

## PSAP Grant Program Grant Ranker

# View Application--44--Isle of Wight County CPE Replacement

**Grant Period:** 2010

**Tier:** Replacement of non-vendor supported wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**NON-VENDOR SUPPORTED**)

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

**Priority:** CPE (CPE)

**Primary PSAP Applicants:** Isle of Wight Sheriff's Office

**Jurisdictions Served:** Isle of Wight, County of  
Suffolk, City of  
Windsor, Town of

### **Project Director:**

Diane M. Jones  
ECC Manager  
17110 Monument Circle, Suite C Isle of Wight, VA 23397  
757-365-6290 (phone)  
757-357-0706 (fax)  
djones@isleofwightus.net

### **Project Description:**

**Total Project Cost** \$340,000.00

**Amount Requested:** \$340,000.00

### **Statement of Need:**

The current VESTA Standard system in use by this PSAP is MAARS based. The current system is also not NG911 compatible. One server has already failed and had to be replaced. An end of life notice has been issued for it and it is no longer well supported by the vendor. The County, like most jurisdictions, is in a budgetary crunch, exacerbated by the collapsing real estate market and subsequent drop in assessments. We would not be able to afford replacing the system without grant assistance. This is also true of the Towns we serve, which provide a portion of our operating budget. The replacement of the CPE is part of an overall renovation of the ECC to sustain services in the face of population growth and technological advancement.

### **Comprehensive Project Description:**

Goals and Objectives: Replace the existing outdated MAARS equipment with modern IP Based Call Processing Equipment, including upgraded call accounting software and upgraded logging equipment capable of capturing telematics and other NG-911 digital information beyond just voice. This project is of a high priority for us. Since this is part of an overall renovation project the timeline is somewhat dependent on other phases and vendor availability. The current plan is to place the RFP/IFB as soon as project funds become available. Allowing one month for responses and evaluations of proposals, the order could be placed by the end of August. We estimate that the change of system would take approximately two weeks.

During that time we would leave one call taker at the primary site to have access to ANI/ALI information, set up in a room adjacent to the center accessible to the trunks. All other functions would move to our backup site at Smithfield Town Hall during this time. When the cutover happens there may be a few hours where we are completely without access to our trunks. We would divert the remaining 911 lines to the backup site. At that time Surry County and Suffolk PSAPs would provide us with the ability to manually query the 911 database, should a caller be unable to provide us with their location. CPE lifespan tends to be 5 to 10 years, depending on technological advances. We would expect this system to be sustainable to that level.

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

The current offerings in CPE equipment being considered for this project are all IP based, thus scalable and able to be upgraded as technology advances. This should carry us through at least one PSAP expansion with the potential to adapt as the telecommunications providers advance in their ability to provide us with information beyond voice and text. While it is impossible to foresee what breakthroughs in technology may come, as represented by the vendor, all the systems being considered are capable of being modified to accept a variety of potential data as technology advances.

**Budget and Budget Narrative:**

See attached quote received from Verizon dated 01/07/08 for a four position CPE replacement system. The quote includes one year maintenance. The additional four years maintenance has been quoted at an additional \$100,000 for a total project cost of \$340,000. This is based on using the middle priced system quoted.

**Evaluation:**

Project will be considered successful when all dispatch positions are on an IP-Based NG compliant call processing system.

**Attachments**

<a href="#">Isle of Wight Budgetary cost for new system 101408.doc</a>
<a href="#">20091024 Exception Request.doc</a>



# COUNTY of ISLE OF WIGHT

## EMERGENCY COMMUNICATIONS CENTER

Date: October 24, 2008

To: Virginia Wireless Communications Board  
From: Diane M. Jones  
Subject: Request for Exception to \$150,000 grant cap

Gentlemen,

As you know, real estate prices have been dropping, leading to lower assessments. This reduces a primary revenue source for counties such as ours. In addition, aid from the Commonwealth has also been less plentiful than in years past. At the same time, costs for equipment and maintenance have been going up. The quote attached to our Continuity Grant request is far in excess of the \$150,000 stated maximum for the grant. With one year of maintenance it is \$90,000 over. When the maintenance for five years is added it increases to \$190,000 over the limit.

The project for which we are requesting funds is only to replace our existing and ailing CPE. It does not expand our number of positions at all. It does of course improve our capability to process calls as NG-911 comes into place across the Commonwealth. I respect the Wireless Board's intention in setting the limit for grant requests, but without additional money I'm not sure we can do this.

Respectfully,

Diane M. Jones, Manager  
Isle of Wight Emergency Communications



**South Inc.  
Branch Sales**

13930 Minnieville Rd.  
Woodbridge, Va 22193

October 14, 2008

Diane Jones  
ECC Manager  
17110 Monument Cr.  
Isle of Wight VA. 23397

Dear Ms. Jones

The following information will provide you with the **budgetary** cost for a new Plant /CML Vesta Pallas system and Plant/CML Patriot system and a Positron Viper system. The Vesta Pallas system is IP enable. The Patriot and the Viper are IP system. Any of these systems will work for IP; however Nena has not completed the standards. For now any of these systems will work.

The Vesta Pallas system is configured for four E-911 positions and Magic call stats system. The cost includes equipment, installation, training, warranty/maintenance for first year. Vesta monitoring service, software and hardware support is including in the first year. The total **budgetary cost** is \$200K. This system can only grow up to 12 E-911 positions.

The Sentinel Patriot system is configured for four E-911 positions and Patriot call Stats. The cost includes equipment, installation, training, warranty/maintenance for first year. Patriot monitoring service, software and hardware support is including in the first year. The total **budgetary cost** is \$240K. This system would be good if a customer requires ACD.

The Position Viper system is configured for four E-911 positions and Viper Stats. The cost includes equipment, installation, training, warranty/maintenance for first year. Viper monitoring service, software and hardware support is including in the first year. The total **budgetary cost** is \$250K.

Please contact me if you have any questions.

Sincerely

Tom Griffith  
Client Account Manager