

Attachment A

Project Description and Justification Grant Application #21-108

The Lexington Division of Enhanced 911 (Lexington 911) is requesting a grant for \$86,069.90 to purchase hardware, media server, GIS Sync server, warranty, maintenance, installation services and shipping to install a refresh to Solacom Guardian remote 911 telephone positions and supporting Solacom GIS and Media servers.

Compliance with State NG911 Plan: Lexington E911 is fully compliant with the state's NG911 Plan, to include compliance with each of the GIS mapping standards deadlines to date. Lexington's Central Kentucky 911 Network is the only government entity in the Commonwealth with a fully deployed and hosted NG911 digital point-to-point ESINet supporting 30 primary PSAPs in Kentucky. Lexington, along with four other PSAPs in the same network uses an integrated text-to-911 solution and a sixth county in the network will have text-to-911 in the coming months. Lexington's hosted solution, which includes geo-redundant selective routers and controllers, allows for alternate routing and roll-over routing of 911 calls providing every participating agency in the network the ability to have another participating PSAP on the network serve as a back-up. Lexington E911 is acquiring hardware and software that is NG911 enabled in order to be prepared for further capabilities as they become available.

Need & Gap: Lexington, along with the other 29 counties in the Central Kentucky 911 Network use the Solacom Guardian 911 phone system. Keeping Lexington's 911 telephone hardware refreshed helps ensure up-time for receiving and processing over 425,000 calls annually, which includes 204,425 calls to 911 and 1,112 text-to-911. In addition, the center initiated 8,190 texts-from-911, which were primarily in response to a 911 hang-up call that was unanswered upon call back. A 911 phone hardware refresh occurs every five years and the attached quotes are for years 6 through 10 of existing equipment. Anticipating the need for refresh after five years, Lexington saved funds to cover the 10% grant match for refreshing 18 positions and also saved the full sum necessary to refresh seven additional positions in the Back-up 911 Center. Refreshing the Solacom Guardian 911 phones in a Back-up 911 Center is not included in this grant request.

Budget & Cost Projections: The first year total cost for the refresh is \$95,633.22, which includes a match to cover hardware refresh, warranty and support expenses. The attached quote refers to the first year expense as "Year 6," because the positions will be operating on licenses and warranty support that will have been in use for five

years when the refresh occurs. Lexington E911 has funds accumulated in its fund balance for a 10% grant match (\$9,563.32). Based on the attached quote, Lexington E911 anticipates expenses for maintenance in years 7-10 of the hardware/software lifecycle for 18 positions is \$35,804.12 annually, which the agency will budget for beginning in FY23. Attachment B to this application is a hardware refresh quote from AK Associates which outlines the expense of the refresh. To be cost efficient in this process, Lexington is re-using certain equipment and peripherals (e.g., monitors, mouse, keyboard, etc.) and budgets separately for items that eventually wear out.

Technical Planning & Timeline: Lexington's Solacom Guardian 911 CPE, media server and GIS server were purchased new in 2016 using a grant from the Kentucky 911 Services Board and has been in use and fully supported during its life. The Solacom 911 CPE has been reliable and operated without significant issues. E911 is submitting this grant application to refresh 18 positions in the primary dispatch. Lexington E911 maintains a managed services agreement with AK Associates to provide hardware and software support for the positions and AK Associates maintains offices in the Lexington Public Safety Operations Center (Primary PSAP) to support telephone equipment. Upon completion of all state required grant approval documents and authorization from the state to proceed with purchase, Lexington will issue a requisition within 5-7 days to AK Associates. Once that vendor acknowledges receipt of the order and submits an order to Solacom, and hardware delivery is expected in 3-4 months, which is consistent with the manufacturer's lead time. Installation and testing will be scheduled within 2-3 weeks of hardware arrival and the installation process by the vendor should take 5-10 days. Full grant completion is expected by the close of October 2021.

Management, Technical and Financial Oversight: The Lexington Division of Enhanced 911 files for grants through the Lexington Division of Grants and Special Programs, which exercises management oversight of the grant process. Lexington's Division of Purchasing has oversight of purchasing procedures, to ensure E911 complies with ordinances and the city's purchasing policy. Lexington's Urban County Council approved purchases from Kraus Associates, d/b/a AK Associates for Solacom hardware, software, as Sole Source purchases, which is reflected in Attachment C. In addition, the Lexington Division of Enhanced 911 has a Fiscal Officer, who handles requisitions, purchase orders and maintains the grant records for this division. Robert Stack, Director of Enhanced 911, will serve as Project Manager and will be assisted by Jonelle Patton, PSAP Manager. Director Stack has extensive experience managing grants. The enclosed price quote from AK Associates (Attachment B) is a "turn-key" solution, which includes both on-site and remote technical support following installation by that firm.

Equipment and Processes: Lexington uses Solacom Guardian 911 Telephone Customer Premise Equipment for each 911 position and those positions are supported by a Solacom Media Server and GIS server. Solacom has an exceptional reputation for manufacturing reliable 911 phone equipment. Both AK Associates and Solacom have been approved by the Mayor and Lexington Urban County Council as a sole source for 911 telephone equipment used by Lexington and the 29 other PSAPs in the Central Kentucky 911 Network and this purchase complies with the Purchasing Policy and ordinances of the Lexington-Fayette Urban County Government (Page 16 signed by the Director of Purchasing, Lexington Fayette Urban County Government). Installation and support are part of the AK Associates turn-key solution.

Other Fund Sources: Lexington is providing a 10% match in the amount of \$9,563.32 and will fund annual maintenance for 18 positions in the amount of \$35,804.12, which is due in years 7-10 of the hardware life-cycle. In addition, Lexington is fully funding the refresh of seven Solacom Guardian positions located in the Back-up 911 Center and the expense for those positions is not included in any way in this grant application.