



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

Spotsylvania County Sheriff’s Office Text-to-911 Implementation

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Spotsylvania County Sheriff’s Office – E911 Center

CONTACT TITLE: Communications Manager

CONTACT FIRST NAME: Becky

CONTACT LAST NAME: Skebo

ADDRESS 1: 9119 Dean Ridings Lane

ADDRESS 2: 2T

CITY: Spotsylvania

ZIP CODE: 22553

CONTACT EMAIL: bskebo@spotsylvania.va.us

CONTACT PHONE NUMBER: 540-507-7178

CONTACT MOBILE NUMBER: 540-850-9438

CONTACT FAX NUMBER: 540-582-5321

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 TEXT-TO-911

FINANCIAL DATA

Amount Requested: \$ 65,054

Total Project Cost: \$ 65,054



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:

As more and more 911 Center's across the Nation are beginning to implement Text-to-911, the public expectation is that this service is available Nationwide. Located along the I-95 corridor, the East Coast's main transportation artery from Florida to Maine, the Spotsylvania County 911 Center wishes to implement Text-To-911 to aid not only our citizens but those individuals traveling through our jurisdiction. In order to facilitate Text-to-911, the existing VESTA911 Call Handling Equipment will need to be upgraded 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, we feel 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 with which they routinely text. 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 with these project costs. 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 requested through the annual fiscal operating budget process for the Board of Supervisors' consideration.



PROJECT GOAL

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

The E911 Center has recently upgraded to an i3 capable Call Handling System. This project will allow the E911 Center 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 shooting incident. 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 E911 Center has upgraded the CHE Platform to an i3 capable solution in preparation to handle additional technologies associated with 911 call deliveries. The E911 Center has the operational resources in place and will have the proper training of personnel to meet the additional call/text volume expected. By planning and following the suggested E911 Services Board's Text-to-911 whitepaper as a guide, planning and meetings will occur and all associated vendors will work with the E911 Center 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 E911 Center 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.

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 / 31 / 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 and please note that a 10% contingency amount of \$5,914 has been added to the requested 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 requested through the annual county budget process for the Board of Supervisors' consideration.

EVALUATION

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

The E911 Center 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:

N/A

How should it be organized and staffed:

N/A

What services should it perform:

N/A

How should policies be made and changed:

N/A



PHYSICAL CONSOLIDATION - (complete only if applicable) – continued

How should it be funded:

N/A

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

N/A



Proposal For: Spotsylvania County -VA

Solution Proposed VESTA® SMS Addition

Date: September 18, 2017

Site Summary

Implementation services and training to support integrated SMS Functionality

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

Pricing is valid for 90 days

Spotsylvania County, VA \$28,765.38

Total Solution: \$28,765.38

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: Spotsylvania County -VA

Solution Proposed: VESTA® SMS Addition

Date: September 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
VESTA® 9-1-1 Subtotal					\$0.00

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 <i>Note: Remote Field Engineering support to perform the configuration of VESTA® SMS. Services include: 60D Firewall configuration, VESTA 9-1-1/VESTA SMS configuration, import of VESTA® SMS VMs, upgrade of VESTA® Analytics, preparation of screen layouts, TCC testing, one SMS Admin Delta Training course, and remote Project Management.</i>	\$12,688.46	EA	\$12,688.46
4	000001-06801	V9-1-1 SMS AGENT DELTA TR <i>Note: VESTA® SMS Agent Delta training for agents. Includes (1) 2 hour class for up to 8 students.</i>	\$769.23	EA	\$3,076.92
Airbus DS Communications Services					\$15,765.38

Summary

Qty	Product Code	Product Description	Ext. Price
1		VESTA® 9-1-1	\$0.00
1		Airbus DS Communications Services	\$15,765.38
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: \$28,765.38

Total This Site: \$28,765.38



TXT29-1-1

for

Spotsylvania County Sheriff's Office Emergency Communications, VA
(Direct Sale)

Quote Number: 21752

Version: 1

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 - Spotsylvania County Sheriff's Office Emergency Communications

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

Configuration Parameters - Spotsylvania County Sheriff's Office Emergency Communications

Answering Positions

Total Number of Positions 10 (7, 3 DBU)

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

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21752 v1- Spotsylvania County Sheriff's Office 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. Terms and Conditions specific to TXT29-1-1 Services are contained in the TXT29-1-1 Third Party T-ESRP-UA Service Guide located at <https://www.west.com/wp-content/uploads/2016/03/TXT29-1-1-Service-Guide.pdf>.
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- 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)
-

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	CSTENGEL	Original	September 25, 2017