



FY18

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY18 PSAP 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 FY18 PSAP Grant Application Cycle starts July 1, 2016 and concludes on September 30, 2016 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.



FY18 PSAP GRANT APPLICATION

PROJECT TITLE

City of Suffolk Integrated Text to 9-1-1

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Suffolk

CONTACT TITLE: Sergeant

CONTACT FIRST NAME: Sandra

CONTACT LAST NAME: Springle

ADDRESS 1: 111 Henley Place

ADDRESS 2: 2T

CITY: Suffolk

ZIP CODE: 23434

CONTACT EMAIL: sspringle@suffolkva.us

CONTACT PHONE NUMBER: 757-514-7927

CONTACT MOBILE NUMBER: 2T

CONTACT FAX NUMBER: 757-514-4225

REGIONAL COORDINATOR: Lyle Hornbaker

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

GRANT TYPE

Individual PSAP

Shared Services



TIER

- Out of Service
- Technically Outdated*
- Not Applicable
- Non-Vendor Supported*
- Strengthen

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION: _____ # YEARS of HARDWARE/SOFTWARE: _____

PRIORITY/PROJECT FOCUS

FINANCIAL DATA

Amount Requested: \$ 67,875

Total Project Cost: \$ 67,875



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 City of Suffolk is committed to Civic Engagement and Responsive City Services.” - City’s Vision Statement. The City will “ensure that all citizens have pertinent information in a timely manner and provide convenient and diverse means for citizens input; provide effective and efficient programs and services to citizens.” Enabling citizens to text to E9-1-1 is one of those convenient and diverse means to engage the community. Many younger people are more comfortable with texting and it is their major form of non-verbal communication. Although texting should never replace (at least at the moment) phone calls to 9-1-1, it is another bona fide form of communication. An incident where citizens must remain quiet while they converse with a dispatcher has been well documented in E9-1-1 circles. The Emergency Communication Center is prepared to move to this new form of communication as it works toward Next Gen 911. The project proposed will be an IP based Integrated Text to 9-1-1 system. The vendor will install hardware (a one-time service) and establish a link with the PSAP to be able to send and receive text messages. The PSAP will communicate to local major carriers of their Text to 9-1-1 capabilities and through a series of testing, establish the ability to send and receive texts from each major carrier. The PSAP will then be operational and through a series of public service announcements alert the community that Text to 9-1-1 is operational. 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.



PROJECT GOAL

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

Goal 6 of the Comprehensive Plan states: “Improve 9-1-1 service delivery through enhanced communications within the stakeholder community” Moving to a SMS to 9-1-1 will help enhance those communications. As stated before, the City believes this is a way to be responsive to the citizens it serves. The SMS to 9-1-1 will open up an avenue for citizens that may need to contact emergency services through texting.

PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

Objective 1. By November 30, 2017, have a vendor selected and contract signed to institute SMS to 9-1-1. The Department will work diligently with the City’s IT and Purchasing Departments to ensure that a proper RFP is created or pursue through sole-sourcing, if available. Objective 2. By June 1, 2018 have the hardware installed and the SMS fully operational. This should include the testing with all major carriers as to be able to receive and send text messages. Objective 3 By August 1, 2018, release an educational announcement to the citizens of the City. This announcement will educate the benefits and limitations of text to 9-1-1. The PSAP has upgraded CHE Platform to an i3 capable solution in preparation to handle additional technologies associated with 911 call delivery. The PSAP has carefully studied other Virginia Agencies currently accepting Text to 911 for Operational Impact. The PSAP 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 911 Center.



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, PSAP grant application is filed, local budgets are obtained, appropriated grant funds are approved, and budgetary estimates are obtained.	08 / 15 / 17
DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented.	09/ 30 / 17
ACQUISITION - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	11 / 30 / 17
IMPLEMENTATION - Purchased components are delivered and installed and training is performed	06 / 01 / 18
TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes “live”	08 / 01 / 18



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.

A vendor has provided a quote and a breakdown of costs through e-mail and that will be attached.

The vendor will install on-site ITS equipment. This will create a link from the Text Control Center to the PSAP. It will allow the text messages to go into the CAD system and be handled like every other message. Being that it will go through a Text Control Center, a trunked phone line will not be lost as long as the texter is communicating. Cost- \$1,875.

Once that link is established the PSAP will work with major cellular carriers to notify them of the PSAP's intent to receive and send text messages. Through a series of tests with the major carriers, the system will be able to go live. From there the system will be completely hosted by the vendor and there will be a monthly service to maintain the Text Control Center (TCC). The vendor will provide all customer support and maintain the TCC throughout the duration of the commitment. This cost will be \$1,100 per month for 60 months= \$66,000. The total cost for the project is \$67,875.

The quoted system includes a turnkey installation of all hardware and software necessary to deploy the system. Additionally all services for implementation, training, testing, and cut live have been included as well as applicable support services.



EVALUATION

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

The project will be initially be evaluated by the ability of major carrier's customers to communicate by text to the E9-1-1 Center. As part of the agreement, the vendor will provide reports of the use to the Text to 9-1-1 and the PSAP will be able to evaluate the extra workload, if any, of the emergency communication operators.



CONSOLIDATION (Primary or Secondary) - (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



CONSOLIDATION (Primary or Secondary) - (complete only if applicable) – con't

How should it be funded:

N/A

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

N/A



TXT29-1-1

for

Suffolk Communications, VA
(Direct Sale)

Quote Number: 14810
Version: 1

The applicable terms and conditions located at <https://www.west.com/legal-privacy/terms-conditions> will apply to this Quote, unless (i) the parties have entered into a separate mutually executed agreement relating to the products or services under this Quote, or Customer is purchasing under a cooperative purchasing agreement referenced in this Quote. 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. The terms of this Quote will govern any conflict with any of the foregoing or any Customer purchase order, and no additional terms in Customer's purchase order will apply.

Summary - Suffolk Communications

Item	Cost
TXT29-1-1	\$67,875.00
Total:	\$67,875.00

Configuration Parameters - Suffolk Communications

Answering Positions

Total Number of Positions 14

Model#	Description	Qty	List Price	Selling Price	Total
TXT29-1-1					
P10064	ITS Service (Monthly)	60			
P10063	ITS Equipment	1			
ATXT3	TXT29-1-1 Integrated Annual Recurring Fee per PSAP (11+ Seats)	5			
				Subtotal	\$67,875.00
				Total	\$67,875.00

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 www.West.com/terms.
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- 2 Terms and conditions specific to TXT29-1-1 Power Services are contained in the TXT29-1-1 Power Service Guide located at <https://www.west.com/legal-privacy/terms-conditions>.

West Safety Solutions, Corp 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.

- 3 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.
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Terms

SUBMIT P.O. ordermanagement@intrado.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.