

# Public Safety Grade Wireless Data Services in Massachusetts



Smartphones and other mobile devices have revolutionized how we live, communicate, and access information. Similarly, these devices have changed how first responders and other public safety personnel perform their missions. Reliance on real-time data is critical, especially when lives and property are at stake. Police, fire, EMS, and other emergency responders need the best services available and need to know the services will work wherever they operate and whenever they need them.

*The Executive Office of Public Safety and Security (EOPSS) and the Executive Office of Technology Services and Security (EOTSS) have established standards for Public Safety Grade Wireless Data Services (PSG WDS), and the Commonwealth has established a new statewide contract (ITT72) with a dedicated PSG category for purchasing these services.*

## Public Safety Grade Wireless Data Standards

Public Safety Grade Wireless Data standards assure that these data networks and services are designed, built, financed, operated, and maintained to enhance public safety's ability to protect life and property, as well as to help safeguard first responders in the field.

To be qualified to sell public safety grade services and devices on the Commonwealth's statewide contract, each wireless provider is required to meet the following standards:

### PSG data communications are highly reliable, available, and secure

Vendors providing these services:

- ✓ Utilize commercial standards and Long-Term Evolution (LTE) to provide **high-speed wireless communication** to mobile devices and data terminals
- ✓ Provide **near universal coverage** (more than 95% of the geographic area and more than 99% of the population) of LTE Public Safety Grade Wireless Data Services in urban, suburban, and rural areas throughout Massachusetts
- ✓ Assure **high availability** (more than 99.99% availability in Massachusetts as measured in a rolling 12-month window)
- ✓ Deliver **robust, end-to-end data security**

### Public safety personnel get priority when and where they need it

These Public Safety Grade services:

- ✓ Have tools to **prioritize public safety communications** over commercial traffic
- ✓ **Preempt non-public safety users** in times of emergency, allowing first responders to reliably communicate in times of need
- ✓ Achieve high levels of quality and service to assure **all data communications are timely and complete**
- ✓ Are supported by a broad set of deployable vehicles and devices to **assure the continuity of operations and sufficient available capacity** for planned events and in response to unplanned interruptions

## Public safety personnel can seamlessly interoperate

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Vendors providing these services must:

- ✓ **Demonstrate an ability and dedication to interoperate** with other major carriers for seamless data communications across jurisdictions and public safety disciplines
- ✓ Offer a broad range of third-party **applications that support first responder and public safety operations** and needs
- ✓ Maintain a dedicated private connection to the Massachusetts Public Safety Data Center to **provide secure access to the Criminal Justice Information System (CJIS)** – *as of May 2019 Verizon Wireless has established this connection; AT&T/FirstNet is currently in the final stage of setting up access to CJIS for its law enforcement customers*
- ✓ **Support the operations and interoperable communications of first responders** and other public safety users, now and in the future

## The Vendor commits to innovation and continual improvement

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As part of its EOPSS agreement, vendors must:

- ✓ Demonstrate a **dedication to the proper maintenance and ongoing evolution of its systems** to fully function as a 3GPP standards-based, modern LTE network
- ✓ Dedicate to **rapidly deploy new public safety features, including mission critical push-to-talk**, proximity services, group communications, and similar standards
- ✓ Continue to expand coverage with **the goal of achieving universal wireless data coverage** throughout the Commonwealth
- ✓ Continue to **increase the capacity of its wireless network in Massachusetts**, making sure there is always enough capacity for public safety needs
- ✓ Dedicate to **continually refresh and improve its services**, including implementing 5G data communications throughout Massachusetts

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## ITT72 Public Safety Grade Qualified Vendors

Based on a competitive procurement process, two vendors (**AT&T/FirstNet** and **Verizon Wireless**) were selected and are currently authorized to provide public safety grade data services and devices via the new statewide contract (ITT72 Category 1 Cellular Services & Devices: Public Safety Grade Wireless ONLY). Public Safety Grade Wireless Data Services is one of many categories on this new contract.

The Public Safety Grade Wireless Data Services category on ITT72 can be used by Massachusetts departments, agencies, and other organizations who substantially provide public safety or first responder services, as defined by the organization's North American Industry Classification System (NAICS) classification. For more information about eligibility, pricing, and wireless plan details, refer to the [ITT72 Contract User Guide](#) and related documents posted on [COMMBUYS](#). The contract user guide is also available on [mass.gov](http://mass.gov).

**Please coordinate with your Secretariat or governing authority before purchasing public safety data services or devices off the ITT72 contract and be sure to follow all relevant purchasing guidelines.**

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For additional information or questions, please contact the Public Safety Broadband Office at [psbo@mass.gov](mailto:psbo@mass.gov) or visit our website at [mass.gov/psbo](http://mass.gov/psbo).