



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. 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

Shenandoah County Text-2-911 Grant

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Shenandoah County Dept. of Emergency Communications

CONTACT TITLE: Director of Emergency Communications

CONTACT FIRST NAME: Jason

CONTACT LAST NAME: Malloy

ADDRESS 1: 600 N. Main St.

ADDRESS 2: Ste 109

CITY: Woodstock

ZIP CODE: 22664

CONTACT EMAIL: jmalloy@shenandoahcountyva.us

CONTACT PHONE NUMBER: 540-459-6323

CONTACT MOBILE NUMBER: 540-335-2209

CONTACT FAX NUMBER: 540-459-6200

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:

PRIORITY/PROJECT FOCUS NVS CHE

FINANCIAL DATA

Amount Requested: \$ 80,742.00

Total Project Cost: \$ 73,401.51



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 County 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 County 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 County. There is no other current funding available to assist the County 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 County has already upgraded off legacy systems to an i3 capable Call Handling System. This project will allow The County 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 (adopted July 2015):

GOAL 1: FORMALIZE BASELINE LEVELS OF SERVICE AND CAPABILITIES THAT MEET PUBLIC EXPECTATIONS: Emerging technology such as the NPSBN, NG9-1-1, Textto-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. Rockingham County, our neighboring county to the south, and Frederick County, our neighbor to the north, share Interstate 81 with our county; they are implementing Text-to-911 during the current fiscal year. 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:

- Ensure operational resources are in place to meet the additional call/text volume expected.
- Ensure operational resources/personnel will have the proper training to utilize the system properly and meet the additional call/text volume expected.
- Ensure IP circuit delivery costs have been outlined that will allow TCC's to send Text-to911 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 County 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. Further project objectives shall be developed to guide the project after the awarding of grant funding.

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.

PROJECT PHASE	PLANNED COMPLETION DATE
INITIATION – 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.	07 / 01 / 18
DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented.	08 / 01 / 18
ACQUISITION - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	09 / 01 / 18
IMPLEMENTATION - Purchased components are delivered and installed and training is performed	12 / 01 / 18
TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes “live”	03 / 01 / 19



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 for pricing information.

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.

Note: Due to price increases over the past 2 years, the vendor cannot guarantee this pricing. Therefore, a 10% contingency of **\$7,340.49** has been added to this project at the recommendation of ISP Regional Coordinator.



EVALUATION

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

The County 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: Shenandoah County ECC -VA

Solution Proposed VESTA® SMS Addition

Date: August 18, 2017

Contract: VITA VA-161128-CRSL

Site Summary

Adding Server Hardware, VM licensing, and Firewalls to support VESTA 9-1-1 Release 6.1, integrated SMS Functionality and upgrade to VESTA Analytics 3.1 needed for SMS Reporting

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

Pricing is valid for 90 days

Shenandoah County ECC	\$42,329.51
Estimated Shipping	\$697.00
Total Solution:	\$43,026.51

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.

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: Shenandoah County ECC -VA

Solution Proposed: VESTA® SMS Addition

Date: August 18, 2017

VESTA® 9-1-1

Qty.	Part No.	Description	Unit Price	U/M	Total
		SMS Equipment <i>Note: Customer is responsible for Text Control Center (TCC) services and network charges.</i>			
2	870891-66301	VESTA 9-1-1 SMS LIC	\$0.00	EA	\$0.00
2	03800-03040	FIREWALL MODEM 60D	\$557.69	EA	\$1,115.38
2	03800-03041	WARR FIREWALL 60D 1YR	\$191.03	EA	\$382.06
2	809800-00200	CFG NTWK DEVICE	\$170.51	EA	\$341.02
1	809800-51104	VM CFG ASN ON USB	\$0.00	EA	\$0.00
1	6400C-20027	HARD DRIVE PORTABLE 1TB	\$0.00	EA	\$0.00
1	853031-MUPGD6	VESTA SVR MED UPGD BNDL	\$2,143.59		\$2,143.59
1	853031-VAUPGD6	V-ANLYT SVR MED AUR UPGD BNDL	\$3,314.10	EA	\$3,314.10
VESTA® 9-1-1 Subtotal					\$7,296.15

VESTA® Analytics

Qty.	Part No.	Description	Unit Price	U/M	Total
1	873399-00103.1U	VESTA® Analytics - Standard Multi Product Purchase V-ANLYT 3.1 DOC/MED UPGD	\$0.00	EA	\$0.00
		VESTA® Analytics Server Equipment			
1	64000-40094	8GB RAM ML350P/DL380P/G8	\$320.51	EA	\$320.51
1	04000-00319	SQL 2014 CAL RUN EMB LIC	\$141.03	EA	\$141.03
1	04000-00346	SQL 2014 SVR RUN EMB LIC	\$4,582.05	EA	\$4,582.05
VESTA® Analytics Subtotal					\$5,043.59

Managed Services

Qty.	Part No.	Description	Unit Price	U/M	Total
		Monitoring & Response License & Support Fees <i>Note: (2) SMS Firewalls, (2) SMS Mgmt Nodes.</i>			
5	871499-01210	M&R 3.0 IP DEVICES LIC	\$91.03	EA	\$455.15
5	809800-16166	M&R 3.0 IP DEV SRVC 1YR	\$461.54	EA	\$2,307.70
Managed Services Subtotal					\$2,762.85

Airbus DS Communications Services

Qty.	Part No.	Description	Unit Price	U/M	Total
		Field Engineering VESTA SMS			
1	809800-SMSSVCS-E	VESTA SMS IMP SVCS - EXPRESS	\$12,688.46	EA	\$12,688.46
		SMS Training			
2	000001-06801	V9-1-1 SMS AGENT DELTA TR	\$769.23	EA	\$1,538.46
		<i>Note: VESTA® 9-1-1 SMS Agent Delta training for agents. Includes (1) 2 hour class for up to 8 students. Includes trainer's daily training expenses and travel.</i>			
Airbus DS Communications Services					\$14,226.92

Summary

Qty	Product Code	Product Description	Ext. Price
1		VESTA® 9-1-1	\$7,296.15
		VESTA® Analytics	\$5,043.59
1		Managed Services	\$2,762.85



1		Airbus DS Communications Services			\$14,226.92
1		Carousel Industries Installation			\$9,625.00
1		Carousel Industries - Project Management			\$3,375.00
Pricing is valid for 90 days					
Total Equipment & Services Cost:					<u>\$42,329.51</u>
Total This Site:					<u>\$42,329.51</u>



TXT29-1-1

for

Shenandoah County Dept. of Emergency Communications, VA
(Direct Sale)

Quote Number: 14139

Version: 6

The terms and conditions available at 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 - Shenandoah County Dept. of Emergency Communications

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

Configuration Parameters - Shenandoah County Dept. of Emergency Communications

Answering Positions

Total Number of Positions 6

Model#	Description	Qty	List Price	Selling Price	Total
TXT29-1-1 Setup Fees					
P10063	ITS Equipment	1			
				Subtotal	\$1,875.00
TXT29-1-1 Recurring Services					
P10062	ITS Service (Annual) Year 1	1			
ATXTARF2	TXT29-1-1 AirBus Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 1	1			
P10062	ITS Service (Annual) Year 2	1			
ATXTARF2	TXT29-1-1 AirBus Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 2	1			
P10062	ITS Service (Annual) Year 3	1			
ATXTARF2	TXT29-1-1 AirBus Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 3	1			
P10062	ITS Service (Annual) Year 4	1			
ATXTARF2	TXT29-1-1 AirBus Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 4	1			
P10062	ITS Service (Annual) Year 5	1			
ATXTARF2	TXT29-1-1 AirBus Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 5	1			
				Subtotal	\$28,500.00
				Total	\$30,375.00

The information contained in this document is proprietary to West Safety Solutions Corp and is offered solely for the purpose of evaluation.
 Copyright 2017 West Safety Solutions Corp
 CONFIDENTIAL
 14139 v6- Shenandoah County Dept. of Emergency Communications, VA

Notes

- 1 West's TXT29-1-1 solution is incorporated into Airbus Vesta solution with ITS for a 5 Year Term. We assume the equipment onsite meets minimum requirements of Airbus Vesta 911R6.
-

- 2 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)
-

- 3 West Safety Solutions, Corp's fully integrated Text to 9-1-1 solution is incorporated into the Power 9-1-1 display complete with drop down text. Text messages "ring" just like 9-1-1 calls coming in and are routed under the same routing/ACD rules applied by the PSAP. Text sessions can be transferred to any enabled user on the Viper system. All wireless carriers currently enabling text messaging can be reached through this system.

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.

Terms

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

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.

Revision History

Revision Level	Proposal Writer	Notes	Date Revised
1	JDILLON	Original	August 26, 2016
2	JDILLON	Quote Refresh	December 05, 2016
3	CSTENGEL	V3 - Quote Refresh	December 28, 2016
4	CSTENGEL	V4 - Quote Refresh	April 20, 2017
5	CSTENGEL	V5 - Quote Refresh	July 27, 2017
6	CSTENGEL	Quote Refresh	August 18, 2017