

Virginia Information Technologies Agency



**FY19**

# **NG-911 GRANT PROGRAM APPLICATION**



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division

**FY19 NG-911 GRANT APPLICATION**



## **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 September 30, 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

Click here to enter text

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Winchester Emergency Communications

CONTACT TITLE: Director of Emergency Communications

CONTACT FIRST NAME: Erin

CONTACT LAST NAME: Malloy

ADDRESS 1: 231 E Piccadilly St

ADDRESS 2: Click here to enter text

CITY: Winchester

ZIP CODE: 22601

CONTACT EMAIL: erin.malloy@winchesterva.gov

CONTACT PHONE NUMBER: 540-545-4715

CONTACT MOBILE NUMBER: 540-336-6454

CONTACT FAX NUMBER: 540-542-1312

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** NVS CHE

**FINANCIAL DATA**

Amount Requested: \$ 150,000

Total Project Cost: \$ 150,089.13



## 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 Call Handling Equipment. 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.

Two new Virtualized Servers will provide the ASN service necessary for the Terminating ESRP for Text-to-911. By upgrading to Virtualization it will allow for removal of 5 existing servers with EOL O/S. This will lower TCO as well as yearly charges for system monitoring while extending the platform for future i3 compatibility.

Current lack of additional operational funding would likely impact the ability to implement this 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 (2015)

**Goal 1: FORMALIZE BASELINE LEVELS OF SERVICE AND CAPABILITIES THAT MEET PUBLIC EXPECTATIONS:** Emerging technology such as NG9-1-1 and Text-to-911 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.

**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 E911 Services Board's Text-to-911 whitepaper as a guide, will occur and all associated vendors will work with the City to establish and 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.

PROJECT PHASE	PLANNED COMPLETION DATE
<p><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.</p>	<p><b>07 / 01 / 18</b></p>
<p><b>DESIGN/PLANNING</b> - Requirements are documented, components to be purchased are identified, and general design is documented.</p>	<p><b>08 / 01 / 18</b></p>
<p><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.</p>	<p><b>10 / 01 / 18</b></p>
<p><b>IMPLEMENTATION</b> - Purchased components are delivered and installed and training is performed</p>	<p><b>12 / 01 / 18</b></p>
<p><b>TESTING/COMPLETION</b> - Performance of system/solution is validated and system/solution goes "live"</p>	<p><b>03 / 31 / 19</b></p>



## 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.

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.

See attached quotes from West and Carousel



## 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 vendors. 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](#)



**TXT29-1-1**

*for*

**Winchester 911, VA**  
(Direct Sale)

**Quote Number: 15540**  
Version: 3

The terms and conditions available at [west.com/legal-privacy/terms/call-handling](https://www.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 Intrado Inc. or its affiliates, and such information may not be used or disclosed by any person without prior written consent.

### Summary - Winchester 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 - Winchester 911

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>

The information contained in this document is proprietary to West Safety Solutions Corp and is offered solely for the purpose of evaluation.  
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 CONFIDENTIAL  
 15540 v3- Winchester 911, VA



## 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.



**Proposal For:** Winchester PD, VA

**Solution Proposed:** VESTA® SMS Addition

**Date:** August 30, 2017

**VESTA® 9-1-1**

Qty.	Part No.	Description	Unit Price	U/M	Total
<b>SMS Equipment</b>					
<i>Note: Customer is responsible for Text Control Center (TCC) services and network charges.</i>					
2	870899-0104R7.0U	V911 R7.0 LIC/DOC/MED UPGD	\$0.00	EA	\$0.00
2	03800-03040	FIREWALL MODEM 60D	\$557.69	EA	\$1,115.38
2	03800-03045	WARR FIREWALL 60D 5YR	\$858.97	EA	\$1,717.95
2	809800-00200	CFG NTWK DEVICE	\$170.51	EA	\$341.02
<b>VM Medium Server Bundle</b>					
1	853031-DLSVRSG-2	V-DL MED SVR BNDL SNGL	\$31,542.31	EA	\$31,542.31
2	06500-00201	2-POST RELAY RACK MNT KIT	\$219.23	EA	\$438.46
2	04000-68009	V-SVR BASIC SPT 5YR	\$610.26	EA	\$1,220.51
<i>Note: Servers are ASN ready.</i>					
<b>VESTA® 9-1-1 Subtotal</b>					<b>\$36,375.63</b>

**VESTA® Analytics**

Qty.	Part No.	Description	Unit Price	U/M	Total
<b>VESTA® Analytics - Standard Multi Product Purchase</b>					
1	873399-00103.1U	V-ANLYT 3.1 DOC/MED UPGD	\$0.00	EA	\$0.00
1	873391-00501U	V-ANLYT STD LIC UPGD	\$0.00	EA	\$0.00
<b>Virtualized Server Bundle - DL380/G9</b>					
<i>Note: Additional Hardware to be installed in DDS-B Server.</i>					
1	BA-M00-ASA0-3	V-ANLYT STD ADD-ON	\$8,415.38	EA	\$8,415.38
<b>VESTA® Analytics Subtotal</b>					<b>\$8,415.38</b>

**VESTA® Network Management Center**

Qty.	Part No.	Description	Unit Price	U/M	Total
<b>Monitoring &amp; Response License &amp; Support Fees</b>					
1	871499-01211	M&R 3.0 WKST LIC	\$91.03	EA	\$91.03
<i>Note: Includes (1) Management Console</i>					
1	809800-16165	M&R 3.0 WKST SRVC 5YR	\$1,984.62	EA	\$1,984.62
4	871499-01210	M&R 3.0 IP DEVICES LIC	\$91.03	EA	\$364.12
<i>Notes: (2) Management/Node VMs, (2) Firewalls for SMS.</i>					
4	809800-16170	M&R 3.0 IP DEV SRVC 5YR	\$1,984.62	EA	\$7,938.48
<b>VESTA® Network Management Center Subtotal</b>					<b>\$10,378.25</b>

**Extended Warranties**

Qty.	Part No.	Description	Unit Price	U/M	Total
<b>Server Extended Warranty</b>					
2	04000-01567	WARR 24X7 DL380G9 5YR	\$3,385.90	EA	\$6,771.79
<i>Note: Upgrade &amp; uplift from 3YRs warranty 9x5 NBD to 5YRs, 24x7, 4 hour response time.</i>					
<b>Extended Warranties Subtotal</b>					<b>\$6,771.79</b>

**Airbus DS Communications Services**

Qty.	Part No.	Description	Unit Price	U/M	Total
<b>Field Engineering VESTA SMS</b>					
144	809800-17007	FIELD ENG-STANDARD	\$128.21	EA	\$18,461.54
96	809800-17006	FIELD ENG-EXPRESS	\$93.59	EA	\$8,984.62
1	809800-SMSSVCS-E	VESTA SMS IMP SVCS - EXPRESS	\$12,688.46	EA	\$12,688.46



		<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, and one SMS Admin Delta Training course.</i>			
2	000001-06801	<b>SMS Training</b> 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>			
<b>Airbus DS Communications Services</b>					<b>\$41,673.07</b>

**Summary**

Qty	Product Code	Product Description	Ext. Price
1		VESTA® 9-1-1	\$36,375.63
1		VESTA® Analytics	\$8,415.38
1		Managed Services	\$10,378.25
1		Extended Warranties	\$6,771.79
1		Airbus DS Communications Services	\$41,673.07
1		Carousel Industries Installation	\$15,875.00
1		Carousel Industries - Project Management	\$5,625.00

Pricing is valid for 90 days

Total Equipment & Services Cost:	\$125,114.13
Airbus AED Discount:	-\$5,400.00
<b>Total This Site:</b>	<b>\$119,714.13</b>