# NGA 911

# Hernando County Sheriff's Office
# Statement of Work

Document History

| Index | Date | Author | Description | Version |
|-------|------|--------|-------------|---------|
| 1 | 11/16/2021 | M Bland | Draft Version | 1.0 |
| 2 | 12/14/2021 | M Bland | Updates to NG Trunks MRC | 1.1 |
| 3 | 9/25/2022 | J Sebastian | Review of timelines and project deliverable | 1.2 |
| 4 | 9/28/2022 | M Bland | Formatting | 1.3 |

## Table of Contents

1. Objectives

Through the partnership with Hernando County Sheriff's Office (HCSO) listed below and its Public Safety Answering Points (PSAPs), NGA 911 (NGA) will provide the most efficient path to achieve end-to-end Internet Protocol (IP) call delivery and call processing.

| Hernando County Sheriff's Office | 18900 Cortez Blvd<br>Brooksville, FL 34601 |
|---|---|
| Hernando County Detention Center | 16425 Spring Hill Dr<br>Brooksville, FL 34604 |

NGA is a pioneer in in the development of a cloud-based NG9-1-1 Core Services (NGCS) platform and through participating in NENA Industry Collaboration Events (ICE); recognized disconnect between the perception of "i3" standard and the need for a testbed to validate, test, and optimize NG9-1-1 implementations well before they are made operational. Since 2016, NGA has partnered with Texas A&M to provide an i3 compliance testbed and it is that testbed which is the cutting edge foundation of the enclosed Statement of Work (SOW).

2. Relationship Expectations

NGA is committed to a long-term relationship with HCSO. Outlining future innovation, growth, and partnership for the sustainability of their operations.

3. Scope of Services Provided

This project requires NGA to provide an Emergency Services IP Network (ESInet) and Next Generation Core Service (NGCS) which includes Text to 911 as a service to HCSO. The work described in the following sections includes designing the components necessary for properly functioning systems and the furnishing of all labor, materials, equipment, drawings, engineering, testing, training services, and criteria necessary for the successful installation and operation of ESInet and NGCS network.

3.1. ESInet

3.1.1. NGCS Functional Elements

The NGA NGCS solution includes the following functional elements:

- Legacy Network Gateway (LNG)
- Legacy Selective Router Gateway (LSRG)
- Border Control Function (BCF)
- Emergency Services Routing Proxy (ESRP)

- Policy Routing Function (PRF)
- Emergency Call Routing Function (ECRF)
- Location Validation Function (LVF)
- Spatial Interface (SI)
- Location Database (LDB)/Location Information Server (LIS)
- Network Time Protocol and Time Source

- The above functional elements provide several services including:

  o The Domain Name Servers (DNS) which is part of the ESInet

  o The Management Information System (MIS) which is part of the Network Management System (NMS)/Operational Support System (OSS)

  o The LDB is built, in part, upon Master Street Address Guide (MSAG) Conversion

  o The SI and contents of the ECRF are supported by Geocoding

  o The LoST Servers are tied to the ECRF, the HELD Servers and the ADR information collected from the OSPs, the OSPs information service providers, and other sources are applied to the LIS for querying.

High-level NGCS Functional Elements Project Deliverables:

| Task | Assigned To | Due |
|------|-------------|-----|
| **Provide Policy Routing Rules (PRR)** | HCSO | Within 45 Days of Contract Award and Project Kick-off Meeting |
| **Provision Functional Elements** | NGA | Within 6 Months of Contract Award |
| **As Built ESInet Drawings** | NGA | 30 Days of System Acceptance |

3.1.2. Architecture

NGA will provide the following ESInet Architecture:

- Diverse routes and dual entrance into data centers and the cloud-based network core facilities
- No single points of failure
  o 2 Fiber Connections (Diverse Carriers)
  o Minimum of 2 LTE Connection
  o 1 Starlink Satellite Antenna - 18900 Cortez Blvd  Brooksville, FL 34601
- Use of open standards-based protocols
- SBC for Viper; Supports IPv4 and IPv6 dual protocol stacks
- Supports Bidirectional Forwarding Detection
- Supports IP multicast routing and switching
- Supports Quality of Service (QoS) marking using Differentiated Service Code Point (DHCP)

- Support downtime of no more than five (5) minutes per year (99.999% uptime)
- Provide a Mean Opinion Score (MOS) of 4.0 or better
- Capable of interfacing with other i3-compliant ESInet
- Failure of any single instance of a hardware or software element, or physical connection, will not negatively impact overall solution performance
- All network-connected elements will support at least two (2) redundant network interfaces
    - Each PSAP facility will have two (2) geo diverse fiber connections from two (2) diverse carriers with north/south entrances (where possible)
    - Each PSAP will have three (3) tertiary back-up (2) LTE connections, AT&T FirstNet, Verizon Frontline and (1) Starlink Satellite Antenna

High-level Architecture Deliverables:

| Task | Assigned To | Due |
| --- | --- | --- |
| **Draft Design ESInet Drawings** | NGA | Within 45 days of Contract Award and Project Kick-off Meeting |
| **Draft Call Flow** | NGA | Within 45 days of Contract Award and Project Kick-off Meeting |
| **Network Interface Specifications** | NGA | Within 45 days of Contract Award and Project Kick-off Meeting |

3.1.3. Facilities

NGA will provide:

- Power sources that will be redundant and diverse (e.g., at least two (2) separate circuits) with connectivity to the UPS system and generator backup for a minimum of twenty-four (24) hours
- Redundant entrance facilities for data centers
    - NGA facilities are Tier III and Tier IV which have North and South redundant entrances on separate conduits
- Diverse provider facilities
- Secured and dedicated rack space
- Minimum Tier 3 Rated
- Hardened facilities that can withstand F5-category winds up to 318 miles per hour

High-level Project Facilities Deliverables:

| Task | Assigned To | Due |
|---|---|---|
| Site survey of Primary PSAP | NGA | 30 Days of Contract Award and Project Kick-off Meeting |
| Site survey of Backup PSAP | NGA | 30 Days of Contract Award and Project Kick-off Meeting |
| Primary PSAP Remediation | NGA | 60 Days of Contract Award and Project Kick-off Meeting |
| Backup PSAP Remediation | NGA | 60 Days of Contract Award and Project Kick-off Meeting |
| Analyze current configuration and identify other Data Centers needs | NGA | 30 Days of Contract Award and Project Kick-off Meeting |
| Order new equipment, install, and configure Data Center and PSAP | NGA | 90 Days of Contract Award and Project Kick-off Meeting |
| Order, Install, Configure PSAP Circuits | NGA | 90 Days of Contract Award and Project Kick-off Meeting |
| Confirm Data Center Readiness | NGA | 100 Days of Contract Award and Project Kick-off Meeting |
| Confirm PSAP Readiness | NGA | 100 Days of Contract Award and Project Kick-off Meeting |

3.1.4. Originating Service Provider and Selective Router Migration

The NGA solution will:

- Integrate all OSP connectivity for wireline, wireless, and VoIP traffic, as well as multiline telephone systems (MLTS)
- Coordinate with HCSO to obtain Letter of Authority (LOA)
- Establish interconnection and commercial agreements and trunking
- Coordinate with telecommunications providers and manage circuit order processes to including testing and integration
- Manage all adds, moves, changes, and deletions of connections to OSPs, both TDM and/or IP-based, monitor these connections, and proactively work with respective OSPs to resolve problems as they occur
  - Build out LNG for TDM connectivity
- Coordinate and execute connectivity to legacy selective routers to support transfers to neighboring agencies not served by HCSO's NG9-1-1 solution
  - Build out LSRG
- Define and manage all processes associated with split and/or consolidated rate centers, local number portability, national number portability
- Support transition of both TDM and SIP ingress to the ESInet

High-level OSP and SR Migration Deliverables:

| Task | Assigned To | Due |
|---|---|---|
| Obtain Letter of Authority (LOA) | HCSO | Within 30-45 days of Contract Award |
| Establish Interconnect Agreements | NGA | Within 45 days of Contract Award and after receipt of LOA |
| Coordinate OSP Connectivity (Establish Weekly Planning Calls from contract execution through Final Traffic Migration) | NGA | Within 30 Days of Contract Award and Project Kick-off Meeting |
| Circuit testing and integration | NGA | Within 45 Days of Contract Award and Project Kick-off Meeting |
| Identify POIs and Aggregation Points | NGA | Within 30 Days of Contract Award and Project Kick-off Meeting |
| Develop Transition Schedule | NGA | Within 60 Days of Contract Award and Project Kick-off Meeting |
| Coordinate OSP Testing | NGA | TBD – Based OSP Schedule |
| Define and manage processes associated with split rate centers | NGA | Within 45 Days of Contract Award |
| Define, design transfers between PSAPs on/off net | NGA | Within 60 Days of Contract Award and Project Kick-off Meeting |
| PSAP Profile including Selective Router | NGA/HCSO | Within 45 days of Contract Award and Project Kick-off Meeting |

3.1.5. ALI Transition

NGA will provide the following services to support the transition from legacy ALI to i3 functional elements:

- Master Street Address Guide (MSAG) conversion service
- Service Order Input (SOI) process for subscriber records
- Integration and provisioning for MLTS databases
- pANI provisioning and shell records management
  - Including trunk-based routing for corrupted/unresolved ESRK
  - Define Default routing for No Record Found, Shell Records
- Manage the transition to include coordination of all provider records from the legacy ALI database to the replacement LDB and facilitate any dual provisioning necessary during the transitional phases of the project
  - Provide reporting for all data within the LDB via a web-based tool

### 3.1.6. Logging and Recording

NGA will provide the following Logging and Recording capabilities:

- Support for EIO and IDX (once ratified by NENA)
- Discrepancy reporting
- Logging and recording
- The run-on-demand dynamic reports from the reporting UI
- Multi-tenant partitioning of logs and call data, allowing for partitioned reporting, based on role
- Support for entering call notes
- Support Data, Voice, and/or Video
- Standard reports
    o Call Reports
    o SIP Error Reports within the ESInet
    o ECRF and LIS/LDB location queries and results
    o ESRP/PRF routing reports (errors and successes)
    o Location discrepancy reports
    o Reports are available from ESInet and NGCS
- Support for ad hoc reports and creation of customized report templates
- Support for automated report generation and distribution

| Task | Assigned To | Due |
|---|---|---|
| **Identify User Profile** | HCSO | within 30 days of Contract Award and Project Kick-off Meeting |
| **Build User Profiles** | NGA | within 45 days of receipt from HCSO |
| **End User Training of Reports in Network Management System** | NGA/HCSO | TBD |

### 3.1.7. Training

NGA will provide a minimum of:

- One (1) Admin training session
- One (1) Train the Trainer Session to accommodate twenty (20) people
- Four (4) End User in person training sessions
- Access 24x7x365 to training manuals
- Annual on-line refresher training for the life of the contract upon request.

Training Sessions will include, at a minimum:

- SI user's interface tools
- Reporting and logging tools
- Incident reporting and ticketing tools

- Dashboards
- Change-management requests, processes, and tools
- PRF policy management
- GIS tools and procedures
- Subscriber Order Input (SOI) update procedures
- LVF procedures

*All training will be held during mutually agreed upon dates/times.

*Additional training sessions can be added to the HCSO(s) if determined necessary after contract award.*

| Task | Assigned To | Due |
|------|-------------|-----|
| **Develop a Training Plan including scheduling, class size, location, recording, personalization** | NGA/HCSO | Within 90 Days of Contract Award and Agreement of the Call Handling Project Plan |
| **Provide Admin Training to the Admins** | NGA | 30 days prior to the PSAP "Go Live" date |
| **Provide personnel information for building of role permissions in the Web-Portal** | HCSO | 30 days prior to the PSAP "Go Live" date |
| **Train the Trainer** | NGA | Within 14 days prior to the each PSAP deployment |
| **Provide Training to the PSAP** | NGA | Within 14 days prior to the each PSAP deployment |

3.1.8. Security

NGA will provide the following Security policies/functions:

- Maintain a completed NENA NG-SEC compliance matrix
- Maintain a Security Plan (physical and network)
- Maintain a credentialing plan/process for external entities
- Adhere to any local/state standards for data security and encryption
- Perform proactive analysis of the network for vulnerabilities
- Provide a defined Continuity of Operations Plan (COOP) as well as a Disaster Recovery Plan (DR). Final draft to be approved by HCSO.
- Provide access reports from facilities down to the individual device level
- Require multi factor authentication for any access to externally accessible portals, user interfaces (UIs), etc. (Policy Routing Function portal, reporting portal, system dashboards, etc.)

3.1.8. Security - *Continued*

| Task | Assigned To | Due |
|---|---|---|
| **Security Plan aka Security Policy Note** | NGA | Ongoing |
| **Establish PSAP Credentialing Method** | NGA/HCSO | 45 Days of Contract Award and Project Kick-off Meeting |
| **Continuity of Operations Plan** | NGA | 45 Days of Contract Award and Project Kick-off Meeting |
| **Disaster Recovery Plan** | NGA | 45 Days of Contract Award and Project Kick-off Meeting |
| **Establish multi-factor authentication** | NGA | 45 Days of Contract Award and Project Kick-off Meeting |

3.1.9. Monitoring and Alarming

NGA will provide the following:

- Physical access monitoring and reporting of NGCS host sites
- Automated network node monitoring and alarming
- Integrated alarming and ticketing system
- Ability to display network node status in a client-faced dashboard
- Event logging and reporting
- User-definable notification levels and recipients, text, or email delivery options

| Task | Assigned To | Due |
|---|---|---|
| **Physical Access Reports** | NGA | Within 5 calendar days upon request |
| **Establish credentialed personnel list** | NGA/HCSO | 60 Days of Contract Award and Project Kick-off Meeting |
| **Monthly reports on physical access to NGA ESInet and NGCS facilities (Include successful and failed attempts)** | NGA | $10^{th}$ of every month: *If the $10^{th}$ is not a business day, then the due date is required to be done on the next business day* |
| **Define and establish alarm settings** | NGA/HCSO | TBD |
| **Define and establish alarm event notification** | NGA/HCSO | TBD |
| **Develop Dashboards** | NGA | TBD |
| **Access to Administrative Portal** | NGA | TBD |

*TBD dates will be mutually agreed upon during the Project Kick-off Meeting and NGA will deliver the Call Handling Solution Project Plan for HCSO Review and Acceptance*

### 3.1.10. Service Validation

NGA will support:

- Independent third-party validation of feature functionality
- SIP Messaging, call detail records, and/or call logs to verify compliance with contractual obligations
- Documentation of completed results from Acceptance Test Plans
- Draft and Final Acceptance Test Plans to be reviewed with the HCSO, PSAP, and any other identified Stakeholders

| Task | Assigned To | Due |
|---|---|---|
| Draft Acceptance Test Plan | NGA | 14 days prior to cutover |
| Final Acceptance Test Plan Results | NGA | 7 days upon completion of Acceptance Test Plan |

### 3.1.11. Pre-Cutover Acceptance Criteria

NGA will support the following:

- Confirmation and documentation of equipment configuration
- Confirmation and documentation of control, monitoring, and alarm solutions
- Acceptance Test Plans and documentation
    - Certificate of Acceptance - PSAP to sign after thirty (30) consecutive calendar day soak
- During testing, if the HCSO identifies a solution test that fails, the HCSO will provide NGA with a written description of what test failed and why. The HCSO also will provide NGA with an expected amount of time that will be allowed to resolve the identified failed test case scenario.

| Task | Assigned To | Due |
|---|---|---|
| Provide equipment configuration designs | NGA | TBD |
| Provide documentation of control, monitoring, and alarm solutions | NGA | TBD |
| Provide Acceptance Test Plans | NGA | Within 45 days of Contract Award and Project Kick-off Meeting |
| Provide punch list | NGA/HCSO | TBD |
| Provide Certificate of Acceptance (COA) Form | NGA | TBD |

*TBD dates will be mutually agreed upon during the Project Kick-off Meeting and NGA will deliver the Call Handling Solution Project Plan for HCSO Review and Acceptance*

3.1.12. Cutover Coordination

NGA will support/provide:

- The coordination of cutover activities with all service providers, HCSO staff, and PSAP personnel
- A detailed mutually agreed upon cutover plan
- Coordinate conference calls with all Stakeholders
- Supporting documentation

| Task | Assigned To | Due |
|---|---|---|
| **Provide a Cutover Plan** | NGA | 60 days after Contract Award and Project Kick-off Meeting |
| **Cutover Plan approval** | HCSO | 90 days after Contract Award and Project Kick-off Meeting |
| **Provide Cutover Team information (name, title, email, mobile number)** | NGA | Included in PSAP Specific Cutover Plan |

3.1.13. Preliminary Test Plan

NGA will support the following:

- Provide a preliminary test plan that contains testing processes for all components in the proposal
- Provide Action Item Register and IML (Issues Management Log) that can be tracked and measured for the duration of the project

| Task | Assigned To | Due |
|---|---|---|
| **Provide a Preliminary Test Plan** | NGA | 60 days after Contract Award and Project Kick-off Meeting |
| **Preliminary Test Plan approval** | HCSO | 90 days after Contract Award and Project Kick-off Meeting |

3.1.14. PSAP Final Acceptance Testing

NGA will support the following:

- PSAP final acceptance testing, providing confirmation that NGA's solution operates during day-to-day use in each live PSAP environment. The acceptance period will be thirty (30) consecutive calendar days
- NGA confirms that the solution will perform in compliance with the incorporated RFP.
- Should a failure occur, NGA and the HCSO will follow the below process:
  - o  The HCSO will provide a written notification to NGA

- NGA will remedy the non-compliance per the SLAs and Service Management Performance sections of the contract and will provide written notification of the remedy to the HCSO
- The final acceptance testing period will restart upon the HCSO's written notification of acceptance of the remedy, or ten (10) business days, whichever occurs first
- The procedure will continue until compliance over the testing period, thirty (30) consecutive calendar soak in, is achieved and the acceptance notice mutually executed

| Task | Assigned To | Due |
|------|-------------|-----|
| Provide Certificate of System Readiness form | NGA | TBD |
| Execute Certificate of System Readiness form | HCSO | TBD |
| Provide Certificate of Final Acceptance (CFA) | NGA | 30 consecutive calendar days post cutover |

*TBD dates will be mutually agreed upon during the Project Kick-off Meeting*

3.1.15. System Final Acceptance Testing

NGA will support the following:

- Final System Acceptance testing will not start until the HCSO has successfully completed the PSAP final acceptance testing. The testing period will be sixty (60) consecutive calendar days
- NGA will confirm that the solution performs in compliance with the incorporated RFP. If a failure occurs, NGA and the HCSO will follow the below process:
  - The HCSO will provide a written notification to NGA
  - NGA will remedy the non-compliance per the SLAs and Service Management Performance sections of the contract and will provide written notification of the remedy to the HCSO
  - The final system acceptance testing period will restart upon the HCSO's written notification of acceptance of the remedy, or three (3) business days, whichever occurs first
  - The process will continue until the final system acceptance testing period is achieved (60 consecutive calendar days) and the acceptance notice is mutually executed
- The following fault categories are defined for use during the final acceptance testing process:
  - Priority One (1) Fault – A critical system fault that renders the solution even partially inoperable.
  - Priority Two (2) Fault – A major system fault that significantly reduces the solution's performance and functionality. These minor faults are

      operational in nature and only are acceptable while in the final acceptance phase.

-   ○ Priority Three (3) Fault – A minor system fault that marginally affects system performance and functionality. These minor faults are operational in nature and only are acceptable while in the final acceptance phase.
-   ○ Priority Four (4) Fault – A combination of minor system faults and items that are on the punch list. These are items that have minimal or no effect on system performance and functionality, and only are acceptable while in the final acceptance phase.
- ● All HCSO detected Faults will be documented, and the documentation will include a limited, but reasonable time-period, in which the Fault is to be resolved by NGA.

| Task | Assigned To | Due |
|---|---|---|
| **Provide Certificate of System Readiness form** | NGA | TBD |
| **Execute Certificate of System Readiness form** | HCSO | TBD |
| **Notice of System Final Acceptance** | HCSO | TBD |

### 3.1.16. Migration Plan

NGA will support the following:

- ● Provide a detailed migration plan that includes a full description of the methods and procedures that will be employed to ensure a non-service-affecting migration from the current environment to the new system
- ● Provide recommended transition tasks
- ● The plan will include a fallback procedure to restore the HCSO to a pre-migration operational state in the event of a catastrophic failure

| Task | Assigned To | Due |
|---|---|---|
| **Provide PSAP Draft Migration Plan** | NGA | 30 days after Contract Award and Project Kick-off Meeting |

### 3.1.17. NOC/SOC

NGA NOC/SOC will:

- Be staffed 24/7/365
- Able to accept tickets, submitted by phone, email, and direct IT Service Management user access for incidents, problems, and changes
  - By Phone
  - By Email
  - By logging into the NGA Web-Portal
- Perform outward notifications and updates of customer tickets through phone, email, and text
- Provide an executive dashboard with (near) real-time updates of tickets and network status, availability, and performance
- Comply with Service Level Agreements (SLAs) for notifications and ticket resolution
- Provide access to technical staff for escalations with established escalation procedures
- Provide Tier I support, network and security monitoring, and troubleshooting

| Task | Assigned To | Due |
|------|-------------|-----|
| **Obtain letters from PSAPs requesting Text to 9-1-1 and RTT** | NGA | 30 days of contract award and Project Kick-off Meeting |
| **Register PSAPs with FCC** | NGA/HCSO | 7 days of obtaining letters of request from PSAP |
| **Coordinate with OSPs for delivery of Text to 9-1-1 and RTT** | NGA | Immediately upon registration |
| **Training** | NGA/HCSO | TBD - Schedule developed with PSAP |
| **Implementation** | NGA | TBD |
| **Test and Acceptance** | NGA/HCSO | TBD |

4. Payment Milestones

   4.1 Non-Recurring (NRC) Payment Triggers

| Milestone | Description | Percent of NRC |
|---|---|---|
| Project Execution | At agreement signing | 10% |
| Phase 0 | Pre-Planning Plans completed and accepted | 10% |
| Phase I | Final Plans completed and accepted | 15% |
| Site Survey and Network Requirements Compete | Design Plan and Site Survey Complete, NG Trunks ordered and installed | 20% |
| Interface and Implementation Complete | ESInet/NGCS implemented; Network testing begins | 20% |
| Training and Cutover | All training complete and system cutover complete. Entered system soak | 25% |

   4.2 Monthly Recurring (MRC) Payment Milestone Triggers:

| Milestone | Description | MRC |
|---|---|---|
| Install of NG Trunks | Upon Completion of installation and Test/Acceptance | $3,000 |
| First Live OSP | Cutover to Live | 25% |
| Second Live OSP | Cutover to Live | 50% |
| Third Live OSP | Cutover to Live | 75% |
| Fourth and all additional Live OSP | Cutover to Live | 100% |

5.  Draft Master Schedule and Project Plan

    5.1. Project Kick-off Meeting will be scheduled within 14 days of Full Contract Execution.  During the Project Kick-off Meeting NGA, in collaboration with HCSO, will:

    - Establish Communication Process and Project Planning Meeting Cadence
        o   NGCS / ESInet
        o   Call Handling Solution
        o   PSAP Activities
    - Identify Key Resources/Stakeholders for input into Project Planning Meetings
    - Review Provided Draft Master Schedule
    - Develop a mutually agreed upon RACI Chart
    - Review Executed Contract, including but not limited to:
        o   Roles and Responsibilities (RACI)
        o   Technical Solution Review
        o   Timeline Expectations
        o   Implementation, Training and Support Expectations

*Dates to be finalized upon mutual agreement during the Project Kick-off Meeting, additional subtasks will be incorporated into the Master Schedule and Project Plan.  The Start Date is to show an example only, actual dates will be assigned during Project Kick-off Meeting.*

| Task No. | Task Name | Duration (days) | Start | Finish | Predecessors | Resource Names |
|---|---|---|---|---|---|---|
| 1 | PSAP Deployment Project | 196 | 12/31/2022 | | | |
| 2 | Contract Execution | 0 | 12/31/2022 | 12/31/2022 | | ALL |
| 3 | Kick off Meeting | 0 | 1/30/2023 | 1/30/2023 | 2 | ALL |
| 4 | Phase 1: Project Planning & Documentation | 74 | 1/1/2023 | 3/16/2023 | 3 | NGA 911, PSAP |
| 10 | Phase 2: Infrastructure | 99 | 1/30/2023 | 5/9/2023 | 3 | NGA 911 |
| 11 | Site Surveys & Remediation | 48 | 2/13/2023 | 4/2/2023 | | NGA 911, PSAP |
| 15 | ESInet/NGCS | 45 | 1/30/2023 | 3/16/2023 | | NGA 911 |
| 24 | Data Centers & PSAP | 67 | 3/3/2023 | 5/9/2023 | | NGA 911, PSAP |
| 29 | OSPs | 82 | 2/13/2023 | 5/6/2023 | | NGA 911, OSP, PSAP |
| 36 | Phase 3: Implementation | 140 | 1/28/2023 | 6/17/2023 | 3 | ALL |
| 54 | Phase 4: Testing & Training | 31 | 6/10/2023 | 7/11/2023 | 36 | ALL |
| 60 | Phase 5: Cutover | 70 | 7/11/2023 | 9/19/2023 | 54 | ALL |
| 68 | Phase 6: Day 2 Support | 33 | 9/20/2023 | 10/23/2023 | 60 | NGA 911, PSAP |