

## Enhanced 911 Board Fact Sheet \_\_\_ January 2019

- ▶ Enhanced 911 Board is defined in 30 V.S.A. 7051 – 7061 as “the single governmental agency responsible for statewide enhanced 911” and outlines the Board’s responsibilities and authority
- ▶ Independent state board; not attached to nor part of Public Service Department, Dept of Public Safety, Agency of Digital Services or any other agency...though we work closely with each of these and other partners at the state/regional and local level
- ▶ Funded through the Vermont Universal Service Fund (VUSF) as appropriated by the General Assembly. FY19=\$4.8 million
- ▶ The Board does not have oversight of dispatch operations or emergency response agencies
- ▶ Currently contract with Consolidated Communications for a fully hosted Next Generation 911 system.
  - ▶ The NG911 system and associated contract are separate and apart from any originating service provider (OSPs) network (VoIP, cellular or landline service); including Consolidated’s role as an OSP
  - ▶ Certain 911 related requirements exist for OSPs and how they deliver calls to 911, but those requirements are apart from our contract and are enforced by the Board, PUC, and/or federal authorities depending on the type of service.
- ▶ NG911 2020 System Procurement Status and Timeline
  - ▶ Current contract for the fully hosted NG911 system expires in July 2020
  - ▶ Board approved release of a Request for Proposals for the next NG911 system in March 2018 - All State of Vermont requirements for IT procurements were followed in issuing the RFP
  - ▶ Responses received from three vendors in August 2018.
    - ▶ Evaluation team consisted of Board IT Manager and IT Specialist, Database Manager, ADS Enterprise Architect, Board Training Staff, PSAP representatives and Board Executive Director
    - ▶ Board hired 911 Authority – outside consultant – to assist with technical assessments and to provide input on contract language.
  - ▶ Board voted to move forward with selected vendor on October 30, 2018
  - ▶ Contract negotiations in progress/ADS Independent Review in Progress
  - ▶ Goal is execute contract no later than March 2019.
  - ▶ System Buildout and Certification (Q2 2019 – end of Q1 2020)
  - ▶ Independent Verification and Validation (IVV) – Q2 2020
  - ▶ System Cutover (July 2020)
- ▶ Goals of Procurement and Contract Execution
  - ▶ Obtain a fully hosted and redundant NG911 system that meets the over 200 functional and non-functional requirements related to:
    - ▶ System wide functionality; information assurance; system administration; call-taking functionality; call handling capability; system reporting; database management; implementation; installation; system certification; training; ongoing operation; and service level agreements
  - ▶ Meet contractual recommendations outlined in the 2017 “Technical Review and Evaluation” conducted by 911 Authority including
    - ▶ Improved SLAs to better meet needs of state
    - ▶ Clear definition of roles/responsibilities of Board Staff
  - ▶ Meet Board Goals
    - ▶ Increased transparency and visibility into system for which we are responsible
    - ▶ Shared commitment to NG 911 and leveraging its capabilities to best serve 911 callers – recognize/maximize value adds