



PSAP Grant Work Session

Call Handling Equipment (CHE)

May 21, 2015



Agenda

- Call Meeting of the Committee to Order
- Approval of the Minutes from April 9th
- Review PSAP Grant Committee Membership
- Discuss Call Handling Equipment Technical Requirements
- Old Business
- New Business
- Identify Action Items/Next Steps
- Public Comment and Closing



Review PSAP Grant Committee Membership





Call Handling Equipment Technical Requirements





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PURPOSE

- The Commonwealth of Virginia (COV) desires to establish a contract or contracts with 9-1-1 Public Safety Answering Point (PSAP) System Contractor(s) to provide, install, receive and/or upgrade hardware and software for NG9-1-1 ready call handling equipment including computer telephony, mapping, and other E9-1-1 related products and services used in PSAP s throughout the Commonwealth of Virginia.



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BACKGROUND

- The Commonwealth of Virginia has a population of approximately 8 million. Within the Commonwealth of Virginia, there are 38 independent cities and 95 counties, serviced by 121 primary wireless PSAPs that are eligible for funding through the Virginia PSAP Grant Program. These 121 PSAPs currently utilize call handling equipment from various manufacturer. The PSAPs answer the following types of calls: 9-1-1, 10 digit emergency and non-emergency calls for police, fire, emergency medical services (EMS), and other miscellaneous types of public safety calls. Calls for service vary by location and PSAP.



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DEFINITIONS AND ACRONYMS



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E9-1-1 SYSTEMS

- E9-1-1 PSAP CTI telephone system hardware minimum requirements
- 9-1-1 PSAP system software requirements
- Minimum system functionality requirements
- Optional system functionality requirements



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SYSTEM CONFIGURATION

- Operating system
- Configuration
- Digital architecture
- Growth capabilities
- Reliability



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SYSTEM PERFORMANCE REQUIREMENTS



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SYSTEM SUPPORT AND MAINTENANCE

- Annual agreements
- Hardware maintenance agreements
- Software support agreements



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SITE SURVEY / ELIGIBLE AGENCY OFFER REQUIREMENTS

- Site Surveys are required, at no charge, when a PSAP calls for an Eligible Agency Offer on a new system, replacement hardware, or upgrades. Upon completion of a Site Survey Contractor shall supply the requesting customer a formal 'Eligible Agency Offer' to address identified items as applicable.



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INSTALLATION OF SYSTEM

- The PSAPs require “Turnkey” installations. The “turnkey” installation shall include all equipment, labor, materials and services for a complete and operational system.



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TRAINING

- Knowledge Transfer
- Computer Based Training
- Maintenance Training



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MANUALS

- All manuals shall be provided to the PSAP at no additional charge at time of equipment installation. PSAP shall have the final determination on method of delivery.



Old Business





New Business





Identify Action Items/ Next Steps





And In Conclusion

- Public Comment
- Announce next PGC Work Session dates
- Adjourn