

PSAP Grant Program Grant Ranker

View Application--38--Additional Position to include CPE and CAD

Grant Period: 2010

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: CPE (CPE)

Primary PSAP Applicants: Louisa County Sheriff's Office

Jurisdictions Served: Louisa, County of

Project Director:

Tonya Hovey
Communications Director
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Project Description:

Total Project Cost \$55,972.00

Amount Requested: \$55,972.00

Statement of Need:

Louisa County has a population of approximately 31,177 and covers an area of 514 total square miles. The geographical area is a mix of rural residential communities, with a strong agricultural/farming base, and 13,000 acre Lake Anna located in the eastern end of the County. Louisa County, despite it's rural nature, was named in recent years as one of the top ten fastest growing counties in the Commonwealth of Virginia. The Louisa County Sheriff's Office Dispatch Center is the primary PSAP serving Louisa County. The Agency is one of 20 accredited Virginia Office of EMS Emergency Medical Dispatch accredited PSAPs and serves as the primary emergency dispatch center for the North Anna Nuclear Power Station. The PSAP operates on a 24/7 basis, running two, twelve hour shifts with a total of 14 employees to include supervisory positions and part-time employees. Currently, the Agency has a total of four workstations set up to receive incoming PSAP calls. Three workstations are fully equipped with radio dispatch capabilities, however, the fourth workstation is equipped only for call processing and CAD entry. In 2007, the Agency received an average of 12,886 emergency and non-emergency calls per month. This is a four percent increase in the amount of monthly calls received from 2006, and this number continues to grow at a steady pace. Four workstations will soon be inadequate to handle the imminent increase in call volume. In addition, the Agency does not have funding to hire supplementary PSAP personnel. In order to sustain the current level of service to the public and prepare for future service needs, the Agency seeks assistance in adding an additional call processing workstation to be located in the Communication Director's area. The primary objective of the

additional position will be to continue providing prompt, quality, 9-1-1 service while by enabling the Director to process calls during periods of high call volume, natural disasters, North Anna Power Station drills and emergencies, and large scale incidents. Callers will not have to wait for the Director to get from the office to the console before receiving assistance while Radio Operators are handling other emergencies. Moreover, the additional position will allow the Director to monitor live QA/QI data during training without standing over the 9-1-1 operator. At present the Louisa County Sheriff's Office faces the difficult challenge of balancing the needs of law enforcement operations and public safety communications. Approximately 80% of the Agency's annual budget goes into retaining current officers and recruiting additional officers to meet coverage needs throughout the County. The remainder of the annual budget goes toward homeland security directives issued by federal and state agencies, and other crucial necessities. While it is obvious that the Dispatch Center is the lifeline of emergency operations in Louisa County, budget cuts remain imminent as County funding is being directed towards critical capital needs such as a new elementary school and two wastewater treatment facilities to support the influx of new residents. The influx of new residents prompts a current and future increased demand for PSAP services. Without the additional position, callers will face the risk of having to wait for assistance during periods of high call volume. Moreover, without funding assistance, the Agency will remain on a four-position server, delaying the advancement of the Communications Center in the future.

Comprehensive Project Description:

The primary goals of this project are to better utilize existing PSAP personnel and prepare the Agency for current and future increases in call volume, both of which will be accomplished through the addition of a fifth 9-1-1 workstation located in the Director's office. In order to employ a fifth workstation, the Agency will need to upgrade their server from a four-position to a server capable of handling five to twenty positions. The additional workstation will include the following CAD and CPE items: Positron VIPER server upgrade Power 911 software Power MIS software IQCAD software IWS hardware Implementation of the additional workstation to include CAD and CPE equipment will have virtually no interference with daily PSAP operations. It is estimated that the project will take four months to complete. The PSAP has already been evaluated to determine the components needs to implement the fifth workstation. Once the project commences, the equipment will be ordered from the selected vendor. The vendor will process the order which involves several customizations to the software. The vendor will also make a site visit prior to actual installation to make certain that all needs have been addressed. Once the preparation phase is complete, the install phase will begin. No additional training is necessary and the current workstations will be unaffected by the change so the transition will be smooth and will not hinder PSAP operations. This project will benefit the community greatly as it assures that they will receive prompt assistance will calling the PSAP. Furthermore, the upgrade in server will enable the Agency to make speedy workstation additions in the future as PSAP needs increase with the County's growing population.

How will the equipment purchased will support future technologies for PSAP readiness?:

In order to place an additional workstation in the Director's office, the current four-position server will need to be upgraded. The requested equipment includes a server that can accommodate up to twenty positions. This gives the Agency the capability to add additional workstations in the future as needs increase without having to undergo a major overhaul. All hardware, with the exception of monitors and peripheral devices will already be in place making the Agency amply prepared for accommodating future increases in personnel.

Budget and Budget Narrative:

The project consists of the purchase of hardware and software licenses to accommodate a fifth position for call processing and CAD entry. The Agency is requesting the following items: The Agency is requesting a total of \$55,972 to complete this project. This figure includes all hardware and software as well as a prepaid maintenance and warranty plan that will cover a total five years of service. The following items will be purchased: 1.) Positron VIPER - \$3,918 Includes a backroom position access license, PBX access license which is a per workstation charge, and the Positron VIPER enabling kit. 2.) Power 911 Software - \$7,519 Includes Power 911 Version 5.1 client access license, Power 911 server access license, and IWS G2 Workstation configuration and software. 3.) Power MIS Software - \$ 508 Fifth data license for existing software. 4.) IQCAD Software - \$7,900 Includes IQCAD client single-seat user license and ESRI MapObjects license. 5.) IWS Hardware - \$13,712 Includes IWS workstation computer, 19 inch LCD monitor, IWS DTBS SRV.PRM/BUP, IWS SRV REDNT DK ARRAY, MIS EXTENDED SRV, and network cabling. This item is

essentially the PC telephone switch and server hardware. 6.) Installation - \$ 10,900 Vendor certified installation of hardware and software. Includes IWS staging and installation services for approximately seven days. 7.) Project Management - \$ 2,237 Vendor supported project management to ensure smooth transition and prompt installation of hardware and software. 8.) Prepaid Help Desk (Warranty for first year + 4 years) – 2,250 Annual fee of \$750.16. Requesting five prepaid years of VIPER help desk, Power 911 help desk, Power MIS help desk, IQCAD help desk, and IWS hardware help desk. Designed to provide 24 x 7 access to customer call center in support of above hardware and software. Offers remote diagnostics and prompt dispatch services to correct technical errors. 9.) Prepaid Evergreen Software (Warranty for first year + 4 years) - \$7,028 Protects software investment by maintaining optimized system performance and functionality. Ensures that Agency will receive prompt upgrade to any updated versions released during the warranty period. Includes shipment of new software versions (minor and major releases) and problem workarounds to be deployed by designated maintenance personnel. (Prepared quote from vendor submitted as attachment)

Evaluation:

This project will be completed once the requested hardware and software has been installed and configured. With the support of the additional workstation, callers will receive prompt PSAP response without the risk of a delay in call processing during staff shortages and periods of high call volume. The Director will also have the ability to monitor live QA/QI data allowing for continuous evaluation and improvement.

Attachments

PDF quote.pdf



Additional Position of Power 911, Power MIS and IQ CAD

for

Louisa County, VA

Summary - Base System

Item	Cost
Positron VIPER	\$ 3,918.00
Power 911 Software	\$ 7,519.00
Power MIS Software	\$ 508.20
IQCAD Software	\$ 7,900.00
IWS Hardware	\$ 13,712.65
Installation	\$ 10,900.00
Project Management	\$ 2,237.90
Help Desk - Yearly Cost, Starting Year 1	\$ 750.16
Total	\$ 47,445.90

Summary - Maintenance Services

Item	Cost
Prepaid Help Desk - Warranty Plus 4 Years	\$ 2,250.47
Software Evergreen - Yearly Cost, Starting Year 2	\$ 2,635.53
Prepaid Software Evergreen - Warranty + 4 Years	\$ 7,028.08

Summary - Options

Item	Cost
ITRR	\$ 360.00



Configuration Parameters

Answering Positions

Number of Power 911 Intelligent Workstations	1
Number of Buttons per Position	1,280 on-screen.

Power 911 Intelligent Workstation Features

Location Module (ANI/ALI)	Included
Computer Telephony Module (on-screen telephony)	Included
Contact Module (Call & Transfer - Voice and/or Data)	Included
On-line Message Board (a.k.a. Flash Bulletin Module)	Included
Lists Module (Call Lists and Queries)	Included
Toolbar (a.k.a. Call Detail Tool)	Included
Incident Manager Software (Incident Detailing + Premise + SOP)	Included
Integrated Call Recorder	Included
Integrated Telephone & Radio Recorder	Optional
Integrated TDD	Included
AgentToolkit	Included
Data Transfer to Remote FAX Machines or via E-Mail (XDC)	Not Included
UPS on Workstation PCs (30 minutes)	Not Included

MIS Solution

Power MIS	Included
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IQCAD

Number of IQCAD Positions Required	1
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Miscellaneous

Number of Monitors per position	2
Monitor Type	19 Inch LCD

Model #	Description	Qty	Unit Cost	Total
¹ Positron VIPER				
912811	Backroom Position Access License	1		
912812	PBX Access License - Per Workstation	1		
913850/G2	Positron VIPER Enabling Kit	1		
			Subtotal \$	3,918.00
¹ Power 911 Software				
913100/51	Power 911 Version 5.1 Client Access License (CA)	1		
913202	Power 911 Server Access License (SAL)	1		
914120/1	IWS G2 Workstation - Configuration & Software	1		
			Subtotal \$	7,519.00
¹ Power MIS Software				
920002	Power MIS Data License	1		
			Subtotal \$	508.20
¹ IQCAD Software				
G9-CADUSR	IQCAD Client - Single Seat User License	1		
ERSIMAP	ESRI MapObjects License	1		
			Subtotal \$	7,900.00
¹ IWS Hardware				
914101/NS	IWS Workstation Computer (No Monitor)	1		
914704	19 Inch LCD Monitor	2		
914226	IWS DTBS SRV.PRM/BUP(5-15PO	1		
914451	IWS SRV REDNT DK ARRAY(5-15	1		
920023/B	MIS EXTENDED SRV (5-15 POS)	1		
960103	Network Cabling	6		
			Subtotal \$	13,712.65



Model #	Description	Qty	Unit Cost	Total
<i>Installation</i>				
950851	IWS Staging - Each Additional Position	3		
950104	Installation Services - Price Per Day	5		
960575	Installation - Living Expense Per Day	7		
960580	Installation - Travel Fee	1		
			Subtotal \$	10,900.00
<i>Project Management</i>				
950510	Project Management	1		
			Subtotal \$	2,237.90
<i>2 Help Desk - Yearly Cost, Starting Year 1</i>				
911000/HD1	VIPER Help Desk One (1) Year	1		
913100/HD1	Power 911 Help Desk One (1) Year	1		
920000/HD1	Power MIS Help Desk One (1) Year	1		
	Help Desk for IQCAD Software	1		
914100/HD1	IWS Hardware Help Desk One (1) Year	1		
			Subtotal \$	750.16
			Total	\$ 47,445.90



Model #	Description	Qty	Unit Cost	Total
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Maintenance Services

² Prepaid Help Desk - Warranty Plus 4 Years

912800/HD5	Positron VIPER Help Desk Warranty Plus Four (4) Years Pre-Paid	1		
913100/HD5	Power 911 Help Desk Warranty Plus Four (4) Years Pre-Paid	1		
920000/HD5	Power MIS Help Desk Warranty Plus (4) Years Prepaid	1		
	Help Desk for IQCAD Software	1		
914100/HD5	IWS Hardware Help Desk Warranty Plus Four (4) Years Pre-Paid	1		
			Subtotal	2,250.47

³ Software Evergreen - Yearly Cost, Starting Year 2

912800/SE1	Positron VIPER Software Evergreen One (1) Year	1		
913100/SE1	Power 911 Software Evergreen One (1) Year	1		
920000/SE1	Power MIS Software Evergreen One (1) Year	1		
	Software Evergreen for IQCAD	1		
			Subtotal \$	2,635.53

³ Prepaid Software Evergreen - Warranty + 4 Years

912800/SE5	Positron VIPER Software Evergreen Warranty Plus Four (4) Years Pre-Paid	1		
913100/SE5	Power 911 Software Evergreen Warranty Plus Four (4) Years Pre-Paid	1		
920000/SE5	Power MIS Software Evergreen Warranty Plus Four (4) Years Pre-Paid	1		
	Software Evergreen for IQCAD	1		
			Subtotal \$	7,028.08

<u>Model #</u>	<u>Description</u>	<u>Qty</u>	<u>Unit Cost</u>	<u>Total</u>
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Options

⁴ ITRR

913152	Power 911 Add-on Recorder for Radio	1		
			Subtotal \$	360.00

Notes

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- 1 It is assumed Louisa County is currently operating 4 positions of P911, MIS and IQ CAD in a VIPER Environment. This quote adds a 5th position of P911, Mis and IQ CAD. New P911 and MIS tower servers have been quoted.
No Data conversion or Database conversion/migration is included in this quote. If required, a price quote can be provide upon request.
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- 2 This service is designed to provide 24x7 access to our customer call center for product support.

It also provides remote diagnostics capabilities, allowing our technicians to dial in and troubleshoot remotely.

In the event that a problem cannot be corrected remotely, a Positron technician will be dispatched to the site in order to remedy any critical service affecting issue. A mutually agreed upon response time will be negotiated between Positron and the customer upon the award of the contract.

If the site has not contracted on-site maintenance services, the customer will then be charged for on-site assistance at the current Positron labour and material rates plus air fare cost.

Please note that this service does not cover the cost of either Positron or third party hardware or software components (except for the period of standard Warranty coverage and optional, additional Extended Warranty or Software Evergreen coverages available for purchase from Positron).

Please note that Positron strongly recommends the purchase of this option as a value added service which will provide full access to Positron's trained Help Desk technicians to assist with any issue resolution required. Should this option not be selected, service calls made to Positron's Help Desk will be individually charged at Positron's current rates.
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- 3 This service is designed to protect the customer's initial Software investment by maintaining optimized system performance and functionality. The most recent versions of the purchased software product will be available during the contract period to the customer's designated maintenance personnel who will be responsible for its deployment at the site.
The Software Evergreen Program includes shipment of new software versions, minor and major releases, and problem workarounds to be deployed by the customer's designated maintenance personnel.

In addition, Underlying Software (i.e., Windows operating system, SQL, etc.), is not included under the auspices of Positron's Software Evergreen program.
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- 4 All optional modules in this quote have been priced under the assumption that they will be purchased and installed concurrently with the base system. If these modules are to be installed at a later date, additional travel & living expenses might apply.
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