

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. 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

Suffolk Police Voice Logging Recorder Replacement

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Suffolk
 CONTACT TITLE: Sergeant (PSAP Manager)
 CONTACT FIRST NAME: Sandra
 CONTACT LAST NAME: Springle
 ADDRESS 1: 120 Henley Place
 ADDRESS 2: [Click here to enter text](#)
 CITY: Suffolk
 ZIP CODE: 23434
 CONTACT EMAIL: sspringle@suffolkva.us
 CONTACT PHONE NUMBER: 757-514-7927
 CONTACT MOBILE NUMBER: [Click here to enter text](#)
 CONTACT FAX NUMBER: 757-514-4225
 REGIONAL COORDINATOR: Lyle Hornbaker

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

- | | |
|---|--|
| <input checked="" type="checkbox"/> Individual PSAP | <input type="checkbox"/> Regional Initiative |
| <input type="checkbox"/> Consolidation | <input type="checkbox"/> Secondary Consolidation |



GRANT PROGRAM TYPE

- Wireless E-911 PSAP Education Program
- Continuity and Consolidation
- Enhancement

TIER

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- Technically Outdated*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

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION: Will provide at later date # YEARS of HARDWARE/SOFTWARE: 7

PROJECT FOCUS VOICE

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

FINANCIAL DATA

Amount Requested: \$ 135,443
Total Project Cost: \$ 135,443



STATEMENT OF NEED

The current logging recorder being utilized by the Suffolk Emergency Communication Center is entering into the end of its service life. The Suffolk Police Department requested funds to replace this system in the FY 2011 and FY 2012 PSAP Grants. The current Pyxis system was installed in 2004 and several deficiencies were observed. The motherboard has been discontinued by the manufacturer and other parts of the system are in limited supply. This is an analog system and is not P-25 compliant or Next Generation compatible. There have been instances where the recorder has not functioned properly and messages have not been retrievable. The current system does not time stamp recordings. Since the FY 11 request, the vendor has offered the following comments in a letter dated March 26, 2010:

“Under limited support, you will continue to be able to access the support center for general support questions, and be given access to any existing hot fixes or service packs, but our development team will no longer diagnose issues or create new software patches to rectify any new issues encountered should the need arise with your Audiolog 3.2 or 3.3 product.” This is in essence a statement of non-support and in the communication’s environment, is unacceptable and requires the Department to update its system.

The Department anticipates constructing a new communications center in the next 2 years. This piece of equipment will be an integral part of that new system and will work with Orion, the regional interoperability communications system. The logging system is a part of the overall communications responsibility and the maintenance will be sustained through the annual budget process.

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

The Suffolk Police Department’s Communication Center is committed to providing the best service to the citizens it serves. Every year, sufficient budget is allocated for the operation of the center. Licensing and maintenance costs are part of this operating cost. The proposed vendor (Motorola) has an extensive history of being the leader in the communication’s field. The actual logging recorder, NICE Inform is recommended by Motorola.



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.

N/A

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.

Goal: Improve the efficiency and accuracy of the PSAP by upgrading the logging recorder from analog to digital.

Objective: By November 1, 2012, sole source purchase of a new logging system.

Implementation Strategy: Conduct an assessment of products on the market. Prepare sole source documents and work with the vendor to establish installation and training protocol.

Objective: By December 1, 2012, have the logging recorder installed and all members trained in its operation.

Implementation Strategy: Coordinate installation and training with vendor.

Objective: By January 15, 2013, conduct evaluation on product and prepare for grant closeout.

Implementation Strategy: Survey the users of the logging recorder and document satisfaction levels. Address any concerns with vendor.

Implementation Strategy: Prepare documents for grant closeout.



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"/> INITIATION (Project approved by appropriate stakeholders)	08 / 01 / 12
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	10 / 01 / 12
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	11 / 01 / 12
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	12 / 01 / 12
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	01 / 15 / 13

Identify the longevity or sustainability of the project.

The Suffolk Police Department is committed to utilizing best practices in the Communication Center. A logging recorder is an example of those best practices. A logging recorder is an essential tool and is necessary to document communication center, police and fire activity. The Department is in the initial planning stages to build a new Communication Center. The logging recorder requested will be an integral part of this new center. All consideration will be given to ensuring that this equipment is compatible. The Department seeks and receives funds every year to budget for operating costs of the Communication Center. As technology changes are fluid, it is impossible to state longevity of the product, however past experience tells us this should last from 8 to 10 years.



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

A logging recorder in a PSAP is a basic piece of equipment and is one of the best practices alluded to in the Comprehensive Plan. It also addresses statewide standards that will be captured in the Comprehensive Plan. An IP based logging recorder is a move toward the Next Gen communication systems which calls for IP systems. This equipment can be viewed from anywhere there are internet capabilities. The system requested is consistent with other local logging recorders and is utilized by the Virginia State Police as well as surrounding agencies. This fosters interoperability. The logging recorder is used in the Orion system in which Suffolk is a part of.

REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs:

N/A

Intended collaborative efforts:

The logging recorder is consistent with other logging recorders being used across the state and is an IP based program. This means information will be able to be transferred across the state as needed. For example: If a crime were occurring across the region (like bomb threats), the evidence- phone calls- could be centrally collected and analyzed in the same format. The recording of an initial phone or police radio traffic could go a long way in jurisdictions working together to solve crimes or reduce litigation.

Resource sharing:

As stated earlier, the logging recorder can provide information to any jurisdiction that may have a need.

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

N/A



CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service: N/A
How should it be organized and staffed: N/A
What services should it perform: N/A
How should policies be made and changed: N/A
How should it be funded: N/A
What communication changes or improvements should be made in order to better support operations: N/A



BUDGET AND BUDGET NARRATIVE

Vendor Prepared Quote is attached file.

64 Channel Logger- bundled- This piece of equipment is the backbone of the logging recorder. It will house and store over 53,000 hours of communication. It includes dual DVD drives, monitor, supervisor and administrator licenses and server. The last message recorded- allows dispatchers to playback immediately.

\$57,673

Nice Log Options- RAID-5 Resiliency- multiple hard drives to prevent lost data (over 34,000 hours). External Trigger detection- activates recording with squelch or other external noise.

\$10,055

CastleRock Management Application- Alarm system will alert administrator in the event of a partial or full system failure.

\$ 2,400

Inform LITE Bundle- Reconstruction concurrent user license- enables user to put together several different sources to create on file (e.g., voice, dispatch screen capture), Monitor concurrent user license- monitor live communication from remote locations (IP). Inform user training, user manuals.

\$16,894

Additional Reconstruction Concurrent Users Licenses- Allow a total of 4 users to access the system at the same time.

\$ 7,926

Storage Center- Server- 50 NiceLog channels

\$ 7,000

PS Services- 5 Unit (days) Vendor estimates 5 days to install equipment.

\$16,365

Maintenance- 1st Year maintenance upgrade (GOLD LITE) provides 24/7 technical (phone) support and weekday on-site support

\$17,130

TOTAL PROJECT COST

\$ 135,443



EVALUATION

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

At the end of the installation and training, the PSAP Manager and the Communication Supervisors will be surveyed as to the effectiveness of the logging recorder. Any issues brought up will be forwarded to the vendor for correction and/or evaluation. At this time all issues will be considered corrected or not correctable.

The Department will maintain a close relationship with the vendor and receive software updates as necessary.



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"