

May 2019

A message about public safety wireless broadband

***Curtis Wood, Secretary of Technology Services and Security and
FirstNet Single Point of Contact***



Thank you for your interest in public safety wireless broadband here in Massachusetts. The following is a brief update on some of the major activities that have occurred over the past few months.

Statewide Contract Now Available for Public Safety Grade Broadband Wireless Data Services and Devices

We are pleased to announce that there is a new statewide contract for public safety grade wireless data communication services (*think smartphones and MDTs that work when you need them to*). The new contract – *ITT72 Category 1: Cellular Services & Devices: Public Safety Grade Wireless Only* – can be used by municipal, county, and state agencies to purchase wireless data services and devices for first responders and other public safety personnel throughout Massachusetts.

Based on a competitive procurement process, two vendors (AT&T/FirstNet and Verizon Wireless) are currently authorized to provide services via the Public Safety Grade Wireless Data Services category of ITT72. As part of the procurement, wireless data providers had to meet the standards that the Executive Office of Public Safety and Security (EOPSS) and the Executive Office of Technology Services and Security (EOTSS) have established for these services in Massachusetts. This includes ensuring that:

- Data communications are highly reliable, available, and secure
- First responders and other public safety personnel get priority when and where they need it
- First responders and other public safety personnel can interoperate
- The Vendor commits to innovation and continual improvement

Vendors are also required to report across several categories of data, such as service availability, dropped calls, data and application usage, priority and preemption, deployables, and more. *To use these services, you will be asked by the wireless carrier to agree to share your network information (referred to as Customer Proprietary Network Information or CPNI) with EOPSS, so we can properly oversee the contract and coordinate public safety activity and multi-jurisdictional response.*

For more information about what Public Safety Grade Wireless Data Services in Massachusetts are, see our [summary](#) posted on mass.gov/psbo.

The ITT72 contract can be used by organizations throughout Massachusetts that substantially provide public safety or first responder services, as defined by qualifying North American Industry Classification System (NAICS) codes. Both vendors selling public safety grade services on ITT72 have different plans available, including tiers of services based on the nature of the purchaser's organization.

There is additional information about Massachusetts Public Safety Grade Wireless Data Services as well as how to use the ITT72 statewide contract available on our website at mass.gov/psbo. This includes a link to the [ITT72 Contract User Guide](#), which is also available on COMMBUYS.

Please coordinate with your Secretariat or governing authority before purchasing services off this contract and be sure to follow all relevant purchasing guidelines.

Role Changes

Undersecretary Collins: Welcome to Kerry Collins, the new Undersecretary for Forensic Science and Technology at the Massachusetts Executive Office of Public Safety and Security. Kerry joined EOPSS after serving as the Legal Counsel for the Massachusetts State Police Crime Lab and worked previously at the Middlesex District Attorney's Office. Her experience and leadership abilities make her a great addition to the public safety team. We look forward to working closely with Undersecretary Collins.

Chief McCarraher: After 20+ years of dedicated service to Franklin, Fire Chief Gary McCarraher recently retired from the Franklin Fire Department and took on a new role with the FirstNet Authority, providing oversight at a federal level for the FirstNet program in New England. Chief McCarraher has been a strong and effective advocate for public safety, both within Massachusetts and nationwide. He has also been a valuable member of the Massachusetts FirstNet Advisory Board (MFAB). Congratulations to Chief McCarraher on both his retirement and his new role.

Assistant Secretary Moran: Matthew Moran, former EOPSS Undersecretary for Forensic Science and Technology, has recently transitioned to a new role as Assistance Secretary and Chief Engagement Officer for the Massachusetts Executive Office of Technology Services and Security. Though his role has changed, Matt's commitment to public safety remains. We look forward to continuing to work with Assistant Secretary Moran to promote public safety communications throughout Massachusetts.

Questions?

If you have any questions about FirstNet or public safety broadband, please do not hesitate to contact the Public Safety Broadband Office at psbo@mass.gov or visit our website at www.mass.gov/psbo.

Sincerely,

Curtis M. Wood
Secretary
Executive Office of Technology Services and Security
Commonwealth of Massachusetts, Single Point of Contact with FirstNet

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