



TEXT-TO-9-1-1 GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



TEXT-TO-9-1-1 GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The Virginia General Assembly adopted legislation that requires each Public Safety Answering Point (PSAP), by July 1, 2020, to be able to receive and process calls for emergency assistance sent via text message. The PSAP Grant Program provides funding to localities to implement Text-to-9-1-1. A [grant application](#) is available from the ISP website. Completed grant applications should be sent to the psapgrants@vita.virginia.gov electronic mailbox, along with any supporting documentation. Upon submission, an email receipt notification will be sent to the e-mail address listed on the application received. A Grant ID will be included in the grant award letter.

All funding requests **must** be submitted using the Text-to-9-1-1 grant application. The funding cycle for the Text-to-9-1-1 Program begins on July 1, 2019 and will remain open throughout the NG9-1-1 deployment period. Applications will be reviewed based on the NG9-1-1 submission deadlines provided on the [NG9-1-1 Deployment Webpage](#). Technical assistance is available from VITA's Public Safety Communications and Regional Outreach staff throughout the funding cycle.

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



TEXT-TO-9-1-1 GRANT APPLICATION

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Norfolk Emergency Communications Center

CONTACT TITLE: Manager, Emergency Communications (E911)

CONTACT FIRST NAME: Anthony

CONTACT LAST NAME: Castillo

ADDRESS 1: 3661 E. Virginia Beach Blvd.

ADDRESS 2: NA

CITY: Norfolk

ZIP CODE: 23502

CONTACT EMAIL: Anthony.castillo@norfolk.gov

CONTACT PHONE NUMBER: (757)441-5599

CONTACT MOBILE NUMBER: (757)274-9409

CONTACT FAX NUMBER: (757)455-0752

REGIONAL COORDINATOR: Lyle Hornbaker

GRANT TYPE IS INDIVIDUAL PSAP

FINANCIAL DATA (MAXIMUM AWARD \$50,000)

Amount Requested: \$ 40,729.38

Total Project Cost: \$ 40,729.38



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:

In April 2019, we upgraded our 911 Call Handling Equipment from Sentinel Patriot to VESTA911, now a Motorola product. We continue to be managed through the prime vendor, Carousel Industries. We do not have an implemented Text-to-911 solution and look for Carousel to provide implementation and training to support SMS/Text and ESINet Interface Module (EIM) services with the help of this grant. This mandate is not supported through our annual budget and not receiving this grant would cause undue hardship on already tightening funding streams. Once implemented, any ongoing maintenance/monitoring costs would be included in the annual CHE costs associated with VESTA911.



PROJECT GOAL

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

We would meet the legislative mandate by having the ability to receive and process calls for emergency assistance sent via text message by July 1, 2020. We would meet the needs of deaf, hard of hearing, and/or the speech disabled community as it relates to providing emergency services. This project falls in line with and supports the goals and objectives of the Virginia 9-1-1 Comprehensive Plan.

PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

This grant request is to implement services and training for integrated EIM/SMS functionality in our VESTA911 CHE, allowing for text to 911 services. It will also align our CHE for ESINet operations in support of the Virginia 9-1-1 Comprehensive Plan prior to July 1, 2020.



IMPLEMENTATION PLAN

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

PROJECT PHASE	PLANNED COMPLETION DATE
<p>INITIATION – Project concept is documented, local board or governing authority approval or endorsement is received, Text-to-9-1-1 grant application is filed, local budgets are obtained, appropriated grant funds are approved, and budgetary estimates are obtained.</p>	<p>07/15/19</p>
<p>DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented.</p>	<p>11/30/19</p>
<p>ACQUISITION - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.</p>	<p>2/15/20</p>
<p>IMPLEMENTATION - Purchased components are delivered and installed and training is performed</p>	<p>4/15/20</p>
<p>TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes "live"</p>	<p>5/15/20</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 proposal from Carousel Industries for VESTA911 EIM and SMS Addition is included as an attachment. We anticipate implementation and staff training to be completed by April '20, and the go-live date of these products and services by the end of May '20.

EVALUATION

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

The project success will be evaluated with the vendor meeting our goals and objectives relating to SMS/text to 911 and VESTA911 EIM functionality. This includes effectively receiving and processing SMS/text calls and entering those calls for service.

Proposal For: City of Norfolk 9-1-1, VA
Solution Proposed: VESTA EIM and SMS Addition
Date: July 15, 2019

VESTA® 9-1-1

Qty.	Part No.	Description	Unit Price	U/M	Total
2	870899-0104R7.2U	VESTA® 9-1-1 V911 R7.2 DOC/MED UPG	\$0.00	EA	\$0.00
10	873090-11202	VESTA® 9-1-1 Features ESInet Interface Module (EIM) V911 LIC EIM I3 MOD	\$0.00	EA	\$0.00
80	809800-17007	FIELD ENG-STANDARD	\$133.33	EA	\$10,666.67
2	870891-66301	VESTA® SMS Note: Customer is responsible for Text Control Center (TCC) services and network charges. VESTA 9-1-1 SMS LIC	\$0.00	EA	\$0.00
1	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB Note: Annual Subscription - Year 1	\$0.00	EA	\$0.00
		Network Equipment Note: Existing system configuration includes High Availability 60E firewalls - will support both EIM and SMS.			
VESTA 9-1-1 Subtotal					\$10,666.67

Managed Services

Qty.	Part No.	Description	Unit Price	U/M	Total
2	04000-00400	Monitoring, PM & AV Service: IP Devices Note: Includes (2) ASN Servers M&R NETWORK/IP AGENT LIC	\$105.33	EA	\$210.67
2	809800-16343	M&R IP DEVICE SRVC 1YR	\$480.00	EA	\$960.00
Managed Services Subtotal					\$1,170.67

VESTA® Services

Qty.	Part No.	Description	Unit Price	U/M	Total
1	809800-SMSSVCS-E	Services to Support VESTA® SMS VESTA SMS IMP SVCS - EXPRESS Note: Remote Field Engineering support to perform the configuration of VESTA SMS. Services include: 60E Firewall configuration/VESTA 9-1-1/VESTA SMS configuration/import of VESTA SMS VMs (if applicable)/preparation of screen layouts/TCC testing/Carrier testing/ one E-Learn V9-1-1 SMS Admin Delta Training course/remote Project Management.	\$13,196.00	EA	\$13,196.00
7	000001-06806	Training E-LEARN V9-1-1 SMS AGENT DELTA TRNG Note: E-Learning for VESTA SMS AGENT is a computer-based training course. The course is for up to a maximum of 10 students. E-Learning course is available for each student for 365 days.	\$393.33	EA	\$2,753.33
VESTA Services Subtotal					\$15,949.33

Summary

<i>Qty</i>	<i>Product Code</i>	<i>Product Description</i>		<i>Ext. Price</i>
1		VESTA 9-1-1		\$10,666.67
1		Managed Services		\$1,170.67
1		VESTA Services		\$15,949.33
1		Carousel Industries Installation		\$8,939.14
1		Carousel Industries - Project Management		\$3,803.57
1		Minor Materials		\$200.00

Pricing is valid for 90 days

Total Equipment & Services Cost: \$40,729.38

Total This Site: \$40,729.38