



Virginia Information Technologies Agency

# Call Handling Equipment Contracts

**Steve Marzolf**  
ISP Director

---

Webinar  
January 18, 2017



## Agenda

- Why VITA created CHE contracts
- How was the solicitation performed
- Who was awarded contracts
- What is covered by the contracts
- How do we recommend you utilize the contracts
- Questions



## Why CHE Contracts

- Feasibility study identified the need
- 9-1-1 Services Board awards 10-20 CHE grants each year
- Convenience for the PSAP
- Maximize flexibility to the PSAP
- Not mandatory



## Solicitation

- Focus Group of PSAPs developed requirements
- Request for Proposal released April 2016
- Thirteen proposals received
- Evaluated by VITA ISP Staff for compliance with requirements
- Pricing based on 2, 3 and 4 positions PSAP
- Each proposal was ranked
- Eight contracts awarded



## Contracts Awarded

- Airbus DS Communications
- AT&T (Airbus and West)
- Carousel (Airbus)
- General Dynamics (Airbus)
- MicroAutomation
- Motorola Solutions
- Radio Communications of Virginia (Airbus)
- West Safety Solutions



# Where to find the Contracts

The screenshot shows the VITA website interface. At the top, there is a navigation bar with the VITA logo and the text 'Virginia Information Technologies Agency'. Below this is a horizontal menu with links for 'About', 'Services', 'Technology Oversight', 'Support', 'Integrated Services', 'Commonwealth Security', 'Supply Chain', and 'Library'. A search bar is located on the right side of this menu. The main content area features a large image of the Virginia State Capitol building. To the right of this image is a vertical 'Agencies' menu with the following items: 'Browse VITA Contracts', 'Comment on ORCA', 'Commonwealth Technology Portfolio', 'eGov Services', 'Security Incident Reporting', 'VITA Identity Manager', and 'VITA IT Service Rates & Credit Policy'. A green arrow points to the 'Browse VITA Contracts' link. At the bottom of the page, there are four columns of text: 'Agencies', 'Localities', 'Citizens', and 'Suppliers', each with a brief description of VITA's services in that area. The browser's address bar shows 'www.vita.virginia.gov' and the system tray at the bottom indicates the time is 9:49 AM on 1/18/2017.



# Where to find the Contracts

VITA - Contract Manager x

Secure | <https://vita.cobblestonesystems.com/public/>

Apps Google COV Source ISP SP VITA ISP LIS eVA TAL WebEx ECATS Others

Virginia Information Technologies Agency

11751 Meadowville Lane, Chester, VA 23836

Help

### VITA Statewide Contract Search

Search By:

<b>VITA CONTRACT NUMBER (#)</b> -- Select One or Begin Typing --	<b>KEYWORD</b> 911
<b>SUPPLIER</b> -- Select One or Begin Typing --	<b>VITA CONTRACT CATEGORY</b> -- Select One or Begin Typing --
<b>SWAM</b> -- Select One or Begin Typing --	

Search Records

[Contact Us](#) [Privacy Statement](#)

Powered By: CobbleStone Systems Corp. - All Rights Reserved

VITA Public Portal

Feedback

9:51 AM  
1/18/2017



# Where to find the Contracts

Virginia Information Technologies Agency

11751 Meadowville Lane, Chester, VA 23836

VITA Statewide Contract Search Results

Page 1 of 1, items 1 to 8 of 8.

View	VITA Contract Number (#)	Contract Title	Supplier	Contract End Date	SWaM
<a href="#">view</a>	VA-161128-AIRB	E911 Hardware/Software	Airbus DS Communications	11/27/2018	
<a href="#">view</a>	VA-161128-AT&T	E911 Hardware/Software	AT&T Corporation	11/27/2018	
<a href="#">view</a>	VA-161128-CRSL	E911 Hardware/Software	Carousel Industries Inc	11/27/2018	
<a href="#">view</a>	VA-161128-GDIT	E911 Hardware/Software	General Dynamics Information Technology	11/27/2018	
<a href="#">view</a>	VA-161128-MAU	E911 Hardware/Software	MicroAutomation Inc	11/27/2018	
<a href="#">view</a>	VA-161128-MSI	E911 Hardware/Software	Motorola Solutions Inc.	11/27/2018	
<a href="#">view</a>	VA-161128-RCV	E911 Hardware/Software	Radio Communications of Virginia Inc	11/27/2018	Small Business
<a href="#">view</a>	VA-161128-WSS	E911 Hardware/Software	West Safety Solutions Corporation	11/27/2018	

Page 1 of 1, items 1 to 8 of 8.

Feedback



# Where to find the Contracts

VITA - Contract Manager

Secure | <https://vita.cobblestonesystems.com/public/ContractDetails.aspx?cid=1751&wc=oplYouSJ3cTDS2kwbVipB11L6%2f8quMYuJ4MBayBHh4XUX3H5E299MO0pK%2fBvcK6Vhp9>

Apps Google COV Source ISP SP VITA ISP LIS eVA TAL WebEx ECaTS Others

VITA Statewide Contract Search

<b>VITA Contract Number:</b>	VA-161128-AIRB
<b>Contract Title:</b>	E911 Hardware/Software
<b>Supplier:</b>	Airbus DS Communications 42505 Rio Nedo Temecula, California 92590
<b>Federal ID:</b>	952580952
<b>Sourcing Specialist:</b>	Scearce, Greg (804) 416-6166 gregory.scearce@vita.virginia.gov
<b>SWaM:</b>	
<b>Contract End Date:</b>	11/27/2018
<b>Remaining Renewals:</b>	3 1-year
<b>Authorized Users:</b>	Except for telecommunications contracts, means all public bodies, including VITA, as defined by §2.2-4301 and referenced by §2.2-4304 and §2.2-2012 of the Code of Virginia. Authorized Users shall include private institutions of higher education that are listed at: <a href="http://www.civv.org/Our-Colleges/Profiles.aspx">http://www.civv.org/Our-Colleges/Profiles.aspx</a> .
<b>External Pricing URL:</b>	

**Contract Supplier Contacts**

Name	Role	Department	Phone Number	Email
Bottiglier, Travis	Account Manager		(910) 392-5510	travis.battiglier@airbus-dscomm.com

**Contract Categories**

Name

Hardware/911

Feedback

10:03 AM  
1/18/2017



# Where to find the Contracts

The screenshot shows a web browser window with the URL <https://vita.cobblestonesystems.com/public/ContractDetails.aspx?cid=1751&wc=oplYouSJ3cTDS2kwbVlpB11L6%2f8quMYuJ4MBayBHh4XUX3H5E299MO0pK%2fBvcK6Vhp9>. The page displays the following information:

Name	Role	Department	Phone Number	Email
Bottiglier, Travis	Account Manager		(910) 392-5510	travis.battiglier@airbus-dscomm.com

**Contract Categories**

Name: Hardware/911

*For the contract scope refer to the scope statement below. Listed below are public documents related to this contract. For further information regarding this contract, please contact the Sourcing Specialist at the telephone number or email address above.*

**Files / Attachments**

View File

- [Exhibit A Airbus DS Communications Requirements v3.pdf](#)
- [Exhibit B Airbus DS Communications Appendix C-Pricing Spreadsheet v3.pdf](#)
- [Exhibit D SOW template.pdf](#)
- [Exhibit E SOW Change Order.pdf](#)
- [Exhibit F Airbus EULA Ts Cs 1 Aug 2014.pdf](#)
- [Exhibit I Airbus DS Communications Appendix A SLA v2.pdf](#)
- [Exhibit J Airbus Hardware Repair and Warranty Policy.pdf](#)
- [Exhibit J Escalation Procedure Airbus DS Communications.pdf](#)
- [VA-161128-AIRB.pdf](#)

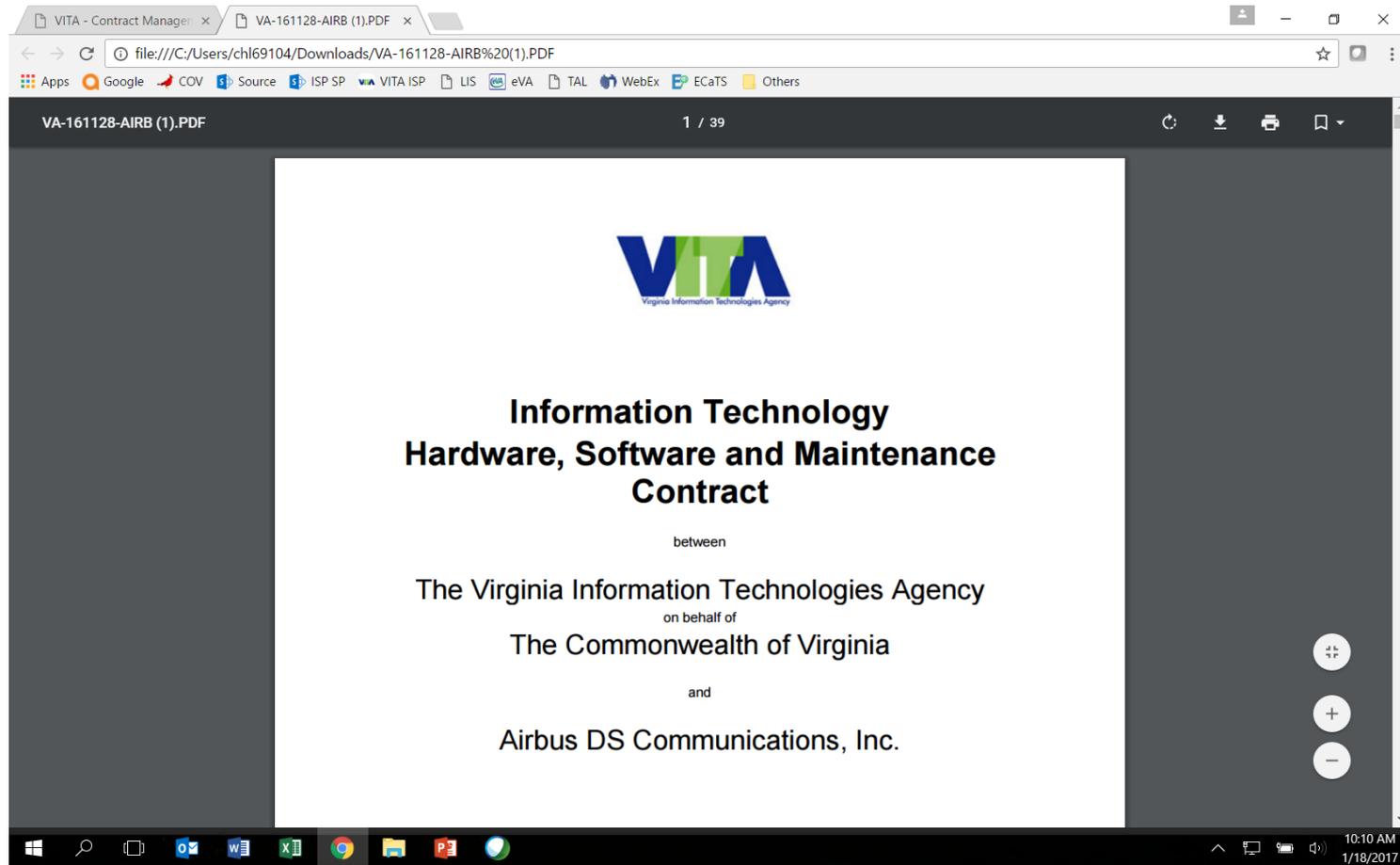
Buttons: [Back to Results](#) [New Search](#)

Links: [Contact Us](#) [Privacy Statement](#)

Footer: Powered By: CobbleStone Systems Corp. - All Rights Reserved



# Where to find the Contracts





# Where to find the Contracts

VITA - Contract Manager x EXHIBIT A AIRBUS DS CC x

file:///C:/Users/chl69104/Downloads/EXHIBIT%20A%20AIRBUS%20DS%20COMMUNICATIONS%20REQUIREMENTS%20V3.PDF

Apps Google COV Source ISP SP VITA ISP LIS eVA TAL WebEx ECaTS Others

E-911 SYSTEMS	
If a change is made in the database, is a permanent, non-editable (via the application) log entry made in the system that captures the user ID making the change, the date and time of the change, and the field(s) and specific data changed? If so, please explain.	N There is no tracking for changes made to the VESTA database.
Text-to-9-1-1 – Does your solution have the ability to send a "short message" (SMS) or other kind of text message to 9-1-1? If so, please describe how the your solution will be able to accomplish this?	Y The optional VESTA@ SMS solution enables SMS to 9-1-1 and 9-1-1 voice call taking from the same VESTA 9-1-1 Console interface for ease and speed of use. Part of the VESTA 9-1-1 system's user interface, the VESTA SMS solution can support SMS to 9-1-1 for emergency sessions.  Support for SMS-to 9-1-1 is critical for those situations when making a 9-1-1 voice call could be dangerous, and to enable communication with 9-1-1 for the over 37 million hearing impaired without requiring the use of a TTY or a specialized text telephone. The optional VESTA SMS solution is based on the NENA i3 specification and supports interfacing Text Control Center (TCC) service providers as outlined in the Joint Alliance for Telecommunications Industry Solutions (ATIS) and the Telecommunications Industry Association (TIA) J-STD-110 specification, a standard that defines the capabilities necessary for SMS subscribers to send a SMS text message to 9-1-1. Note that connectivity to the TCC is a customer responsibility.
Does your company provide a TTY/TDD solution for Text-to-9-1-1? If so, please explain.	Y The VESTA 9-1-1 offers NENA complaint TDD/TTY call processing directly on the desktop. TDD/TTY call workflow is integrated with voice and SMS handling providing dispatchers with the most efficient 9-1-1 workstation solution.
Time Stamping – Does your solution time stamp all incoming voice, text to 9-1-1, TTY/TDD calls using the system's internal time source? If so, please describe.	Y The system servers and call taker workstations use the Ethernet interface to receive time synchronization from a master clock such as a Spectracom NetClock Model 9483. The Master Clock is a system option.
Will new systems purchased record the time the call entered the system, the time it was answered, the call duration, the time completed or transferred, and the user ID in the time stamp function? If so, please describe.	Y This information is collected by the VESTA Analytics MIS application described above.
Will the time stamp referenced be to an agreed upon time standard and not deviate from the RADIO AND CAD time? If so, please explain.	Y The system servers and call taker workstations use the Ethernet interface to receive time synchronization from a master clock such as a Spectracom NetClock Model 9483.

Windows taskbar: 10:09 AM 1/18/2017



# Where to find the Contracts

VITA - Contract Manager x EXHIBIT B AIRBUS DS CC x

file:///C:/Users/chl69104/Downloads/EXHIBIT%20B%20AIRBUS%20DS%20COMMUNICATIONS%20APPENDIX%20C-PRICING%20SPREADSHEET%20V3.PDF

Apps Google COV Source ISP SP VITA ISP LIS eVA TAL WebEx ECaTS Others

## EXHIBIT B

Solution provider will provide a detailed pricing schedule for all hardware components, software and services necessary to provide a complete turnkey installation of an "E-911 Phone System".

**Note:** Please refer to the file "Airbus DS Communications VESTA 911 Hardware and Software - DIR59916F" on CD or hardcopy included with the hardcopy pricing that details hardware and software components and services included with the turnkey offers below. Airbus DS Communications has included in the "Other Products in Scope to RFP" tab a price list of components to allow PSAP's in the Commonwealth of Virginia to customize solutions to best meet the needs of the PSAP.

	Two (2) Position (Includes 4 9-1-1 lines and 4 Admin lines)	Three (3) Position (Includes 6 9-1-1 lines and 4 Admin lines)	Four (4) Position (Includes 6 9-1-1 lines and 6 Admin lines)
<b>Complete Turnkey Price</b>	108,469.78	136,896.16	158,514.04
<b>Optional Pricing:</b>			
Automatic Call Distribution	Included	Included	Included
Mapping System	\$30,569.32	\$34,695.22	\$38,821.12
Management Information System (MIS)	Included	Included	Included
Annual Service Agreement Year 2	\$12,758.00	\$14,804.00	\$16,851.00
Annual Service Agreement Year 3	\$12,758.00	\$14,804.00	\$16,851.00
Annual Service Agreement Year 4	\$12,758.00	\$14,804.00	\$16,851.00
Annual Service Agreement Year 5	\$12,758.00	\$14,804.00	\$16,851.00
Discounted Annual Service Agreement for Years 2 - 5 Combined	\$45,865.00	\$53,203.00	\$60,541.00
<b>Critical Spare Parts</b> – Provide a list of all spare parts and pricing in tab labeled "Critical Spare Parts"			
<b>Training</b> – Breakout training by System Administrator, Manager & Supervisor, Train the Trainer, and End User in tab labeled "Training"			

10:06 AM  
1/18/2017



# Where to find the Contracts

VITA - Contract Manager x EXHIBIT B AIRBUS DS CC x

file:///C:/Users/chl69104/Downloads/EXHIBIT%20B%20AIRBUS%20DS%20COMMUNICATIONS%20APPENDIX%20C-PRICING%20SPREADSHEET%20V3%20(1).PDF

Apps Google COV Source ISP SP VITA ISP LIS eVA TAL WebEx ECaTS Others

ITEM	DESCRIPTION	LIST PRICE	DISCOUNT	ANY SPECIAL NOTES REGARDING ITEM
TBD1	HEADSET BNDL	516.00	15.50%	
VITA-NG-CSS	NGCS SOLUTION	600.00	16.67%	
VITA-NG-CSS-M	NGCS SOLUTION - MRC	600.00	16.67%	
VITA-NG-CSS-N	NGCS SOLUTION - NRC	600.00	16.67%	
VITA-GIS-DMS	VESTA MAP DMS APP	9,488.00	15.51%	
VITA-GIS-DMS-1	VESTA MAP DMS SPT 1YR	2,618.00	15.51%	
VITA-GIS-DMS-TR	VESTA MAP DMS TRNG	3,154.00	15.50%	
809800-17101	FIELD ENG-PRIMARY	130.00	26.90%	
809800-51003	PROJECT MGT-PRIMARY	130.00	26.90%	
06000-00230	Z230 240W PWR SPLY	94.00	14.35%	
71-SSPT1MOS-AA	SPT SENT/ECS/RS SW 1MO	73.00	17.62%	
809800-44112	QRTLY GIS DATA PROV 1YR	3,141.00	11.40%	
809800-44113	QRTLY GIS DATA PROV 2YR	6,141.00	11.40%	
809800-44114	QRTLY GIS DATA PROV 3YR	9,141.00	11.40%	
809800-44115	QRTLY GIS DATA PROV 4YR	12,141.00	11.40%	
809800-44116	QRTLY GIS DATA PROV 5YR	15,141.00	11.41%	
80-FIRMRS1M-AA	SPT RSTAR FIRMWARE 1MO	56.00	16.86%	
80-SIRR1M-AA	SPT IRR SW 1MO	18.00	13.78%	
80-SSSPT1M-AA	SPT SENTINEL STAT SW 1MO	10.00	12.70%	
80-SSSPT2M-AA	SPT SENTINEL STAT SW 2MO	21.00	16.86%	
80-SSSPT3M-AA	SPT SENTINEL STAT SW 3MO	32.00	18.16%	
853031-SMS-1	V-ASN DED SVR BNDL	6,473.00	14.64%	
870801-31102.3	SW VSL-100 2.3 SP1 DOD	0.00	0.00%	
870899-00202.4J	VCS 2.4 SP1 LIC/DOC/MED	11,250.00	17.55%	
870899-00202.4J	VCS 2.4 SP1 LIC/DOC/MED UPGD	0.00	0.00%	
871210-00201	MAGIC INTG AREG SVR	2,250.00	28.52%	
871210-00201U	MG INTG AREG SVR UPGD	0.00	0.00%	
871210-00301	MAGIC INTG PYXIS CLNT	563.00	28.67%	
871210-00301U	MG INTG PYXIS CLIENT UPGD	0.00	0.00%	
871210-00401	MAGIC INTG AREG CLNT	563.00	28.67%	
871210-00401U	MG INTG AREG CLIENT UPGD	0.00	0.00%	
871299-00201	MAGIC LIC ONLY	300.00	17.23%	

10:13 AM 1/18/2017



## What is Covered

- “Turnkey” configurations for 2, 3 and 4 position PSAPs
- CHE Contracts are “catalog” contracts
- All equipment and options offered as part of CHE should be included
- Standard terms and conditions, but may include variances between contracts
- Not all vendors will provide services statewide



## Recommended Use

- For turnkey 2, 3 or 4 positions PSAPs
  - Review requirements and responses (subject matter experts)
  - Review Contract Terms and Conditions (legal staff)
  - Compare pricing balanced with requirements
  - Negotiate with one or more vendor, as desired, for better pricing on options, etc.
  - Be sure YOU understand what you are buying
  - Select the best vendor for your needs!!!



## Recommended Use

- For other PSAPs and upgrades
  - Review requirements and responses
  - Review terms and conditions
  - Select one or more vendors to develop proposals
  - Review proposals
  - Negotiate with one or more vendor, as desired, for best pricing
  - Be sure YOU understand what you are buying
  - Select the best vendor for your needs!!!



# Questions???

Contact your  
Regional Coordinator for  
assistance or more information.