Contract Number *(VA-130620-CAI)*

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STATEMENT OF REQUIREMENTS (SOR)

SOR # *Authorized User-yymmdd-01*-CAI

Internet Protocol (IP)-Based 9-1-1 Network Feasibility Study

1. **Date:** February 24, 2014

2. **Authorized User**:

   Public Safety Communications Division of theVirginia Information Technologies Agency (VITA)

3. **Authorized User Contact Information:**

   Dorothy A. Spears-Dean, Ph.D.
   Public Safety Communications Coordinator
   11751 Meadowville Lane
   Chester, VA 23836
   E-mail: dorothy.spearsdean@vita.virginia.gov
   Phone: (804) 416-6201
   Fax: (804) 416-6353

4. **Solicitation Schedule:**

Event	Date
Release SOR	05/15/2014
Supplier Response Due	06/12/2014
Award Decision	06/26/2014
Estimated Project Start Date	07/10/2014

5. **Evaluation and Scoring**

   Supplier's Response must be submitted in the specified Statement of Work (SOW) format and will be evaluated for format compliance.

   Supplier's Response will be evaluated for technical merit based on its appropriateness to the performance of agency requirements, its applicability to the Commonwealth Agency's environment, and its effective utilization of Supplier and Commonwealth resources.

6. **Project/Service:**
   NG9-1-1 IP Network Feasibility Study

7. Specialty Area (Check one)**:**

- ☐ Application Development
- ☐ Business Continuity Planning
- ☐ Business Intelligence
- ☐ Business Process Reengineering
- ☐ Enterprise Architecture
- ☐ Enterprise Content Management
- ☐ Back Office Solutions
- ☐ Geographical Information Systems
- ☐ Information Security
- ☐ IT Infrastructure
- ☒ IT Strategic Planning
- ☐ Project Management
- ☐ Public Safety Communications
- ☐ Radio Engineering Services
- ☐ IV&V Services

8. Contract Type (Check)**:**

☒ Fixed Price, Deliverable-based

9. Introduction:

Project History

In Virginia, the current 9-1-1 system is based on legacy analog technologies that were established decades ago. The result is two widespread, significant limitations, which impact the level of 9-1-1 service that Virginia citizens receive today. These limitations are as follows:

- Length of 9-1-1 call set up time
- Limited ability to transfer 9-1-1 calls statewide

Focusing on overcoming these two limitations would bring about a vast improvement in the service currently delivered to Virginia citizens and establish a new technological foundation from which to begin the migration to the Next Generation of 9-1-1 (NG9-1-1).

To accomplish this goal, the Commonwealth of Virginia is seeking a feasibility study for the design of an single statewide IP-based 9-1-1 network to address the above limitations. This study will provide a concise list of statewide IP-based 9-1-1 network design options to the E-911 Services Board and is a critical first step in the statewide deployment of NG9-1-1. The results will contribute to the blueprint for the Commonwealth's related long-term planning efforts, as well provide insight to localities on statewide NG9-1-1 efforts.

Business Need

The vendor will complete a feasibility study that will provide multiple solutions for the design of a single statewide IP-based 9-1-1 network to the E-911 Services Board. It is expected that this study will address system design, procurement, implementation, operation, and the necessary modifications to the existing governance structure inherent to the E-911 Services Board. Furthermore, this study should achieve the following objectives:

- Present a technical statewide design that will support the creation of a single statewide IP-based 9-1-1 network, which can be achieved from the solutions provided

- Address local management of PSAP data, allowing call routing to be done by policy that reflects the current call delivery process within the 9-1-1 network
- Provide a migration plan to the statewide IP network for existing NG9-1-1 pilots and PSAPs that are currently transitioning to an IP-based solution
- Evaluate the practicability of regional IP-based 9-1-1 networks as identified in previous E-911 Services Board planning documents
- Recommend how secondary PSAPs should interconnect with the statewide IP network to maintain current network relationships with primary PSAPs

Project Complexity

This project is of moderate complexity. In Virginia, 9-1-1 is a local response and the current governance structure does not support statewide 9-1-1 technology mandates. As a result, the proposed technical solutions for the design of a single statewide IP-based 9-1-1 network should provide governance recommendations for the E-911 Services Board that are consistent with the following:

- A designated 9-1-1 entity with the authority and responsibility for comprehensive statewide NG9-1-1 governance and coordination
- Widespread stakeholder participation in NG9-1-1 planning and implementation
- Incentives to facilitate working relationships between the 9-1-1 community and groups and citizens within the Commonwealth that interact with 9-1-1
- Resource sharing through multi-jurisdictional agreements for efficiency and affordability

Project Management and Organizational Structure

Project Management oversight for VITA will be provided by Lewis Cassada and Dorothy Spears-Dean. Technical review and assistance will also include other members of the VITA team.

10. Scope of Work:

Project History

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11. Period of Performance:

Implementation of the solution will occur within 12 WEEKS of execution of this SOW. This includes delivery and installation of all products and services necessary to implement the Authorized User's solution and any additional support beyond on-going maintenance services.

12. Place of Performance (Check one)**:**

☐ Authorized User's Location _____

☐ Supplier's Location _____

☒ Authorized User's and/or Supplier's Location — Development may be performed at either location.

13. Project Staffing

a. Supplier Personnel

The roles listed in the table below represent the minimum Supplier personnel requirements for this engagement.

Role	Key Personnel (Y/N)	Years of Experience	Certifications	References Required (Y/N)
Project Lead 2	Yes	8+	None	Yes
Network Architect 2	Yes	4-7	None	Yes
Public Safety Consultant	Yes	4-7	None	Yes

b. Authorized User Staff

The roles listed in the table below represent Authorized User's staff and the estimated time each will be available to work on the project.

Role	Description	% Project Availability
Lewis Cassada – Project Management	Primary POC. Provides guidance to vendor for development issues.	>50%
Dorothy Spears-Dean – Project Management	Provides guidance to vendor for development issues.	10-25%
Tim Addington – SME	Provides guidance to vendor for development issues.	5-10%
Buster Brown – SME	Provides guidance to vendor for development issues.	5-10%

14. Milestones and Deliverables:

The minimum required milestones and deliverables, and the estimated completion date for each deliverable, are listed in the following table. In addition, interdependencies between deliverables are noted for deliverables that have no stand-alone value or functionality. Such

interdependencies will allow the Authorized User to seek recovery of amounts paid for previously accepted deliverables if the Supplier fails to deliver subsequent deliverables that meet the requirements.

Enter the engagement's major milestone events, associated deliverables, and estimated completion dates. Additionally, for each deliverable, indicate the line item number of interdependent deliverables. This option should be reserved for deliverables that have no stand-alone value or functionality; selecting this option may increase the overall cost due to additional risk to the Supplier. See the instructions for additional information.

#	Milestone Event(s)	Deliverable(s)	Estimated Completion Date	Interdependent Deliverable(s)
1	Project kick-off meeting	Meeting presentation and research design	7/18/2014	N/A
2	Progress meeting	Data collected	8/15/2014	N/A
3	9-1-1 stakeholder meeting	Meeting presentation	8/22/2014	N/A
4	Progress meeting	Rough draft of study	9/05/2014	N/A
5	Complete study	Full and concise written feasibility report, addressing all of the elements of the study and including multiple solutions, as set forth above, and provide this as (100) printed copies with (2) electronic copies (i.e., (1) copy that is soft/changeable in *Microsoft Word*, and (1) that is unchangeable in the portable document format (pdf).	9/15/2014	N/A
6	Project close-out	Return of all Authorized User's assets (e.g., security card, VPN token, equipment) and the turnover of all documentation (e.g., knowledge transfer, application) by Supplier.	9/18/2014	N/A

The Supplier should provide all deliverables in electronic form, using the following software standards (or lower convertible versions):

Deliverable Type	Format
Text Document	Microsoft Word 2003
Spreadsheets	Microsoft Excel 2003
Presentation	Microsoft PowerPoint 2003/Visio 2003
Project Management	Microsoft Project 2002

15. Travel Expenses (Check one)**:**

☐ No travel will be required for this engagement

☒ Travel must be included in the total fixed price of the solution

☐ Travel should be invoiced separately (with prior Authorized User approval). Supplier should provide estimate of total travel expenses in their SOW response.

16. Payment (Check all that apply)**:**

☒ Payment made based on successful completion and acceptance of deliverables

☐ All payments, except final payment, are subject to a *(XX)*% holdback

17. Acceptance Criteria:

The Project Manager will have 10 business days from receipt of the deliverable to provide Supplier with the signed acceptance receipt.

Final acceptance of services provided under the SOW will be based upon (Check one):

☐ User Acceptance Test

Acceptance Criteria for this solution will be based on a User Acceptance Test (UAT) designed by Supplier and accepted by Authorized User. The UAT will ensure that all of the functionality required for the solution has been delivered. The Supplier will provide the Authorized User with a detailed test plan and acceptance checklist based on the mutually agreed upon UAT plan. This UAT plan checklist will be incorporated into the SOW.

☒ Final Report

Acceptance criteria for this solution will be based on a final report. In the SOW, Supplier will define the format and content of the report to be provided to Authorized User for final acceptance.

☐ Other (specify): _____

18. Project Roles and Responsibilities:

Responsibility Matrix	Supplier	Authorized User
Provide existing data collected through true-up process and baseline survey for 123 PSAPs.		✓
Conduct a comprehensive study and develop multiple solutions for an IP-based 9-1-1 network based on the research design, as set forth in the Statement of Work.	✓	
Prepare full and concise written feasibility report, addressing all of the elements of the study and including multiple solutions, as set forth in the Statement of Work.	✓	

19. Criminal Background Checks and Other Security Requirements:

Criminal Background Checks Required?

☐ *YES*

☒ *NO*

20. Performance Bond (Check one)**:**

☐ Required for *(XXX)*% of the SOW value

☒ Not Required

21. Reporting (Check all that are required):

☒ **Weekly or Bi-weekly Status Update**

The weekly/bi-weekly status report, to be submitted by Supplier to Authorized User, should include: accomplishments to date as compared to the project plan; any changes in tasks, resources or schedule with new target dates, if necessary; all open issues or questions regarding the project; action plan for addressing open issues or questions and potential impacts on the project; risk management reporting.

☐ **Other(s)** (Specify) _____

22. Federal Funds (Check one):

☐ Project will be funded with federal grant money

☐ Project will be funded with federal ARRA funds

☒ No federal funds or ARRA funds will be used for this project

23. Training and Documentation:

a. Training is:

☐ Required as specified below

☒ Not Required

b. Documentation is:

☐ Required as specified below

☒ Not Required

24. Additional Terms and Conditions:

N/A

25. Scheduled Work Hours:

N/A

26. Facility and equipment to be provided by Authorized User:

VITA is able to provide conference rooms and/or teaming areas at the facility in Chester, VA during normal work hours for supplier staff.