

New Mexico 911 Program (NM911)

Statewide CAD and MDS Assessment

July 15, 2026

Project Understanding

- Assist with requirements gathering efforts among the state's PSAPs¹
- Develop an RFP² for a CAD³ and MDS⁴
- Identify vendors to be placed on a state contract vehicle



1 – Public safety answering point
2 – Request for proposal
3 – Computer-aided dispatch
4 – Mobile data solution

Scope of Work

Phase 1: Operational Analysis



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Phase 1

Task 1.1: Project Initiation

MCP will conduct a virtual meeting with the project team and stakeholder representatives to:

- Review project schedule
- Establish project governance
- Clarify roles
- Review and reach alignment on desired outcomes and deliverables



Phase 1

Task 1.2.1: User and Stakeholder Requirements Gathering

Data Gathering (PSAP Surveys)

- Electronic survey/form
- Statistical data (CAD event volume, calls for service, etc.)
- Seat and end-user (subscriber) counts, etc.
- Existing CAD/MDS software manufacturer and software release version
- Existing and desired interfaces and integration points
- Data migration needs
- Other data relevant to the assessment

Phase 1

Task 1.2.2: User and Stakeholder Requirements Gathering

Data Gathering (Stakeholder Interviews)

- On-site interview/focus group discussions
 - August 5 – 6 (Albuquerque) and August 25 – 26 (Las Cruces)
 - Functional priorities, requirements, and related workflows
 - Current system issues
 - System deficiencies
 - Unmet technological needs
 - Current and desired interfaces
 - “Pain points” of the existing systems
 - Understanding of the NM911 Program’s data-sharing vision
 - Future-facing technologies and best practices for inclusion in the RFP

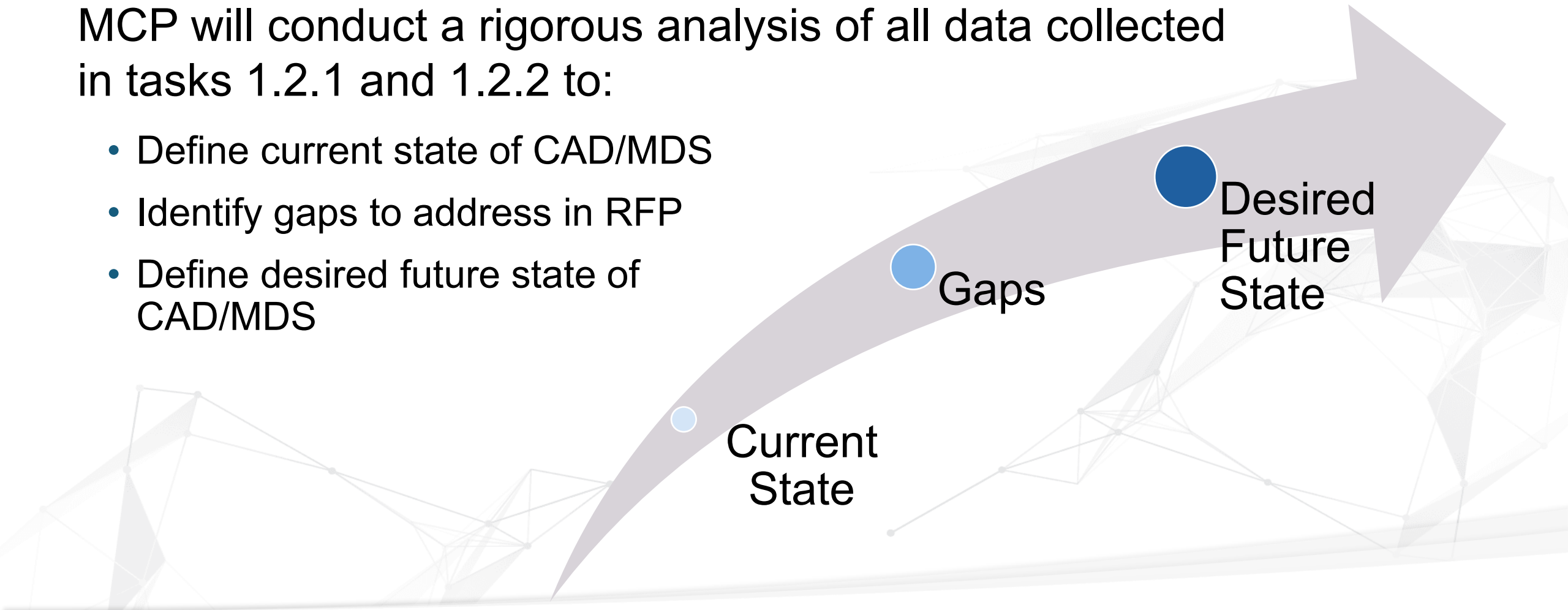


Phase 1

Task 1.2.3: Final CAD/MDS Solution(s) Discussion

MCP will conduct a rigorous analysis of all data collected in tasks 1.2.1 and 1.2.2 to:

- Define current state of CAD/MDS
- Identify gaps to address in RFP
- Define desired future state of CAD/MDS



Phase 1

Task 1.3: Final CAD/MDS Solution(s) Discussion

MCP will develop a strategy and recommendations for a statewide CAD/MDS solution(s), including:

- Summary of interface requirements, interface needs, and workflow finding
- Identification of PSAPs with the highest priority for upgrades

MCP will conduct virtual review with the NM911 Program

MCP will conduct two virtual consensus meeting reviews with PSAPs

MCP will produce a high-level Summary Report including:

- Requirements Summary
- Solution(s) Recommendations
- Consensus Meeting Summaries

Scope of Work Phase 2: RFP Development



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Functional Requirements/Specification Development

MCP will develop the RFP document, which will define:

- Introductory information for the respondent about the RFP process
- System requirements, content, and format of vendor responses
- Functional specifications desired in the CAD/MDS solution(s)
- Vendor's scope of work requirements
- Any cloud-hosted requirements



Functional Requirements/Specification Development

- Other requirements

- Project management
- Configuration, implementation, and acceptance testing
- Training programs and courses
- Warranty and service/support capability requirements
- Lifecycle—total cost of ownership requirements

- Costs

- Equipment costs
- Labor costs and rates
- SLA⁵ response and restoral times

5 – Service level agreement

Phase 2

RFP Document

- Draft RFP will be provided to NM911 for review and feedback
- NM911 will return the RFP with consolidated feedback from all stakeholders
- If necessary, a virtual review meeting with NM911 will be held to review feedback
- Once all feedback is incorporated, MCP will finalize the RFP



Scope of Work

Phase 3: RFP Evaluation Support



Task 3.1 RFP Evaluation Support

- MCP will support NM911 in responding to vendor questions regarding the RFP
- A question-and-answer period will be pre-established for vendors concerning the RFP
- MCP will draft a single addendum to the RFP to address vendor questions regarding the contents
- MCP will develop a proposal review guide for the evaluation committee to map evaluation
- If requested, MCP will schedule a virtual meeting with NM911 to provide any needed clarification

Project Deliverables Summary

Phase 1: Operational Analysis

- Project kickoff meeting
- Project schedule
- Survey tools
- Survey results
- Local contract/costs summary
- Interview summaries
- On-site data-gathering sessions
- Virtual data review with NM911
- Two virtual consensus meeting reviews with PSAPs
- High-level summary report

Phase 2: RFP Development

- Draft NM911 RFP Document
- Final NM911 RFP Document

Phase 3: RFP Evaluation Support

- One RFP Addendum
- Proposal Review Guide
- Optional virtual review meeting with NM911

Project Schedule/Timeline

