK (SOW)
NG911 CALL HANDLING EQUIPMENT (CHE) SERVICES
INVITATION TO QUALIFY (ITQ) CONTRACT

ATTACHMENT C
NG911 CHE Standards

The CHE Service shall adhere to Commonly Accepted Industry Standards developed by an approved standards development organization including but not limited to, the National Emergency Number Association (NENA), the Internet Engineering Task Force (IETF), the Association of Public Safety Officials (APCO), and the National Institute of Standards and Technology. See Attachment C, Standards.

The Contractor shall ensure the CHE service maintains compliance with new or subsequent versions of these standards.

Attachment C identifies currently accepted industry standards; however, it is provided for reference only and should not be considered exhaustive or definitive.

SDO	Standard ID	Standard Title	Standard Description	Latest Revision / Release Date
ANSI / APCO	APCO ANS 2.106.1-2019	ANSI/APCO Public Safety Grade Site Hardening Requirements	Comprehensive analysis of site hardening requirements and was compiled by the Association of Public Safety Communications Officials (APCO) International.	June 11, 2019
APCO	ANS 1.108.1-2018	Minimum Operational Standards for the use of TTY/TDD or similar device in the Public Safety Communications Center	Minimal operational requirements for the use of TTY/TDD or similar devices	August 13, 2018
FBI CJIS	CJISD-ITS-DOC-08140-5.9.3	Criminal Justice Information Services (CJIS) Security Policy	Law enforcement and criminal justice agencies for protecting the sources, transmission, storage, and generation of criminal justice information.	September 14, 2023
NENA	02/2019	NENA Recommended Best practices for supplemental 9-1-1 location data	It is designed to establish guidance on the potential use by the nation's Public Safety Answering Points (PSAPs) of 9-1-1 location data provided outside of the traditional process used by wireless carriers.	February 1, 2019
NENA	NENA 04-005 v1	NENA Security for Next-Generation 9-1-1 Standard (NG-SEC)	Minimal guidelines and requirements for the protection of NG9-1-1 assets or elements within a changing business environment	February 6, 2010

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FBI CJIS	CJISD-ITS-DOC-08140-5.9.3	Criminal Justice Information Services (CJIS) Security Policy	Law enforcement and criminal justice agencies for protecting the sources, transmission, storage, and generation of criminal justice information.	September 14, 2023
NENA	NENA 75-001 (under revision)	Next Generation 9-1-1 Security (NG-SEC) Audit Checklist	This checklist provides a summary of the requirements and recommendations detailed in the NG-SEC standard and provide the educated user a method to document a NG-SEC Audit.	December 14, 2011
NENA	NENA 75-502	Handling Text-to-9-1-1 in the PSAP Information Document	The NENA Information Document (INF) for Handling Text-to-9-1-1 in the PSAP is intended to provide a guideline for PSAPs with recommendations for emergency calling to 9-1-1 using text messaging.	October 9, 2013
NENA	NENA INF-007.1-2013 (under revision)	NENA Master Glossary of 9-1-1 Terminology	Defines the terms, acronyms, and definitions associated with the 911 industry. Online NENA Glossary may be more current.	June 22, 2021

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FBI CJIS	CJISD-ITS-DOC-08140-5.9.3	Criminal Justice Information Services (CJIS) Security Policy	Law enforcement and criminal justice agencies for protecting the sources, transmission, storage, and generation of criminal justice information.	September 14, 2023
NENA	NENA-ADM-000.24-2021	NENA Operational Impacts of Devices and Sensors Information Document	Document is provided to assist Public Safety Answering Points (PSAPs) and governing 9-1-1 authorities with information for evaluating the operational impacts of devices and sensors which may interface with the PSAP.	08/17/2018
NENA	NENA-INF-004.1.2-2018	NENA Next Generation 9-1-1 Security (NG-SEC) Information Document	Best practices relative to security of the i3 system.	December 8, 2016
NENA	NENA-INF-015.1-2016	NENA Virtual PSAP Management Information Document	A guide for PSAP Authority to evaluate opportunities and challenges presented with the personnel and PSAP management necessary for employing virtual workers for the traditional PSAP environment.	December 21, 2017

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FBI CJIS	CJISD-ITS-DOC-08140-5.9.3	Criminal Justice Information Services (CJIS) Security Policy	Law enforcement and criminal justice agencies for protecting the sources, transmission, storage, and generation of criminal justice information.	September 14, 2023
NENA	NENA-INF-025.2-2017 (under revision)	NENA Integrating Applications on Intelligent Workstations Information Document	Offers information to help make decisions that are necessary to integrate multiple applications on a single hardware platform at the Enhanced 9-1-1 Public Safety Answering Point (PSAP).	August 12, 2018
NENA	NENA-INF-029.2-18	NENA PSAP Readiness for Real-Time Text (RTT) Information Document	Defines a recommendation to establish guidelines for the call handling procedures and identifies areas of training that may be needed with the introduction of RTT.	January 20, 2021
NENA	NENA-INF-042.1-2021	NENA Next Generation 9-1-1 Public Safety Answering Point Requirements	Requirements for a NG9-1-1 PSAP that is capable of receiving IP-based signaling and media for delivery of emergency calls conformant to the latest version of the NENA i3 Architecture document (NENA-STA-010).	June 10, 2018

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FBI CJIS	CJISD-ITS-DOC-08140-5.9.3	Criminal Justice Information Services (CJIS) Security Policy	Law enforcement and criminal justice agencies for protecting the sources, transmission, storage, and generation of criminal justice information.	September 14, 2023
NENA	NENA-REQ-001.1.2-2018	NENA Requirements for 3D Location Data for E9-1-1 and NG9-1-1	Guidelines and requirements for operationalizing three-dimensional location in NG9-1-1 and E9-1-1.	June 10, 2022
NENA	NENA-REQ-003.1-2022	NENA Next Generation 9-1-1 (NG9-1-1) United States Civic Location Data Exchange Format (CLDXF) Standard	Standard supports the exchange of location address information about 9-1-1 calls and defines the detailed data elements needed for address data exchange.	March 23, 2014
NENA	NENA-STA-004.1.1-2014	NENA Standard for NG9-1-1 GIS Data Model	Defines the GIS data information, formats, requirements, and related information used in NENA Next Generation 9-1-1 (NG9-1-1) Core Services (NGCS).	July 12, 2022

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FBI CJIS	CJISD-ITS-DOC-08140-5.9.3	Criminal Justice Information Services (CJIS) Security Policy	Law enforcement and criminal justice agencies for protecting the sources, transmission, storage, and generation of criminal justice information.	September 14, 2023
NENA	NENA-STA-006.2a-2022	Hearing Standards for Public Safety Telecommunicators	Assists PSAPs in establishing ADA compliant hearing standards for public safety telecommunicators.	January 19, 2020
NENA	NENA-STA-007.3-2020	NENA i3 Standard for Next Generation 9-1-1	Functional and interface specifications for a post-transition IP-based multimedia telecommunications system.	July 12, 2021
NENA	NENA-STA-010.3e-2021 (under revision)	NG9-1-1 Additional Data Standard	The use of additional data associated with a call, a location, a caller and a PSAP. Together with the SIP Invite and PIDF-LO This document supersedes NENA 71-001.	December 21, 2017

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NENA	NENA-STA-012.2-2017	Standard Data Formats For E9-1-1 Data Exchange & GIS Mapping	Standard formats for Automatic Location Identification (ALI) data exchange between service providers and database management system (DBMS) providers, a Geographic Information System (GIS) data model, a data dictionary, and formats for data exchange between the ALI database and PSAP controller equipment.	August 12, 2018

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NENA	NENA-STA-015.10-2018	NG9-1-1 Call Processing Metrics Standard	Define normalized NG9-1-1 call processing metrics for computing useful statistics so that independent implementations can derive the same comparable measurements.	September 21, 2022
NENA	NENA-STA-019.2-2022	NENA Standard for 9-1-1 Call Processing	Defines the processing of 911 calls by a PSAP, including call answering standards.	April 16, 2020
NENA	NENA-STA-020.1-2020	NENA Standard for Emergency Incident Data Object (EIDO)	Provides standard format for exchanging emergency incident data between disparate systems and agencies.	April 19, 2022

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FBI CJIS	CJISD-ITS-DOC-08140-5.9.3	Criminal Justice Information Services (CJIS) Security Policy	Law enforcement and criminal justice agencies for protecting the sources, transmission, storage, and generation of criminal justice information.	September 14, 2023
NENA	NENA-STA-021.1a-2021 (under revision)	Conveyance of Emergency Incident Data Objects (EIDO) between Next Generation (NG9-1-1) Systems and Applications	Define a transport model for the secure, verified, and reliable delivery of EIDOs, both during the processing of emergency calls and thereafter.	February 21, 2023
NENA	NENA-STA-024.1a-2023 (under revision)	NENA PSAP Master Clock Standard	Provides a standard method of connecting an accurate time source to the various elements of a PSAPs CPE that depend on time information for operation.	February 28, 2022
NENA	NENA-STA-026.5-2022	NENA Generic Standards for E9-1-1 PSAP Intelligent Workstations (IWS) Equipment	Defines PSAPs Intelligent Workstation (IWS) equipment requirements intended for use by users, manufacturers and providers of E9-1-1 Customer Premise Equipment (CPE). This standard is a guide for designers and manufacturers of E9-1-1 PSAP equipment. This document supersedes NENA 04-004.	June 16, 2018

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NENA	NENA-STA-028.2-2018	NENA TTY/TDD Communications Standard Operating Procedure Model Recommendation	This document provides a model recommendation to establish guidelines for the operation of the equipment and call handling procedures used to provide access for persons with speech or hearing impairment.	August 17, 2018
NENA	NENA-STA-037.2-2018	NG91-1 Data Flow Standard	This document seeks to inform on E9-1-1 and NG9-1-1 data flow issues and identify at least a few transition issues for additional consideration.	January 20,2021

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NENA	NENA-STA-043.1-2021	NG9-1-1 Emergency Incident Data Document (EIDD)	NIEM conformant (XML-based) specifications for exchanging emergency incident information.	January 3, 2017
NENA / APCO	APCO NENA 2.105.1-2017	NENA Human Machine Interface & PSAP Display Requirements	Requirements for the human machine interface (HMI) display for the Next Generation 9-1-1 (NG9-1-1) System.	October 20, 2010 Version 1
NENA / APCO	NENA 54-750 v1	Emergency Incident Data Document (EIDD)	NIEM conformant (XML-based) specifications for exchanging emergency incident information to agencies and regions that implement NG911.	January 8, 2014
NENA / APCO	NENA/APCO-INF-005	Guidelines for Media Sanitization	The process that renders access to target data on the media infeasible for a given level of effort.	December 2014

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NIST	800-88 Rev. 1	Framework for Improving Critical Infrastructure Cybersecurity	Provides standards, guidelines, and best practices that promote the protection of critical infrastructure.	February 26, 2024
NIST	Cybersecurity Framework 2.0	Security Requirements for Cryptographic Modules	Security requirements that will be satisfied by a cryptographic module utilized with a security system protecting sensitive but unclassified information.	March 22, 2019
NIST	FIPS 140-3	Security and Privacy Controls for Federal Information Systems and Organizations	A catalog of security and privacy controls for information systems and organizations to protect organizational operations, assets, and individuals.	November 7, 2023
NIST	SP 800-53 Release 5.1.1	Telecommunications Infrastructure Standard for Data Centers	The minimum requirements for telecommunications infrastructure of data centers.	February 2022

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FBI CJIS	CJISD-ITS-DOC-08140-5.9.3	Criminal Justice Information Services (CJIS) Security Policy	Law enforcement and criminal justice agencies for protecting the sources, transmission, storage, and generation of criminal justice information.	September 14, 2023
TIA	TIA-942-B	Telecommunications Infrastructure Standard for Data Centers	The minimum requirements for telecommunications infrastructure of data centers	February 2022