

FY14

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY14 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 FY14 PSAP Grant Application Cycle starts July 1, 2012 and concludes on October 31, 2012 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.**



## FY14 PSAP GRANT APPLICATION

### PROJECT TITLE

Radford City Grant B/Next Gen Recorder

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Radford City

CONTACT TITLE: Sergeant

CONTACT FIRST NAME: Angie

CONTACT LAST NAME: Simpkins

ADDRESS 1: 20 Robertson St.

ADDRESS 2:

CITY: Radford

ZIP CODE: 24141

CONTACT EMAIL: arsimpkins@radford.va.us

CONTACT PHONE NUMBER: 540-731-3624

CONTACT MOBILE NUMBER: 540-392-4353

CONTACT FAX NUMBER: 540-731-3620

REGIONAL COORDINATOR: Tim Addington

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Radford City 9-1-1 Center (for Police, Fire, and Rescue)**

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



## GRANT PROGRAM TYPE

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Technically Outdated\*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**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**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

# YEARS of HARDWARE/SOFTWARE: **4.5 (little over)**

## PROJECT FOCUS VOICE RECORDER

**If "Other" selected, please specify:**

## FINANCIAL DATA

Amount Requested: \$ 32,573.00

Total Project Cost: \$ 32,573.00

## 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:**

The current recorder in our PSAP is having problems with the caller ID function; it is not showing phone numbers of incoming 9-1-1 calls (and some administrative lines as well). None of our 9-1-1 calls show the phone number that placed the 9-1-1 call. This information is imperative and has to be contained within our recording system because that is how we retrieve recorded phone calls and radio traffic. If the phone number is not listed with the phone call, then there is no way for us to say for certain that the audio we export goes with a certain phone number. This will hinder our ETCs (Emergency Tele-Communicators) as well as public safety personnel relying on that information to further an investigation or for court. The current recorder will also be un-supported in February, 2013, due to the vendor wanting to charge a large fee in order to get the caller ID to work properly (we pay maintenance already).



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

The service on this NextGen recording system can be planned for and added to the City budget after the first five (5) years of service/support expires. The vendor also gave a 5% discount on service/support for the first five (5) years if it is paid in full all at once.

## **COMPREHENSIVE PROJECT DESCRIPTION**

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

If grant funding is approved, the implementation of this new recorder would take place almost immediately. A goal of this procurement is to obtain a new recorder before (or shortly thereafter) our current recorder is unsupported in February of 2013. The current system needs something done to it in order for it to provide caller ID of incoming 9-1-1 calls (very important), but the current vendor advised us of a fee that are not able to provide; plus, we feel that it should have been covered in our support agreement with that vendor. Also, our current recorder is not Next Gen capable; it simply records audio from telephone and radio lines. This project would allow us to attain another goal of being Next Gen ready with our recording system. This would mean that we would be able to record audio, emails, photos, and other things when they become available through our phone service providers. There is no extra cost of this system in the future when SMS is available in 9-1-1 centers; the system is ready to support those types of communication in the PSAP as soon as it is available to us.

With this system we could record many more types of communication with the PSAP than we currently have. Plus, we would have a support agreement that would not change with a progression of other equipment in our 9-1-1 center since it is already capable of recording advanced types of communication. This system would be implemented as soon as the grant is awarded (if awarded) due to an agreement with the vendor...even if we have to prolong the payment until we get closer to the time that funds are available for draw down reimbursement to our agency.



**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)	07 / 01 / 13
<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)	08 / 01 / 13
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	08 / 15 / 13
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	08 / 20 / 13

**Identify the longevity or sustainability of the project.**

This project could last for several years due to its readiness for future types of communications with the PSAP. Basically, whenever our phone service provider has the ability to receive incoming text messages and other types of communications beyond audio, then we will have the immediate ability to record, export, playback and archive those communications just like we do audio communication today.



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

PSAPs are supposed to be moving to Next Gen readiness, and this is definitely Next Gen equipment. This new recording system will also allow us to receive and record written and photographic communication from other agencies, along with the normal audio that is already possible currently. This could assist with investigating mutual aid type incidents, and with exchanging these types of communication that we receive with other agencies...along with assisting our public safety personnel with more intel for calls for service and/or investigations.

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:

1T

Intended collaborative efforts:

1T



Resource sharing:

1T

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

1T

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

How would a consolidation take place and provide improved service:

1T

How should it be organized and staffed:

1T



What services should it perform:

1T

How should policies be made and changed:

1T

How should it be funded:

1T

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

1T



## 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:

Please see attached quote. The support costs for each year 2 through 5 is 15% of the project cost. However, if our agency is awarded a grant for this, the vendor will give a 5% discount on support if payment in full is received up front (as stated on the documentation from the vendor).

Please also see the attachment named "Eventide Support" that shows the years of maintenance covered on the current Eventide recorder (years 2-5). This attachment shows a date of October 9, 2007, but the Eventide was not actually purchased until February of 2008. That means that year five (5) will expire in February of 2013...just a few months away. This is the only document that I have showing any dates, and this document shows that the expiration would actually occur shortly before it is supposed to...but it's a quote. We purchased this in February of 2008 so we will not be supported after February 2013. I can provide another document (if necessary) that shows the cost we would have to incur, on top of paying for a new year of maintenance, just to get our current recorder to "mesh" with our 9-1-1 phone system. We were not advised anything about this when purchasing the "Viper" 9-1-1 phone system, so that has added to the frustration.

## EVALUATION

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

If our Emergency Tele-Communicators use this system for more than just audio, then it's a success. Plus, if it speeds up their means of searching for a recording that they need for emergency responders, then it's a success. According to the demonstration I was given, the searches will be much easier with this system. So, this will be a much more efficient tool for the ETCs; that will affect all involved parties in a positive manner.



## 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"



**Radford Police Department – Sgt. Angie Simpkins**

20 Robertson St.

Radford, VA 24141

<u>QTY</u>	<u>DESCRIPTION</u>	<u>PRICE</u>
1	DSS Recording System with 24 Channels (expandable)	\$30,747.00
	Instant Retrieval Site License with Scenario Reconstruction	Included
	Visual Mapping of calls	Included
	Live Monitoring Site License with Scenario Reconstruction	Included
	NAS ready with Mirrored 90,000 Hour Drives plus external HDD	Included
	Bookmarking/Folder Favorites	Included
	Google-like Search and retrieval site license	Included
	Site License for all users	Included
	<b>PSAP Speech Recognition Technology Software:</b>	<b>Included</b>

\*With Speech Recognition search (for spoken word/phrase/and proper name)

Investment equals	\$30,747.00
Government Allowance/ Special Pricing less -	\$10,000.00
Total Solution Price	\$20,747.00
Installation	\$1,595.00

Service year 2 through 5: 15% of invoice

24/7 onsite support is provided, when necessary with 4-hour onsite support guaranteed. \*Unlimited Training and Professional Services while you own your system. Installation: from customer provided connection points. Each position to be recorded must have analog, IP or digital talk path terminated at a central D-mark for installation. D-mark must be no more than 15 feet from recorder installation point. \*LAN/WAN based access to all recorded communications provided you have the secure passwords and abilities created by your administrator.

Radford Police Department agrees to do business with DSS Corporation providing the VITA Grant is approved. A 5% discount for Service and Support will be added to this agreement if service and support (5 years) is paid upfront.

Customer Signature of Acceptance:

Date:

\_\_\_\_\_

\_\_\_\_\_

Please fax order to: 248-569-6567 Attn: Gary Define/Jeff Vezina

Pricing is good through March, 2013 (approximate Grant approval date)



**DSS CORPORATION**  
Solutions to Enable Intelligent Decisions

18311 W. Ten Mile Road, Suite 200  
Southfield, MI 48075  
Telephone: 866.377.2677  
Fax: 248.569.6567

## DSS Money Back 110% Satisfaction Guarantee

DSS Corporation is pleased to offer this Money Back Satisfaction Guarantee. As a manufacturer and developer of Next Generation 9-1-1 Communication Capture Solutions, we are in direct contact with our customers and do not have to rely on the Reseller model of moving requests and concerns up the chain of command. You have a direct line to the top. We have over 20 years experience in servicing the Public Safety community and understand the needs and challenges you face each day. We have a long track record of success which allows us to offer the following guarantee. Within 6 months after system acceptance, in the event the Equature NG911 Communication Capture system does not perform to standard 911 recording features and functions then Radford Police Department can terminate the agreement with 90 days written notice if the issues are not corrected and receive a full refund plus 10% of the purchase price!!

We look forward to creating a long-term Business Partnership!

**A signature below is an agreement to work with DSS Corporation providing VITA grant is approved. Once VITA Grant award letter is received, DSS will immediately implement the above solution.**

Agreed: Sgt. A.R. Simpkins

Printed Name: Sgt. A.R. Simpkins

DSS Corporation

Date: 10-26-12

Please sign and fax to Gary Define II: 248-569-6567