

## PSAP Grant Program Grant Ranker

# View Application--158--Warren County E911 Mapping Upgrade

**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:** GIS: high priority (refer to GIS-related Grant Request Prioritization Matrix for a description of GIS projects that would have a high funding priority) (**GIS HIGH PRIORITY**)

**Primary PSAP Applicants:** Warren County

**Jurisdictions Served:** Warren, County of

### Project Director:

Karen Crum  
E911 Communications Supervisor  
23 E Jackson St. Front Royal, VA 22630  
540-635-4128 (phone)  
540-636-4950 (fax)  
kc@warrencountysheriff.org

### Project Description:

**Total Project Cost** \$66,365.00

**Amount Requested:** \$55,604.00

### Statement of Need:

We are currently using MicroData and are seeking to implement the newer software version that fulfills all the functions of our current system and is ready for Next Generation 9-1-1 with a VoIP based phone system. The system presents the opportunity to share among call information fluidly between PSAPs and first response units on a secure, public safety grade network. By not receiving funding this would delay the update of a much-needed upgrade, that will give many agencies abilities that are needed allowing for more informative and prepared response. This is a true upgrade that will replace current ALI Trakker product. ALI Trakker is built on ESRI's MapObjects. In early 2008 ESRI announced a 2008 "End of Life" for their MapObjects. MicroDATA will continue to provide support for ALI Trakker, however microDATA is no longer enhancing the product and is unable to provide support specific to the underlying ESRI MapObjects. The upgrade version display is built on ESRI's ArcGIS 9.x (ArcEngine) platform.

### Comprehensive Project Description:

By offering a stable platform for Next Generation 9-1-1, it will easily integrate and intercommunicate with existing Computer-Aided Dispatch software/equipment. The system offers the ability to expand offering a better response to handling VoIP calls and IP-based devices, which according to the Telecommunications Industry Association is growing rapidly throughout many households. Provide an opportunity to share call

information fluidly between PSAPs and first response units on a secure, public safety grade network. System will allow communications officers and first responders to scale as needed-single site, multi-site and enterprise. The system operates as a fully redundant and survivable system.

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

The newer version not only fulfills all the functions of our current system it is ready for Next Generation 9-1-1 with a VoIP based phone system.

**Budget and Budget Narrative:**

The total cost of the Mapping System is \$66,365. Funding break down of the project amount is as follows: \$10,761 in local funds, \$55,604 PSAP Grant Program. (Quote Attached)

**Evaluation:**

Warren County will evaluate the Mapping system by comparing the new system to the old Mapping System. A team will oversee the selection, the team will consist the Supervisor and Lead Communications Officers. The Team will monitor the job scope, verify installation in a safe and acceptable manner and validate functionality of the equipment to ensure the system meets our goals.

**Attachments**

<a href="#">CUSTOMER COPY-Quotation #VAW01-!MDTA009-005_Warren County VA_xTrakker migration w_.pdf</a>
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# Quotation

Date

10/23/2008

microDATA

Quote # VAW01-!MDTA009-005

**Project: Warren County 911 - xTrakker Migration, xCAD, xAVL Solution - WITH HARDWARE**

**Prepared by: Kent Hall**

**Amount**  
**\$55,604.08**

**Agency:**  
Warren County 911  
23 E Jackson St, Front Royal, VA 22630  
  
Karen KC Crum, E911 Supervisor  
540-635-4128      kc@warrencountysherrif.org

AP      End user  
Contact

**Quote expires: 1/21/2009**

**Payment Terms**      Net 30

**Items:**

Units	PID	Description	Unit Price	Discount	Extended
1	MD3059	PSAP Mapping Server (HW) <i>Quad Core Intel Xeon E5405, 2x6MB Cache, 2.0GHz, 1333 MHz FSB; Windows Server 2003 R2, Standard Editions with SP2 (5 CALs);8GB Memory, Dual Ranked DIMMs; 146GB 15K RPM Serial-Attach SCSI 3 Gbps 3.5-in HotPlug hard drive; 3 yr standard warranty</i>	\$3,658.00		\$3,658.00
1	MD3065	RJ45 connectors (HW)	\$42.00		\$42.00
1	MD873	Switch 16 Port 1 GB Unmanaged (HW) QoS/VLAN	\$330.00		\$330.00
1	MD885	Cable 5e LAN,4pr,24G shield,1K reel (HW) 1000' Gigabase 350 CAT5e, 350-MHz Stranded	\$141.60		\$141.60
5	MD890	IWS computer (no monitor) (HW) 80GB, No RAID	\$1,534.00		\$7,670.00
5	MD894	19" LCD monitor (HW)	\$354.00		\$1,770.00
1	MD502	xStore (per Primary PSAP) (FO) Database management, messenger service, GIS data update <i>Central data management for updates, replications to xTrakker, connections to the geodatabase, etc.Supports ESRI's ArcSDE.</i>	\$4,499.10	100%	\$0.00
5	MD503	xTrakker (FO) Mapped-ALI display software	\$4,005.00	100%	\$0.00
1	MD504	xAdmin Application (FO) Call and discrepancy management, and user management.	\$5,355.00	100%	\$0.00
1	MD505	xCAD (FO) Middleware to send CAD events to mapping (xTrakker) <i>Required for any customer who wants to connect an outside CAD to xTrakker.</i>	\$6,749.99		\$6,749.99



# Quotation

Date

microDATA

10/23/2008

Quote # VAW01-!MDTA009-005

1	MD506	xAVL (FO) Add AVL events to mapping (xTrakker or AT). <i>Enables 2-way communication, silent dispatching, and AVL events. xAVL is required for each unique connection type (provider) receiving remote information through a message switch.</i>	\$6,749.99	\$6,749.99
5	MD508	ESRI ArcEngine Fee 9.x (ES) Fee to ESRI for setting up xTrakker for use with ArcEngine	\$300.00	\$1,500.00
1	MD201	Data Conversion (DC) Preparation of a client data set by converting existing data	\$1,100.00	\$1,100.00
1	MD352	Professional Services (PS) Installation, training, and travel expenses	\$21,637.50	\$21,637.50
1	MD1114	Antivirus software - 5 users (3S) <i>Includes Symantec AntiVirus Corporate Edition 10.2 for works &amp; servers license + 12 months support. Includes one Media Pack Corporate Edition 10.2. Includes additional basic 12 months support</i>	\$243.00	\$243.00
1	MD3028	SQL Server Standard 5-14 pos. (3S) Includes client Access licenses (CAL)	\$4,012.00	\$4,012.00

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**Grand Total:** \$55,604.08

<i>Annual support fee for maintenance: Bronze</i>	<i>Sum:</i>	<b>\$4,712.91</b>
<i>Annual support fee for maintenance: Silver</i>	<i>Sum:</i>	<b>\$8,158.27</b>
<i>Annual support fee for maintenance: Gold</i>	<i>Sum:</i>	<b>\$9,459.65</b>
<i>Annual support fee for maintenance: Platinum</i>	<i>Sum:</i>	<b>\$10,761.02</b>
<i>Annual support fee for maintenance: Future Proof</i>	<i>Sum:</i>	<b>\$4,337.91</b>

### Terms and Conditions:

The licensing of any software and delivery of any services described in this Quotation are subject to all of the terms and conditions of microDATA's standard form of Master Customer Agreement, Master Professional Services Agreement and/or End User License Agreement, as applicable. Customer/end user is required to execute and deliver such standard form of agreement to microDATA before microDATA shall be obligated to provide any software or services quoted herein.

The following proposal is for the turnkey migration from ALI-Trakker to xTrakker with the addition of xCAD and xAVL capability. microDATA is pleased to provide the xTrakker software at a 100% discount because of Warren County's commitment to maintaining current software and support on ALI-Trakker.

The County is responsible for providing highspeed internet connection and appropriate firewall for internet connection.

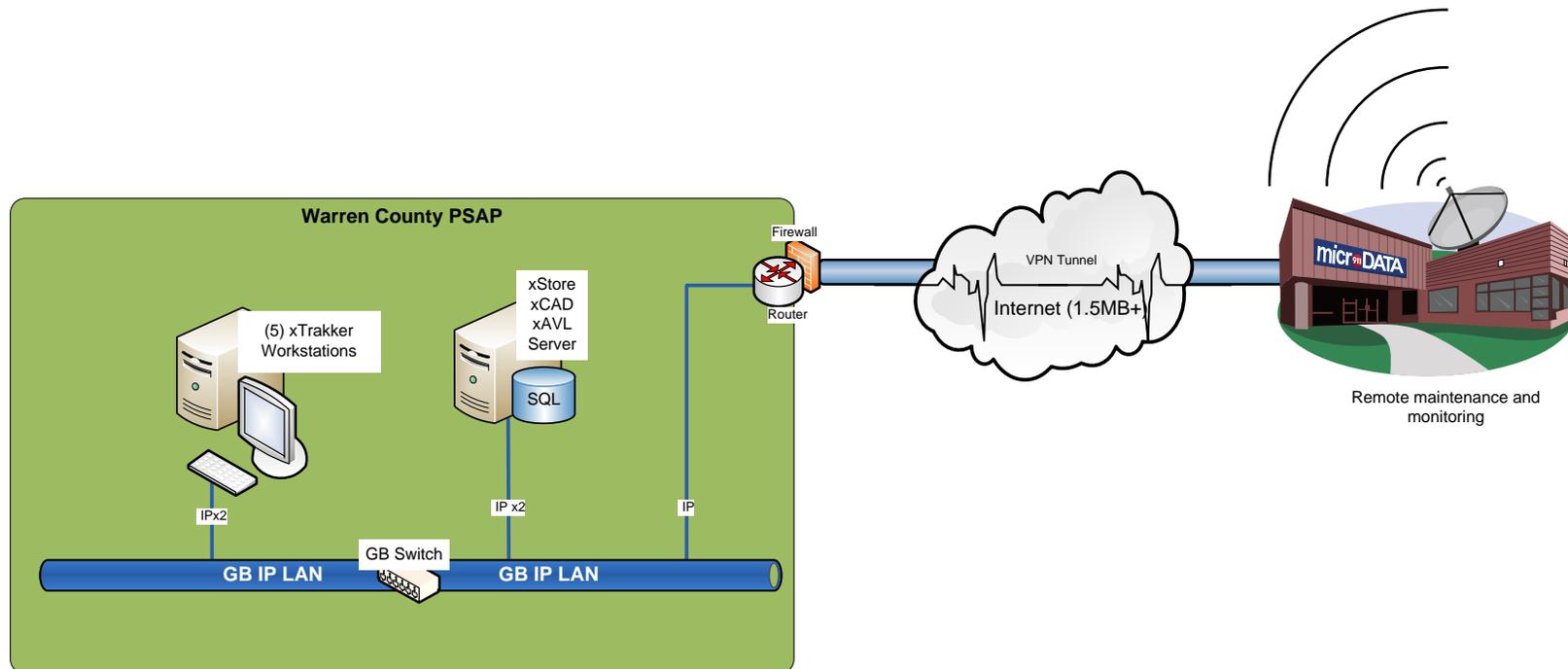
The County is responsible for providing GIS data in an ESRI format for conversion and configuration.

The County is responsible for providing 2U of vertical 19" rack mount space for xStore server.

The County is responsible for coordination and costs related to third party CAD and AVL vendor configuration to interface with the microDATA xCAD and xAVL API.

Customer Signature: \_\_\_\_\_

Date of Acceptance: \_\_\_\_\_





## Maintenance and Support Options

To follow is a description of the maintenance and support options available through microDATA.

### ***\*Bronze Support – Basic Software Maintenance***

The Bronze support package is for microDATA software maintenance support only. It includes a 12 month warranty for microDATA software as well as the following services:

1. 24/7 Telephonic and Helpdesk for reporting Tier 3 anomalies with the system. *Tier 1 & Tier 2 updates shall be provided only if necessary.*
2. Software updates, bugs, and patches remotely. If customers require on-site installation, additional fees may be applicable.
3. Requires high speed/broadband connection for diagnostic support via remote access.

This support package does not include the following services:

1. Support of third party hardware or software.
2. Onsite support.
3. Tier 1 and Tier 2 updates.

*\*NOTE: Bronze Support is not recommended for xT911/xSwitch installations unless the customer has an IT Support team that can properly support the solution.*

### ***Silver Support – Extended Software Maintenance***

The Silver support package includes a 12 month warranty for microDATA software and the following services:

1. 24/7 Telephonic and Helpdesk for troubleshooting, questions regarding the system and problem resolution.
2. Trouble tickets can be reported 24x7 but only emergencies will be responded to during after hours. After hour, non-critical tickets will be responded to the next business day. The customer assigns priority.
3. Software updates, bugs, and patches. Installation on-site, if high level, is included on-site.
4. Requires high speed/broadband connection for diagnostic support via remote access. Requires two NetScreen licenses to be linked into the microDATA diagnostic network.
5. Onsite support limited to 4 visits per year for major upgrades and emergencies. Customers are responsible for all microDATA travel expenses.
6. Includes maintenance of third party hardware and software purchased through microDATA or agreed upon by both parties in the contract. Support for system updates and remote support of all hardware and microDATA software provided.
7. For microDATA purchased hardware, critical hot spares are stored at microDATA's St. Johnsbury, Vermont facility and are shipped overnight to the customer for a critical hardware failure.



8. Requires a customer appointed administrator to assist microDATA's remote technicians with hands-on support as needed (e.g., rebooting machines, resetting routers or switches).

***Gold Support – Extended Software Maintenance (4 hour response time)***

The Gold support package includes a 12 month warranty for microDATA software and the following services:

1. 24/7 Telephonic and Helpdesk for troubleshooting, questions regarding the system and problem resolution.
2. Software updates, bugs, and patches.
3. Requires high speed/broadband connection for diagnostic support via remote access. Requires two NetScreen licenses to be linked into the microDATA diagnostic network.
4. Includes maintenance of third party hardware and software purchased through microDATA or agreed upon by both parties in the contract. Support for system updates and remote support of all hardware and microDATA software provided.
5. Local microDATA Network Customer Support Technician (NCST) will provide onsite support within 1 hour of call response and be available to be onsite within 4 hours of a critical support request.
6. Critical hot spares are stored near the customer facility and can be deployed within 4 hours.

This support package does not include the following services:

1. Monitoring of customer Wide Area Network (WAN).

***Platinum Support – Extended Software Maintenance (2 hour response time)***

The Platinum support package includes a 12 month warranty for microDATA software and the following services:

1. 24/7 Telephonic and Helpdesk for troubleshooting, questions regarding the system and problem resolution.
2. Software updates, bugs, and patches.
3. Requires high speed/broadband connection for diagnostic support via remote access.
4. Includes maintenance of third party hardware and software purchased through microDATA or agreed upon by both parties in the contract. Support for system updates and remote support of all hardware and microDATA software provided.
5. Local microDATA Network Customer Support Technician (NCST) will provide onsite support within 1 hour of call response and be available to be onsite within 2 hours of a critical support request.
6. Critical hot spares are stored near the customer facility and can be deployed within 2 hours.

This support package does not include the following services:

1. Monitoring of customer Wide Area Network (WAN).



***Optional Network and Microsoft SQL Server Support Package***

This package must be purchased in combination with one of the other support packages available. This package includes:

1. Includes monitoring of network connectivity via What'sUp Gold and through microDATA's built in switch alarms.
2. Microsoft SQL database tuning, maintenance plans, archiving and restoring backups.

***Optional Future Proof Upgrade Package***

As an option customers may select our future proof upgrade package as part of their software maintenance and support. By electing this package customers are provided all future major releases of the software they have purchased. To be eligible for this package a customer must be enrolled in and current on one of microDATA's annual maintenance and support programs. Customers are responsible for any third party software or hardware equipment requirements for the new platform and microDATA's professional services (installation, training, and travel expenses).



## Tier I, Tier II, Tier III definitions

### **Tier I Support**

Tier I support provides the initial trouble triage and analysis. The technician assigned to Tier I support is an application system generalist, but not necessarily a specialist.

Responsibilities include:

- Systematic analysis based on internal procedures and protocols for checking system reporting activity logs and historical records on system and posting them in an organized way to Tier II Support for resolution.
- Minor troubleshooting, fault verification, and in some cases problem resolution can occur.
- Use of all existing documentation, generic and customer system-specific to assist with resolution.
- Collection of all necessary information that the Tier II support analyst would need if Tier I cannot resolve the issue after proper supporting documentation has been provided.

Note: If microDATA's Bronze Support is provisioned it is the customer's responsibility to provide Tier I support. Under Bronze support microDATA will assist with Tier I support only if a patch or an upgrade is released.

Bronze Support is not recommended for xT911™/xSwitch™ installations unless parties onsite have extensive knowledge of the microDATA system, networks and NG9-1-1 call routing as it pertains to microDATA's system.

### **Tier II Support**

Tier II support provides the customer with a technical IT specialist(s) with extensive knowledge of microDATA's applications, and NG9-1-1 systems and networks as they pertain to our system. Responsibilities include:

1. Reviews all information collected thus far by Tier I and continuation of problem resolution cycle.
2. Follow up with customer: answer questions, report the status of a pending issue, update customer expectations, or get more information about a pending issue.
3. Finds a solution within the application design, system implementation ("work arounds") and assures that the problem is resolved.
4. In situations where a program is not operating as documented/expected, the technician will report the problem to microDATA's quality assurance team.
5. Escalation of unresolved support requests to Tier III. Work closely with Tier III engineers to analyze, understand, and resolve difficult issues.



6. Verify that a pending issue can be 'closed' when a satisfactory resolution has been provided to the customer.
7. If applicable, develops prevention plan (If it is a true problem. What caused the problem to occur in case this problem happens again? This is problem management not incident management)

### **Tier III Support**

Tier III support is a microDATA quality assurance analyst, application developer or system designer. Responsibilities include:

1. Reviews all information collected thus far by Tier I, Tier II and verifies that the only solution is within the original application design, system implementation.
2. Repairs the core application, system and provides application update to Tier II for implementation with customer.

## Response Times – Extended Software Support Packages only

Issue Severity	Severity Description	Example Issue	Initial Support Response	Resolution Timeframe
<b>LOW</b> (i.e. minor failure)	System functionality is only minimally affected and call answering or ALI Database processing is not impacted.  A resolution exists but may be part of a product enhancement request or may require work on the part of the customer for complete resolution.	Banner board application periodically closes; partial capture of ALI in a previous CDR record.	Help desk available 24/7.  If 24/7 Help Desk Operator is currently on an existing call, typical return call or email within one hour.	microDATA prefers to handle these low severity calls for service during our normal business hours (M-F, 8AM - 5PM EST).  Typically resolution is within 3 days except for product enhancement requests.
<b>MEDIUM</b> (i.e. minor failure)	System functionality is affected and work around exists.	A switch port fails on an Ethernet switch (where others are available); error message on other OS related application that does not impact call processing.	Help desk available 24/7.  If 24/7 Help Desk Operator is currently on an existing call, typical return call or email within one hour.	microDATA prefers to handle these medium severity calls for service during our normal business hours (M-F, 8AM - 5PM EST)  Typically resolution is within 1 day.
<b>HIGH</b> (i.e. major failure)	Mission critical system is affected, but system is still operational.	Typically this is a VoIP gateway or server failure.	Help desk available 24/7.  If 24/7 Help Desk Operator is currently on an existing call, will return call within one hour.	Typically within 2 hrs or by noon the following workday if reported on a Friday after normal working hours or on the weekend.



Issue Severity	Severity Description	Example Issue	Initial Support Response	Resolution Timeframe
<b>CRITICAL (i.e. major failure)</b>	Critical severity level. Mission critical system is down or has a major failure and no interim work around exists.	xStore SQL Database goes down (multiple machine failure) and 911 bids are not occurring; calls are not being delivered.	Help desk available 24/7.  If 24/7 Help Desk Operator is currently on an existing call, will return call within one hour.	Onsite within 2 hours for Platinum Support.  Onsite within 4 hours for Gold Support.  Onsite within 24 hours for Silver Support.