Evaluating and Contracting for Your Next Generation 9-1-1 Solution Has Been Made Easy

MicroAutomation is proud to be one of the screened and approved vendors included in the VITA contract for Next Generation 9-1-1 PSAP solutions. The Virginia Information Technologies Agency (VITA) is the Commonwealth's information technology agency charged with supporting information security programs under the leadership of the state CIO. VITA has created an agreement with the industry leaders in providing Next Generation 9-1-1 (NG9-1-1) to interested Public Safety Answering Points (PSAPs). The goal in developing this State-wide purchasing agreement was to pre-screen the solution providers for: compliance with industry standards, required functions and features, implementation and support capability, organizational viability, and cost effectiveness.

Omni911, MicroAutomation's NG9-1-1 solution, leverages concepts and capabilities that bring to the PSAP a robust and truly NG9-1-1 compliant call taking system that best responds to your mission of protecting the population you serve. Omni911 is a feature rich, easy to use and highly configurable NG9-1-1 solution that is also easy to learn because of its intuitive user interface. It is not simply a rebadged legacy system with new features, it has been designed from the ground up to meet the industry demands of NG9-1-1. As a fully qualified participant in the VITA contracting program, consider us when you are pursuing NG9-1-1.

Benefits to Virginia PSAPs

- Avoid creating a full Request for Proposal (RFP)
- Pre-screened and approved vendors and products
- Pre-negotiated costs
- Streamlined contracting process

- Certified local Minority Business Enterprise (MBE) in Virginia – SWAM Certified
- Virginia-based development team with the ability to provide local support
- Stable and flexible NG9-1-1 Call handling Solution that complies with NENA i3 standards
- Compatible with the Virginia NG9-1-1 deployment plan

Path forward

The process for you is easy and there are numerous procurement methods from which to choose. From Quick Quotes (Request for Quotation [RFQ]) to Competitive Sealed Bidding (Invitation for Bidding [IFB]), your agency decides what level of additional competition you desire. Guidelines for procurement methodology available at: www.vita.virginia.gov.

About MicroAutomation

MicroAutomation is the only approved NG9-1-1 solution provider on the VITA contract that is a local Virginia-based certified small, minority-owned business. MicroAutomation can provide unmatched support to our local Virginia PSAP community with the most competitive pricing. MicroAutomation is committed to partner with you to deliver a seamlessly integrated and user centered solution.

MicroAutomation is uniquely positioned to assist PSAPs with transitioning to NG9-1-1. Using our expertise in contact center technology, MicroAutomation's NG9-1-1 solutions leverage the concepts and capabilities in commercial contact centers. MicroAutomation serves on several of the National Emergency Number Association (NENA) working groups helping to define the standards for NG9-1-1.

MicroAutomation's legacy and Next Generation 9-1-1 PSAP solutions are proven, powerful and reliable. Developed to be effortless and intuitive when every second counts, MicroAutomation's emergency response solutions expertly accommodate expanding communities, changing technologies and evolving 9-1-1 standards. MicroAutomation's purpose-built Next Generation solutions adapt seamlessly to all PSAP requirements and any call-taker needs while adhering to NENA i3 specifications to meet the 9-1-1 technologies of today and tomorrow.

About OMNI911

Omni911 is an advanced Next Generation Public Safety Answering Point (PSAP) solution that continuously adapts to industry standards and best practices to better serve our hyper-connected communities. Designed to meet the demands of Next Generation 9-1-1 (NG9-1-1), Omni911 is designed to support legacy E-911 environments today and support NG9-1-1 features when available. Implementing Omni911 allows PSAPs to prepare for Next Generation 9-1-1 by, eliminating the need for costly, proprietary hardware infrastructure and replacing it with an expandable software-based solution capability of supporting your existing PSAP environment.

Different than just a rebandaged legacy product, Omni911 was built from the ground up as a NG 9-1-1 solution. Our experts designed Omni911 based on the knowledge gained from 26 years of call enter experience implementing advanced technologies such as ACD, and interactive text response. Using open standards and software-only strategy, Omni911 is reliable enough to handle 9-1-1 emergency operations, but flexible enough to evolve with ever-changing NG standards and technologies.

Omni911 features include:

- Traditional telephone controls including transfer, no-hold conference, hold, speed dials, and customizable phone books
- Embedded texting/SMS
- Optimized for mobile and/or remote stations (for emergency or temporary PSAPs)
- Multiple levels of redundancy for site-specific needs
- Easily integrated with legacy telephony environments
- Operates on standard PC hardware systems or VM environments
- Increases interoperability between local, county, state and federal agencies

Contact Us

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