

Contract Number (VA-130620-CAI)

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STATEMENT OF REQUIREMENTS (SOR)

SOR # VITA-150213-CAI

9-1-1 Comprehensive Plan

1. **Date:** February 13, 2015
2. **Authorized User:** Virginia Information Technologies Agency
3. **Authorized User Contact Information:**

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4. **Solicitation Schedule:**

Event	Date
Release SOR	(02/13/2015)
Supplier Response Due	(02/27/2015)
Award Decision	(03/13/2015)
Estimated Project Start Date	(03/30/2015)

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.

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Suppliers will be judged by their experience with & knowledge of statewide 9-1-1 strategic planning, experience conducting facilitated stakeholder input sessions, and experience with synthesizing information and data collected into strategic planning documents.

6. Project/Service:

9-1-1 Strategic Planning

7. Specialty Area (Check one):

- | | |
|---|--|
| <input type="checkbox"/> Application Development | <input type="checkbox"/> Information Security |
| <input type="checkbox"/> Business Continuity Planning | <input type="checkbox"/> IT Infrastructure |
| <input type="checkbox"/> Business Intelligence | <input checked="" type="checkbox"/> IT Strategic Planning |
| <input type="checkbox"/> Business Process Reengineering | <input type="checkbox"/> Project Management |
| <input type="checkbox"/> Enterprise Architecture | <input checked="" type="checkbox"/> Public Safety Communications |
| <input type="checkbox"/> Enterprise Content Management | <input type="checkbox"/> Radio Engineering Services |
| <input type="checkbox"/> Back Office Solutions | <input type="checkbox"/> IV&V Services |
| <input type="checkbox"/> Geographical Information Systems | |

8. Contract Type (Check):

Fixed Price, Deliverable-based

9. Introduction:

Project History

In 2008, the E-911 Services Board (the “Board”) published a 9-1-1 Comprehensive Plan. This Plan has assisted the Board with keeping focused on resources and priorities important to the 9-1-1 stakeholder community. The process used to develop this Plan was viewed as successful by the Board and they would like to replicate it in a new planning initiative to produce a fresh 9-1-1 Comprehensive Plan.

Business Need

The 9-1-1 Comprehensive Plan (the “Plan”), including the associated implementation plan, defines key strategic initiatives for improving 9-1-1 services and functionality across Virginia. The Plan describes a future for 9-1-1 to include Next Generation 9-1-1 (NG 9-1-1) and will influence Virginia’s statewide decisions concerning 9-1-1. The successful achievement of the Plan’s initiatives will result in Virginia’s ability to continue to meet the public’s high level of expectations for 9-1-1 emergency service, provide a consistent level of emergency service across the Commonwealth, and to contribute to excellent public safety capabilities that maintain secure communities.

With this Plan, readers should be able to:

- Understand the Commonwealth’s 9-1-1 vision, priorities, and plan for implementation
- Align with the Commonwealth’s 9-1-1 priorities, which may guide operational, technical, resource, funding, and legislative decisions

- Volunteer to become involved in enacting the vision and initiatives
- Be informed about the future of 9-1-1, including Virginia's activities to make it a reality

Project Complexity

Low

Project Management and Organizational Structure

As designated staff to the E-911 Services Board, the Virginia Information Technologies Agency's (VITA's) Public Safety Communications (PSC) Coordinator is the primary project management stakeholder.

10. Scope of Work:

Task 1: Perform Capabilities Analysis

Current capabilities of Virginia's 9-1-1 system will be determined by a review of the statewide 9-1-1 baseline, requirements gathering from identified stakeholders, and a review of other strategic planning documentation, including the recently completed NG9-1-1 Feasibility Study and the GIS Strategic Plan 2015 - 2020. This approach is one that should be stakeholder-driven and rooted in data collection and analysis. Additional information will be gathered as necessary to develop a complete picture of current 9-1-1 capabilities, challenges, and stakeholder needs. This task will be instrumental to develop an understanding of statewide capabilities, current PSAP functionality, and disparity across the state.

The vendor will develop a statewide capabilities and gap analysis document through:

- Meetings with ISP and PSC staff
- Stakeholder engagement
- Regional town hall meetings and webinars

Task 2: Develop Statewide 9-1-1 Requirements Document

The statewide capabilities and gap analysis document is the first step in the development of the 9-1-1 Comprehensive Plan. The end result will be a Plan that clearly addresses current gaps and map them to specific technology solutions or a set of specific user requirements. For those gaps that are mapped to specific technologies, a funding strategy will be identified with a change management plan to integrate NG9-1-1 and legacy systems. Gaps mapped to user requirements will be identified as strategic initiatives for further analysis and potential inclusion in future ISP Work Plans.

The statewide 9-1-1 requirements document is the second step in the development of the 9-1-1 Comprehensive Plan. This will be accomplished through the participation of identified stakeholder groups in a one-day requirements definition sessions to process 9-1-1 capabilities data, identify the overarching statewide 9-1-1 goals, determine the priorities and feasibility of projects for funding and acquisition, and assess the integration of NG9-1-1 into a statewide 9-1-1 system.

The vendor will develop the statewide 9-1-1 plan requirements document by:

- Utilizing the statewide capabilities and gap analysis document to develop a one-day stakeholders' group session

Task 3: Finalize 9-1-1 Comprehensive Plan and Develop Strategic Initiatives

The statewide 9-1-1 requirements document will serve as the foundation for the 9-1-1 Comprehensive Plan. The Plan will document the methodology used to derive the Plan, current capabilities, a prioritized list of proposed technology projects, and a funding strategy to achieve the desired results.

The Plan will guide planning and procurement at the statewide, regional, and local level to achieve desired statewide goals. During this task, user requirements gathered during the process will be used to develop strategic initiatives for new technological solutions.

11. Period of Performance:

Implementation of the solution will occur within (3) months of execution of this SOW. This includes delivery of all services necessary to implement the Authorized User's solution.

12. Place of Performance (Check one):

- Authorized User's Location
- Supplier's Location _____ (City, State)
- Authorized User's and/or Supplier's Location

13. Project Staffing

a. Supplier Personnel

The roles listed in the table below represent the minimum Supplier personnel requirements VITA believes are appropriate for this engagement, but the Supplier is permitted to propose an alternative team if they feel this would be best for the engagement.

Role	Key Personnel (Y/N)	Years of Experience	Certifications	References Required (Y/N)
Project Coordinator	Y	10		Y
Trained Facilitator	Y	5		Y
Document writer	Y	5-10		N

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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
Project Manager	PSC Coordinator	100%
ISP Project Staff	Review content and provide input	15 - 25%

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.

#	Milestone Event(s)	Deliverable(s)	Estimated Completion Date	Interdependent Deliverable(s)
1	Regional Town Hall Meetings (6) and (1) Webinar	Completion with minutes	April 13, 2015 – April 21, 2015	
2	Capabilities Analysis	Document	May 01, 2015	Milestone 1
3	Progress Meeting to review the Capabilities Analysis and to finalize the preparation for the Joint Review Session	Minutes	May 06, 2015	Milestone 1 & 2
4	Joint Review Session: meet with key stakeholders representing a variety of viewpoints and interests through an identified process to further refine the themes developed from the Town Hall Meetings	Documented feedback	May 13, 2015	Milestone 1 - 3
5	Statewide 9-1-1 Requirements Document	Document	May 22, 2015	Milestones 1 - 4

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6	Progress Meeting to discuss Statewide 9-1-1 Requirements Document and the delivery of the Initial Draft of the 9-1-1 Comprehensive Plan	Minutes	May 27, 2015	Milestone 1 - 5
7	Initial Draft of the 9-1-1 Comprehensive Plan	Document	June 01, 2015	Milestones 1 - 6
8	Final Draft of the 9-1-1 Comprehensive Plan	Document	June 22, 2015	Milestones 1 - 7

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

Deliverable Type	Format
Meeting Minutes	Word and PDF
Draft Documents	Word and PDF
Final Strategic Plan	PDF & bound hard copies (50 copies)

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) 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

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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): Completed and accepted final 9-1-1 Comprehensive Plan.

18. Project Roles and Responsibilities:

Responsibility Matrix	Supplier	Authorized User
<i>Development of Town Hall Meeting content</i>	✓	✓
<i>Development of Joint Review Meeting content</i>	✓	✓
<i>Development of Draft and Final 9-1-1 Comprehensive Plan</i>	✓	✓

19. Criminal Background Checks and Other Security Requirements:

Criminal Background Checks Required?

YES

NO

(Please provide details surrounding agency specific background check and/or other security requirements).

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

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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

Training Requirements:
(Specify specific training requirements)

b. Documentation is:

- Required as specified below
- Not Required

Documentation Requirements:

- Meeting minutes
- Delivery of draft and final 9-1-1 Comprehensive 9-1-1 Plan in electronic format
- 50 Hard Copies of final 9-1-1 Comprehensive Plan, which should include the Capabilities Analysis and the 9-1-1 Statewide Requirements Document

24. Additional Terms and Conditions:

The services to be provided are subject to the following additional provisions:

N/A

25. Scheduled Work Hours:

None

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

VITA will assist with coordinating locations for all meetings.