

FY13

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division  
FY13



## FY13 PSAP GRANT PROGRAM APPLICATION

### HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA's Integrated Services Program's website

(<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to the PSAP Grant Manager, Lisa Nicholson, at [lisa.nicholson@vita.virginia.gov](mailto:lisa.nicholson@vita.virginia.gov). Any supporting documentation must also be submitted along with the application, including mandatory budgets for projects (if applicable).

After submission, the PSAP Grant Manager will assign a Grant ID and send an e-mail notification to the project contact e-mail address listed on the application received.

All funding requests must be submitted using the grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY13 PSAP Grant Application Cycle starts July 1, 2011 and concludes on October 31, 2011 at 5:00 pm.

**ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.**



## FY13 PSAP GRANT APPLICATION

### PROJECT TITLE

Orange County Communication Center BCM upgrade Grant.

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Orange County Emergency Communications Center

CONTACT TITLE: E911 Center Manager

CONTACT FIRST NAME: Nicola

CONTACT LAST NAME: Tidey

ADDRESS 1: 112 West Main Street

ADDRESS 2: P.O. Box 111

CITY: Orange

ZIP CODE: 22960

CONTACT EMAIL: ntidey@orangecountyva.gov

CONTACT PHONE NUMBER: 540-661-5433

CONTACT MOBILE NUMBER: 540-406-7089

CONTACT FAX NUMBER: 540-672-6375

REGIONAL COORDINATOR: Stefanie McGuffin

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Orange County Emergency Communications Center**

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



### GRANT PROGRAM TYPE

Wireless E-911 PSAP Education Program

Continuity and Consolidation       Enhancement

### TIER

Out of Service      Non-Vendor Supported\*  
 Technically Outdated\*       Strengthen  
 Not Applicable

**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**

VERSION:BCM 3.6      # YEARS of  
HARDWARE/SOFTWARE:3 years

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### PROJECT FOCUS PSAP

**If "Other" selected, please specify:** [Click here to enter text](#)

### FINANCIAL DATA

Amount Requested: \$ 67,000.00  
Total Project Cost: \$ 67,000.00

### STATEMENT OF NEED



This statement should reference the relationship to the current funding priorities established by the Grant Committee and include evidence of any financial need, along with additional information on the impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

Orange County is in dire need to upgrade the VESTA Pallas BCM 3.6 system. Due to a large budget deficit, we are asking for a 100% grant funding. In FY09 Orange County Emergency Communications Center took a 7.5% reduction in budget, this resulted in three (3) positions being eliminated and since then the budget has continued to decrease for a total budget reduction of 10.6% over three (3) years.

In May 2011 Cassidian Communications released an announcement that Customers with VESTA Pallas PBX 3.6 or 3.7 should immediately upgrade to at least VESTA Pallas PBX 4.0 to ensure three (3) more years of continued product support for this critical solution component. IT has been recommended by Verizon that we upgrade to PBX 5.0 to ensure the greatest operational readiness.

- Benefits
  - PBX 4.0 Hardware and Software support will continue through November 2014
- Risks
  - PBX 3.6/3.7 systems cannot be expanded and are no longer supported by Avaya.

Upgrading will ensure readiness of the system through 2018 and prepare Orange County E911 for the Next Generation 911 solutions that are rapidly developing and evolving.

The BCM 3.6/3.7 is technically outdated and is at least two of more versions behind, it is no longer supported by Avaya.

A 911 center must always have current supported software. If the software was to fail, the consequences to the Orange County 911 system may be severe.



Describe how the grant will be maintained and supported in the future, if applicable.

Orange County will follow the in conjunction with Cassidian Communications and Avaya will continue to follow the VESAT Pallas/BCM upgrade program. Upgrades to the system have been adopted into our five year strategic plan and have been incorporated into the CIP funding requests for the future.

Maintenance costs are already included in the E911 operating budget and will continued to be part of operating costs to ensure the readiness of the 911 system.

### COMPREHENSIVE PROJECT DESCRIPTION

## **WIRELESS E-911 PSAP EDUCATION PROGRAM GRANT REQUESTS ONLY:**

Describe how the education/training is 9-1-1/public safety communications specific and how this will benefit E-911 and the employee(s) and/or PSAP.

[Click here to enter text](#)



## FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.

The proposed project is to replace the current non-supported BCM system. Enclosed is a detailed copy of the cost of the system. The first goal is to be awarded the grant, second is the acquisition of the new system within thirty (30) days of the grant being awarded. Within sixty (60) days the new system will be completely installed and ready to be implemented and within ninety (90) days training for all personnel completed and testing of the system complete. This purchase will support future technologies by ensuring readiness of the Orange E911 Communications Center for the Next Generation 911 solutions that are rapidly developing..

### FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

**PROJECT TIMELINE** – Select each applicable phase of the project and indicate the estimated completion date. Sample activities for each phase can be found in the PSAP Grant Program Guidelines as well as on the addendum to this form.

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	08 / 12 / 2011
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	XX / XX / XX
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	07 / 01 / 2012



<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>08 / 01 / 2012</b>
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>09 / 01 / 2012</b>

Identify the longevity or sustainability of the project.

The current system has lasted three years with the proper maintenance. The grant includes five (5) years of maintenance and will be extended with appropriated county funding.. Below is the announcement from Cascadian.

*In alignment with Avaya's recent BCM Lifecycle Announcement, Cassidian Communications, and EADS North American company, has developed a VESTA Pallas/BCM Upgrade Program that provides for continued support of the VESTA Pallas PBX 4.0 through November 2014, and of the VESTA Pallas PBX 6.0 through March 2018 for those customers anticipating the arrival of text messaging capabilities and ESINet voice-and-data integration. As the industry moves toward full NENA i3 realization, and in keeping with our commitment to the continuous product improvement and uncompromising support of our installed base, the VESTA Pallas 9-1-1 call processing solution will continue to set the pace as we evolve the industry's most widely-fielded emergency communications solution to an all new enterprise-class PBX soft-switch by 2014.*



Describe how this project supports the Virginia Statewide Comprehensive 9-1-1 Plan.

Upgrading will ensure readiness of the system through 2018 and prepare Orange County E911 for the Next Generation 911 solutions that are rapidly developing and evolving. The BCM 5.0 system will replace a non-supported system currently used in the Center. The new system is capable of supporting the arrival of text messaging capabilities and ESINet voice-and-data integration..

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:

[Click here to enter text](#)

Intended collaborative efforts:

[Click here to enter text](#)



**Resource sharing:**

Click here to enter text

**How does the initiative impacts the operational or strategic plans of the participating agencies:**

Click here to enter text

**CONSOLIDATION (Primary or Secondary) - (if applicable)**

**How would a consolidation take place and provide improved service:**

Click here to enter text

**How should it be organized and staffed:**

Click here to enter text



**What services should it perform:**

Click here to enter text

**How should policies be made and changed:**

Click here to enter text

**How should it be funded:**

Click here to enter text



What communication changes or improvements should be made in order to better support operations:

[Click here to enter text](#)

### **BUDGET AND BUDGET NARRATIVE**

List the planned expenditures to be made with grant funds. (NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment.) Briefly explain the reason for each requested budget item and provide the basis for its cost: Vendor prepared quote is attached.

The BCM 5.0 system will replace a non-supported system currently used in the Center. The new system is capable of supporting the arrival of text messaging capabilities and ESINet voice-and-data integration.

Costs include software upgrades, reinstatement fees and maintenance costs for 5 years.

### **EVALUATION**



How will the project be evaluated and measured for achievement and success:

The project's success will be measure on the continued operational readiness of the Orange County PSAP.

This will also allow Orange PSAP to migrate with the 911 community to the arrival of Next Generation 911 (NG911) initiatives. And discussions with Intrado NG911 solutions have already been approached by this center.

Even though we are a rural county we want to be seen as leader in the 911 community as embracing NG911 technology.



## FINANCIAL AND PROGRAMMATIC REPORT

### PROJECT PHASES

### SAMPLE ACTIVITIES

#### PHASE

#### SAMPLE ACTIVITIES

##### INITIATION

(Project approved by appropriate stakeholders)

- Project concept is documented
- Local Board or governing authority approval or endorsement is received
- PSAP grant application is filed
- Local budgets are obtained
- Appropriated grant funds are approved
- Budgetary estimates are obtained

##### DESIGN/PLANNING

(Project, system, or solution requirements are developed)

- Requirements are documented
- Components to be purchased are identified
- General design is documented

##### ACQUISITION

(Selected system or solution is procured)

- RFP (or other bid related processes) are drafted
- Proposals are evaluated
- Contract is signed
- Purchase orders are issued
- Quotes are obtained/grant funds draw down

##### IMPLEMENTATION

(Selected system or solution is configured and installed)

- Purchased components are delivered and installed
- Training is performed

##### TESTING/COMPLETION

(Selected system or solution is tested and put in production)

- Performance of system/solution is validated
- System/solution goes "live"