



**FY19**

# **NG-911 GRANT PROGRAM APPLICATION**



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY19 NG-911 GRANT PROGRAM APPLICATION

### HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA ISP's website (<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to the electronic mailbox for grant applications - [psapgrants@vita.virginia.gov](mailto:psapgrants@vita.virginia.gov). Any supporting documentation must also be submitted along with the application when making your grant application submission.

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the e-mail address listed on the application received.

All funding requests must be submitted using the grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY19 NG-911 Grant Application Cycle starts July 1, 2017 and concludes on October 2, 2017 at 5:00 pm.

**ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.**



## FY19 NG-911 GRANT APPLICATION

### PROJECT TITLE

City of Fredericksburg Text-to-911 Implementation

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Fredericksburg Police Department

CONTACT TITLE: Communications Manager

CONTACT FIRST NAME: Melissa

CONTACT LAST NAME: Wood

ADDRESS 1: 2200 Cowan Blvd

ADDRESS 2: [Click here to enter text](#)

CITY: Fredericksburg

ZIP CODE: 22401

CONTACT EMAIL: mwood@pd.fredericksburgva.gov

CONTACT PHONE NUMBER: 5406545933

CONTACT MOBILE NUMBER: 5402957490

CONTACT FAX NUMBER: 5403721166

REGIONAL COORDINATOR: Amy Ozeki

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Shared Services



**Non-vendor supported application MUST include age and/or version of hardware/software, **along with a copy of the notice from the vendor.****

VERSION:

# YEARS of HARDWARE/SOFTWARE:

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**PRIORITY/PROJECT FOCUS** TEXT-TO-911

**FINANCIAL DATA**

Amount Requested: \$ \$75,300

Total Project Cost: \$ 75,300



## PROJECT DESCRIPTION

Provide a detailed description of the project for which funding is being sought, including the impact on operational services and consequences of not receiving funding; the relationship to local strategic and capital improvement plans; and sustainability:

The 911 Center is in need of upgrading our existing VESTA 911 Call Handling Equipment to enable integrated Text-To-911 to handle the increase in calls being delivered via Wireless Devices. Due to increased initiatives to allow cell phone users the ability to send and receive text messages to 911 Centers, the City feels it is necessary to adapt operations by implementing Integrated Text-to-911 in our existing CHE. Additionally, the deaf and hard of hearing community are mobile and many have wireless devices in which they text with routinely. Incidents in which callers may not be able to speak but can text 9-1-1 such as domestic violence, kidnapping, school violence etc., could summons help. Although the current system only needs minor hardware upgrades to implement this feature, there are additional Firewalls, Training, as well as on site Field Engineering that will be required for a successful project. There will not be a large operational impact immediately due to the familiarity with the current interface and the option of using existing City internet service versus installing a new IP Circuit. Current lack of additional operational funding would likely impact the ability to implement this important operational feature available to the City. There is no other current funding available to assist the City in the project cost. This grant application is intended to cover current and future costs of implementing and maintaining Text-to-911 for a five-year period, as allowed by Grant Guidelines. Beyond the initial five-year period, it is understood and planned that continuing costs associated with Text-to-911 maintenance will be absorbed by the annual fiscal operating budget.



## PROJECT GOAL

Describe how this project addresses locally identified need(s) and supports the Virginia 9-1-1 Comprehensive Plan:

The City has already upgraded off legacy systems to an i3 capable Call Handling System. This project will allow the City to implement the Text-To-911 integration that is an available feature of our current CHE product. The project meets the following goals of the 9-1-1 Comprehensive Plan (July 2015):

**GOAL 1: FORMALIZE BASELINE LEVELS OF SERVICE AND CAPABILITIES THAT MEET PUBLIC EXPECTATIONS:** Emerging technology such as the NPSBN, NG9-1-1, Text-to-911, and CAD-to-CAD are opening floodgates for new sources of information to flow into PSAPs. Due to electronic devices the public has a wealth of information at their fingertips, and the public expects that when they initiate a call for help that PSAPs also have a wealth of information to assist them in whatever manner possible.

**GOAL 2: POSITION 911 CENTERS TO MEET CONTINUOUSLY THE PUBLIC'S EXPECTATIONS:** The public is becoming ever more mobile with every day that passes. The public in general, and the deaf and hard of hearing community particularly, are using SMS "text" messaging to communicate in ever increasing numbers. This was evident by the number of text messages sent to 911 during the Virginia Tech massacre. This project will allow the public's expectation to become a reality. Due to the emerging access of Text-to-911, it is plausible to theorize that the general public will expect this service of all PSAPs in the region once it is publicized that this service is available in part of the region.

**GOAL 3: ALLOCATE FUNDING FOR FUTURE STATE AND REGIONAL PSAP INITIATIVES TO MAINTAIN AND IMPROVE SERVICE:** This project will benefit not only our individual PSAP, but maximize efficiencies and set the stage for future projects for NG9-1-1. Capabilities to transfer Text-to-911 calls to the appropriate 911 Center will allow for greater interoperability in the Region.



## PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

The PSAP has upgraded the CHE Platform to an i3 capable solution in preparation to handle additional technologies associated with 911 call deliveries. The City has carefully studied other Virginia Agencies currently accepting Text-to-911 for Operational Impact. The City has the operational resources in place and will have the proper training of personnel to meet the additional call/text volume expected. IP circuit delivery costs have been outlined that will allow TCC's to send Text-to-911 calls to the PSAP. A planning meeting, following the suggested E9-1-1 Services Board's Text-to-911 whitepaper as a guide, will occur and all associated vendors will work with the City to establish an Implementation Plan. By receiving this Grant Funding we will be able to upgrade our current system to further increase its capability, as well as position the PSAP to be able to share data in the region in the future.

## SHARED SERVICES (if applicable)

Describe the relationship of the project to the participating PSAPs:

N/A



Describe the intended collaborative efforts and resource sharing opportunities:

N/A





**IMPLEMENTATION PLAN  
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the planned completion date.

<b>PROJECT PHASE</b>	<b>PLANNED COMPLETION DATE</b>
<b>INITIATION</b> – Project concept is documented, local board or governing authority approval or endorsement is received, NG-911 Grant application is filed, local budgets are obtained, appropriated grant funds are approved, and budgetary estimates are obtained.	<b>07 / 01 / 18</b>
<b>DESIGN/PLANNING</b> - Requirements are documented, components to be purchased are identified, and general design is documented.	<b>08 / 01 / 18</b>
<b>ACQUISITION</b> - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	<b>09 / 01 / 18</b>
<b>IMPLEMENTATION</b> - Purchased components are delivered and installed and training is performed	<b>12 / 01 / 18</b>
<b>TESTING/COMPLETION</b> - Performance of system/solution is validated and system/solution goes “live”	<b>03 / 31 / 19</b>

**BUDGET AND BUDGET NARRATIVE**



List the planned expenditures to be made with grant funds. Briefly explain the reason for each requested budget item and provide the basis for its cost. In addition, if contingency cost has been added, please identify the amount.

**NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment, but a narrative is still required. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.**

See attached vendor quotes (10% contingency added to request amount)

The quoted system includes a turnkey installation of all hardware, software and SMS delivery method necessary to deploy the Text-to-911 system upgrade using an integrated CHE solution. Additionally, all services for implementation, training, testing, and cut live have been included as well as applicable support services and five years of connectivity. Additional long-term expenses shall be absorbed into the existing maintenance contracts and billing agreements already in place with these existing hardware/software vendors.

## EVALUATION

How will the project as identified in the project description be evaluated and measured for achievement and success:

The City will establish milestones and goals to evaluate the progress achieved and the overall success of the project. The project will be monitored throughout the process with periodic meetings between the stakeholders and the vendor(s). Final testing and completion will be based on manufacture and stakeholders specifications and goals.



**PHYSICAL CONSOLIDATION - (complete only if applicable)**

How would a consolidation take place and provide improved service:

[Click here to enter text](#)

How should it be organized and staffed:

[Click here to enter text](#)

What services should it perform:

[Click here to enter text](#)

How should policies be made and changed:

[Click here to enter text](#)



**PHYSICAL CONSOLIDATION - (complete only if applicable) – continued**

How should it be funded:

[Click here to enter text](#)

What communication changes or improvements should be made in order to better support operations:

[Click here to enter text](#)



**Proposal For:** Fredericksburg PD, VA

**Solution Proposed** VESTA® SMS Addition

**Date:** January 10, 2017

**Site Summary**

*Installation, testing, training for VESTA SMS and upgrade to VESTA Analytics 3.0*

*Fredericksburg is responsible for Text Control Center (TCC) services and network charges.*

**Pricing is valid for 90 days**

**City of Franklin** \$38,077.51

**Total Solution:** \$38,077.51

All new products are guaranteed to be as specified by the manufacturer's documentation, and are provided with the manufacturer's standard Product warranty. All refurbished components are covered by a Carousel direct warranty.

Customer is responsible for any electrical service, environmental conditions and cable work needed to support the quoted Products, unless otherwise specified on the Quote. Any changes to the above Products and /or Scope of Work will require the written authorization of both Carousel and the Customer. Pricing does not include taxes and freight charges, and as applicable, these costs will be added to the invoice.

All work is done subject to the terms and conditions of Carousel's Master Sales Agreement (available at <http://www.carouselindustries.com/services/master-sales-agreements/> ), unless Carousel and the Customer have previously agreed to otherwise in writing.

By signing below, Customer makes an offer to purchase the Products and/or Services above from Carousel. Carousel's acceptance of this offer to purchase shall be evidenced by the conversion of the Quote into a Carousel Service Order, and the return of the Service Order number to the Customer.

**By:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_



**Proposal For:** Fredericksburg PD, VA

**Solution Proposed:** VESTA® SMS Addition

**Date:** January 10, 2017

**VESTA® 9-1-1**

Qty.	Part No.	Description	Unit Price	U/M	Total
		<b>SMS Equipment</b> Note: Fredericksburg is responsible for Text Control Center (TCC) services and network charges.			
		Note: Fredericksburg will use existing (2) Fortinet FortiGate-60D firewalls for SMS.			
<b>VESTA® 9-1-1 Subtotal</b>					<b>\$0.00</b>

**VESTA® Analytics**

Qty.	Part No.	Description	Unit Price	U/M	Total
1	873399-00103.0U	<b>VESTA® Analytics - Standard Multi Product Purchase</b> V-ANLYT 3.0 DOC/MED UPGD	\$0.00	EA	\$0.00
		<b>VESTA® Analytics Server Equipment</b>			
1	64000-40102	8GB RAM ML350G9/DL380G9	\$235.71	EA	\$235.71
1	04000-00319	SQL 2014 CAL RUN EMB LIC	\$157.14	EA	\$157.14
1	04000-00346	SQL 2014 SVR RUN EMB LIC	\$5,105.71	EA	\$5,105.71
<b>VESTA® Analytics Subtotal</b>					<b>\$5,498.56</b>

**VESTA® Network Management Center**

Qty.	Part No.	Description	Unit Price	U/M	Total
		<b>Monitoring &amp; Response License &amp; Support Fees</b> Will use existing (2) M&R IP Device licenses and support.			
<b>VESTA® Network Management Center Subtotal</b>					<b>\$0.00</b>

**Airbus DS Communications Services**

Qty.	Part No.	Description	Unit Price	U/M	Total
136	809800-17101	<b>Field Engineering VESTA SMS</b> FIELD ENG-PRIMARY	\$142.86	EA	\$19,428.57
1	000001-06804	<b>SMS Training</b> V9-1-1 SMS TTT DELTA TR  Note: VESTA® SMS Agent TTT Delta training for agents. Includes (1) 4 hour class for up to 8 students. Includes trainer's daily training expenses and travel.	\$1,714.29	EA	\$1,714.29
1	000001-06800	V9-1-1 SMS ADMIN DELTA TR  Note: VESTA® 9-1-1 SMS Admin Delta training for system administrators. Includes 4 hour class for up to 8 students. Includes trainer's daily training expenses and travel.	\$1,714.29		\$1,714.29
<b>Airbus DS Communications Services</b>					<b>\$22,857.15</b>

**Summary**

Qty	Product Code	Product Description	Ext. Price
1		<b>VESTA® 9-1-1</b>	\$0.00
		<b>VESTA® Analytics</b>	\$5,498.56
1		<b>Managed Services</b>	\$0.00
1		<b>Airbus DS Communications Services</b>	\$22,857.15
1		<b>Carousel Industries Installation</b>	\$10,881.07
1		<b>Carousel Industries - Project Management</b>	\$4,339.29

Pricing is valid for 90 days

**Total Equipment & Services Cost:** \$43,576.07  
**VESTA Analytics Credit:** -\$5,498.56  
**Total This Site:** **\$38,077.51**



**TXT29-1-1 AirBus**

*for*

**City of Fredericksburg 911, VA**  
(Direct Sale)

**Quote Number: 15996**

**Version: 4**

The terms and conditions available at [west.com/legal-privacy/terms/call-handling](https://west.com/legal-privacy/terms/call-handling) will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information owned by West Safety Solutions Corp. or its affiliates, and such information may not be used or disclosed by any person without prior written consent.

## Summary - Fredericksburg 911

Item	Cost
TXT29-1-1 Setup Fees	\$1,875.00
Recurring Services	\$28,500.00
<b>Total:</b>	<b>\$30,375.00</b>



## Configuration Parameters - Fredericksburg 911

### Answering Positions

Total Number of Positions Up to 10 positions

Model#	Description	Qty	List Price	Selling Price	Total
<b>TXT29-1-1 Setup Fees</b>					
P10063	ITS Equipment	1	\$1,875.00	\$1,875.00	\$1,875.00
				<b>Subtotal</b>	<b>\$1,875.00</b>
<b>TXT29-1-1 Recurring Services</b>					
P10064	ITS Service (Monthly) Year 1	12	\$150.00	\$150.00	\$1,800.00
ATXTARF2	TXT29-1-1 AirBus Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 1	1	\$3,900.00	\$3,900.00	\$3,900.00
P10064	ITS Service (Monthly) Year 2	12	\$150.00	\$150.00	\$1,800.00
ATXTARF2	TXT29-1-1 AirBus Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 2	1	\$3,900.00	\$3,900.00	\$3,900.00
P10064	ITS Service (Monthly) Year 3	12	\$150.00	\$150.00	\$1,800.00
ATXTARF2	TXT29-1-1 AirBus Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 3	1	\$3,900.00	\$3,900.00	\$3,900.00
P10064	ITS Service (Monthly) Year 4	12	\$150.00	\$150.00	\$1,800.00
ATXTARF2	TXT29-1-1 AirBus Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 4	1	\$3,900.00	\$3,900.00	\$3,900.00
P10064	ITS Service (Monthly) Year 5	12	\$150.00	\$150.00	\$1,800.00
ATXTARF2	TXT29-1-1 AirBus Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 5	1	\$3,900.00	\$3,900.00	\$3,900.00
				<b>Subtotal</b>	<b>\$28,500.00</b>
				<b>Total</b>	<b>\$30,375.00</b>

## Notes

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- 1 ITS provides an alternative to customers that have not purchased our platinum level A9-1-1 Routing Service which provides 9-1-1 calls and signaling over redundant diverse MPLS links between the West Safety Solutions Corp. Data Center and the customer facility. The ITS solution establishes a secure VPN between the customer facility and the West Safety Solutions Corp. Data Center over a VPN utilizing the customer's Public IP connection.

Please note that the Installation services are already included and are based on the following part numbers:

- 950104 – Professional Services (Per Day)
- 960575 – Living Expenses (Per Day)
- 960580 – Travel Fee (Per Person)

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- 2 Pricing is based on the number of positions and PSAPs in the quote. The only variable cost is related to connectivity and the network engineering hours needed to configure the connectivity based upon the PSAP's requirements. Connectivity is available via the A9-1-1 ESInet or the PSAP's internet interface, which will be secured by West Safety Solutions, Corp.

PSAP billing will begin upon completion of deployment and text readiness delivery from West to the PSAP. Completion is defined as the PSAP being able to accept text messages.

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## Terms

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**VENDOR NAME** West Safety Solutions Corp  
1601 Dry Creek Drive  
Longmont, CO 80503

Include quote number and customer EIN/Tax Identification Number on P.O.

**SUBMIT P.O.** [ordermanagement.safetyservices@west.com](mailto:ordermanagement.safetyservices@west.com)

**PRICING** All prices are in USD  
Taxes, if applicable, are extra.  
Shipping charges are extra unless specified on the quote.

**SHIPPING TERMS** FCA (Montreal), INCOTERMS 2010

**PAYMENT** Per Contract

**DELIVERY** TBD

**VALIDITY** Quote is valid for **120 Days**. However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.