

911 Grant Programs

Application

County Martin, Region 6

Total Amount Requested: \$3,644,729.87

Project Title: NGCS Call Handling Solution Upgrade

1. Chair, Board of County Commissioners: Chairwoman Sarah Heard

Mailing Address: 2401 SE Monterey Road

City: Stuart

State: FL Zip: 34996 -

Phone: (772) 221-1357 Fax: _____

Email Address: _____

2. County, 911 Coordinator: Jessica Skowronski

Mailing Address: 800 SE Monterey Road

City: Stuart

State: FL Zip: 34994 -

Phone: (772) 220-7189 Fax: (772) 220-7105

Email Address: jskowronski@mcsobl.org

3. Federal Tax ID Number: 56-6000743

4. County information

Number of PSAPs	5 (two primary, two secondary, one backup)
Number of Call-taking Positions per PSAP	MCSO PSAP: 18 MCFR Secondary: 6 MC Backup Site: 10 Stuart PD PSAP: 4 Jupiter Island PS Secondary: 1

PSAP(s) in which grant funding will apply.	Martin County Public Safety, Stuart PD, JIPS
Is the call handling solution associated with this grant request Geo-diverse?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Not Applicable <input type="checkbox"/>

5. Financial Information

- a. What are the current annual costs for your E911 system (e.g., circuits, customer records, hardware and software, etc.) not including maintenance?
\$192,492.36
- b. What are the current annual costs for maintenance of items included in 5a?
\$280,303.00
- c. Total amount of fee revenue received in the preceding county fiscal year. This does not include any special disbursement, Rural County supplements or training disbursements.
\$889,820.97
- d. Total amount of county carry-forward funding retained in the preceding county fiscal year.
\$0
- e. Total-amount of county carry forward funding your county currently has accrued.
\$0
- f. Two-year maximum calculated amount for applied carry forward funding. (2 times the amount calculated on your Form 6A, item 9, in rule 60FF1-5.006)
\$533,892.25
- g. Subtract the amount in 5f from the amount in 5e.
-\$533,892.25
- h. If the amount in 5g is greater than zero, insert that number in the Budget Report as "carry forward funds applied."
\$0
- i. What is the cost per seat per year for the equipment or service?
- j. What is the funding source to continue this service or system once the grant period has expired?
Local County funds.

- 6. Describe the existing system or service associated with this grant application. Include specific information on existing system equipment upgrades and when the installation of this equipment was completed. Please include the PSAP(s) that the grant will be implemented and number of position seats per PSAP. If applicable, please state if this is a part of a group or regional project and how you will be interoperable.**

Martin County has a shared Geo-Diverse 911 System comprised of two primary Public Safety Answering Points (PSAPs), Martin County Sheriff's Office and Stuart Police Department, two secondary PSAPs, Martin County Fire Rescue, Jupiter Island Public Safety, and one backup center. Our current Next Generation Core Services (NGCS) environment is hosted entirely premise-based. It relies on physical servers, network hardware, and back-room infrastructure to support call routing, GIS services, logging, and redundancy.

The County's call handling solution is due for an upgrade in 2027. The next iteration will include a transition from the existing premise-based 911 call handling infrastructure to a cloud-based solution. The application offers a streamlined user interface (UI) built for busy call centers and mobile workflows. Mobility matters and PSAPs must be ready to answer calls from anywhere to ensure service continuity during a disaster and to expand the pool of available resources. The user interface has the ability to run on a remote computer or a tablet with the same user interface as used on the desktop, with full application functionality so no user retraining is required. Supervisors or telecommunicators can use the tablet as a mobile monitoring and/or call handling position, serving as backup during unpredictable high priority event.

The mobile device can also serve as a mobile device to take calls from home, backup locations, or anywhere with adequate Internet access. This is helpful in situations where the PSAP facility is inoperable due to physical damage or other environmental situations where telecommunicators cannot operate from the fixed physical PSAP facility.

This transition is necessary to ensure continued compliance with evolving industry standards, improve service continuity for emergency communications, and position the PSAPs to support future capabilities such as advanced data integration, multimedia communications (text, images, video), and enhanced location services. The proposed project will replace aging, on-site infrastructure with a resilient, scalable, and secure cloud-based solution that enhances service reliability, improves operational efficiency, and enables seamless interoperability with other counties and regions across the State of Florida.

7. **Describe the scope of work for the proposed project including any goal(s) and objectives. Include the tasks to be performed as part of the project. Provide scope of work in quantifiable units of deliverables that shall be received and accepted. For each deliverable specify the required minimum level of service to be performed and the criteria for evaluating the successful completion of each deliverable. For any scope of work that includes milestones, please describe in detail what deliverables are expected to be provided in each milestone.**

The primary goal of this project is to successfully transition from a premise-based 911 system to a cloud-based solution that is fully compliant with Florida NG911 standards and interoperability with other PSAPs across the state.

The project includes planning, deployment, testing, and implementation of a cloud-based solution. Key tasks involve project planning, system design, NGCS configuration, ESInet integration, interoperability setup with external PSAPs, system testing, staff training, and final system cutover.

Deliverables include a project management plan, system design documentation, a fully configured and operational NGCS platform, ESInet connectivity validation, interoperability demonstration with at least one external PSAP, system testing and validation reports, training completion documentation, go-live performance metrics, and a final project closeout report.

The following is a projected schedule of billable deliverables:

Phase 1

Award Received

Acceptance of Award

Contract Execution

20% of the contract price

20% of the contract price due upon completion of Contract Design Review

Kickoff Meeting

Phase 2

Router Migration

Equipment Delivery

Equipment Installation

45% of the contract price due upon installation of system hardware

System Configuration

Agency Configuration

QoS and QRT Testing

Phase 3

Go-Live Week

Final Prep

Primary Site go-live

Remotes go-live
Complete
15% of the Contract Price due upon Go-Live

8. **Justification of the need for the proposed project. Provide detailed information on the existing systems/components that need replacement. Document the condition with details to justify any system with an expected lifespan of less than one year. Each component on the system, (e.g. memory, hardware, size of drives), updates of software and/or replacement versions needed, standalone equipment, and additional upgrades (include UPS) must be listed in the requests.**

We have evaluated two primary upgrade paths: refreshing existing premise-based software and backroom infrastructure or transitioning to a cloud-based NGCS solution. After careful consideration of cost, scalability, resiliency, and long-term operational efficiency, it was determined that a cloud-based solution is the superior choice.

Cost Efficiency and Sustainability: A cloud-based NGCS eliminates the need for costly on-site backroom equipment, including servers, storage, and associated maintenance. This significantly reduces capital expenditure and shifts the cost model to a more predictable operational expense structure. Additionally, it removes the burden of lifecycle management, hardware refresh cycles, and physical space requirements within our facility. Vendor-managed services also reduce the burden on internal IT resources, allowing staff to focus on mission-critical operations.

The premise-based system requires significant maintenance, presents potential single points of failure, and limits our ability to adapt to increasing service demands. By transitioning to a cloud-based environment, we will align with NG911 standards and ensure our emergency communications system is resilient, future-ready, and capable of supporting evolving public safety needs.

Regional Interoperability: This transition also enhances redundancy and continuity of operations. In a cloud environment, if one PSAP becomes compromised, whether due to natural disasters, network outages, or localized failures, calls and operations can be dynamically rerouted to other participating centers without service interruption. This is particularly critical in Florida, where hurricanes and severe weather frequently impact localized infrastructure. A cloud-based CHS ensures that no single point of failure disrupts emergency communications across the region.

Additionally, cloud platforms support standardized protocols and interfaces, which are essential for interoperability. By aligning participating PSAPs on common technologies and data formats, agencies can more easily integrate with statewide systems, such as Next Generation 911 (NG911) services, GIS databases, and mutual aid networks. This reduces the complexity of cross-jurisdictional coordination and improves the speed and accuracy of emergency response.

Cybersecurity Enhancements: The NGCS cloud-based environment incorporates advanced cybersecurity protections, including continuous monitoring, regular updates, and compliance with industry standards. This significantly reduces the risk of cyber threats to critical emergency infrastructure.

The transition to a cloud-based system is a vital investment in the future of emergency communications within our jurisdiction and across the State of Florida. This project enhances system resilience, enables statewide interoperability, and aligns with the strategic goals of the Florida E911 State Plan.

9. Describe why your county, group of counties or region will not be able to complete this project without this grant funding.

Martin County does not have sufficient funding to complete the transition to a cloud-based solution without support from the Florida E911 Board. Existing budget resources are committed to daily operations, staffing, and maintaining current 911 services, leaving no capacity for large-scale system modernization.

The upfront costs associated with NGCS implementation, including system deployment, ESInet integration, and training, exceed available local funding. Attempting to self-fund the project would require diverting resources from critical public safety functions or delaying necessary upgrades, increasing the risk of system failure.

Without grant funding, the agency will remain reliant on aging infrastructure with limited redundancy and interoperability, hindering participation in Florida's NG911 initiatives. Funding is essential to ensure a timely transition to a resilient, standards-compliant system that supports reliable emergency communications.

10. Describe the required steps with an anticipated time schedule which includes procurement and payment milestones and a total project completion date.

The proposed project requires an upfront payment upon contract execution to initiate NGCS services, including system provisioning, configuration, and resource allocation by the vendor. This payment structure is standard for cloud-based NG911 deployments and is necessary to ensure timely project initiation and delivery. The project is tentatively scheduled to begin two-three months after contract execution. Completion is estimated to be 430 days after the start date.

20% of the contract price due upon contract execution (due upon effective date);
20% of the contract price due upon completion of Contract Design Review;
45% of the contract price due upon installation of system hardware; and
15% of the contract price due upon Go-Live.

11. If applicable, sole source justification must meet the state procurement guidelines and chapter 287.057 (3)I, F.S.

N/A. The proposed project will be procured through the HGACBuy cooperative purchasing program.

12. If applicable, please include your previous service dates for any maintenance or support services.

Maintenance and support are on-going, year-round.

13. Assurances

ACCEPTANCE OF TERMS AND CONDITIONS: The grantee accepts all grant terms and conditions. Grantee understands that grants are contingent upon the availability of funds.

DISCLAIMER: The grantee certifies that the facts and information contained in this application and any attached documents are true and correct. If this requirement is violated, the grantee is subject to revocation of the grant and return of all grant funds and interest accrued (if any), pursuant to the Board authority and any other remedy provided by law.

NOTIFICATION OF AWARDS: The grantee understands and accepts that the notice of award will be advertised on the Florida 911 website.

MAINTENANCE OF IMPROVEMENT AND EXPANSION: The grantee agrees that any improvement, expansion or other effect brought about in whole or part by grant funds will be maintained. No substantial changes or departures from the original proposal shall be permitted unless the Board gives prior written authorization. Any unauthorized change will necessitate the return of grant funds, and accrued interest (if any) to the Board.

The county certifies that all applicable state procurement rules/procedures have been met.

Failure to use grant funds as represented jeopardizes the grantee's eligibility to be considered for future funding.

14. Authority

I hereby affirm my authority and responsibility for the use of funds requested.

Board of County Commissioners

Martin County, Florida

Don G. Donaldson, County Administrator

DATE

Approved as to Form & Legal Sufficiency:

Elysse A. Elder, County Attorney