

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

PSAP CPE Operational Enhancement

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Newport News 9-1-1  
 CONTACT TITLE: 9-1-1 Communications Administrator  
 CONTACT FIRST NAME: Carol  
 CONTACT LAST NAME: Render  
 ADDRESS 1: 2400 Washington Ave  
 ADDRESS 2: 1T  
 CITY: Newport News  
 ZIP CODE: 23607  
 CONTACT EMAIL: rendercm@nngov.com  
 CONTACT PHONE NUMBER: 7579263883  
 CONTACT MOBILE NUMBER: 7577468418  
 CONTACT FAX NUMBER: 7572452977  
 REGIONAL COORDINATOR: Lyle Hornbaker

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES


### 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Technically Outdated\*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**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**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:9.2

# YEARS of

HARDWARE/SOFTWARE: Software 3 Years/Hardware 1 Year

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**PRIORITY/PROJECT FOCUS** CPE

**If "Other" selected, please specify:** 1T

**FINANCIAL DATA**

Amount Requested: \$ 149,400

Total Project Cost: \$ 149,400

**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 City of Newport News Communications Center is requesting funding for the upgrade of four (4) of our Intergraph CAD Systems from I/CALLTAKER workstations to I/DISPATCHER workstations. In addition, we plan to install a cooling tower for the Information Technology mechanical room which houses our Call Processing Equipment.

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

The City of Newport News would incur the recurring maintenance costs for the cooling tower and for any licenses associated with the I/Dispatcher licenses.

## 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.

The Newport News Communications Center is seeking to upgrade four (4) of the Intergraph CAD workstations from I/CALLTAKER to I/DISPATCHER. I/CALLTAKER is a subset of the I/DISPATCHER Software, intended for customers that separate call-taking from dispatching and supervisory functionality. We would like to increase our functionality on all of our workstations which will play an important role when we upgrade to our interoperability framework.

This upgrade will provide us a more robust common operating picture with the tools needed to field calls, create and update incidents, and manage critical resources from a single interface. With this upgrade we will have the functionality to dispatch units and monitor incident status at the touch of a button, thus improving response times. I/DISPATCHER provides resource recommendation based on incident and vehicle location, drive time, and unit type, in addition to allowing the dispatcher to view officer skills and availability as well as other relevant factors.

The Communications Division is also seeking to install a cooling tower in the Information Technology Server/Mechanical Room which houses the B-side of our Cassidian Geo-Diverse Sentinel Patriot Call Processing equipment. The cooling infrastructure is a significant part of the server room. The complex connection of compressors and air handlers create the optimal server environment, ensuring the longevity of the servers installed and the vitality of mission critical call processing for our Alternate Dispatch Site.



### 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 type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	01 / 31 / 2014
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	03/ 31 / 2014
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	03 / 31 / 2014
<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	05 / 31 / 2014
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	05 / 31 / 2014

Identify the longevity or sustainability of the project.

The cooling tower will protect the investment of our call processing equipment.  
 The workstation upgrade will increase our functionality in dispatch.



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

If there is a future need to create a consolidated dispatch center, having full functionality of eighteen (18) workstations increases our joint dispatching endeavor.

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:

N/A

Intended collaborative efforts:

N/A



Resource sharing:

N/A

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

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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

I/DISPATCHER Software: \$20,000

The Communications Center will be upgrading four (4) of its workstations to I/DISPATCHER: \$84,400.00

Cooling Tower: Procurement and installation of a Cooling Tower for the Server room which houses the call processing equipment: \$65,000

<b>Workstation Upgrade</b>	<b>Cost</b>
I/DISPATCHER Software Licenses (\$21,100) x 4	\$84,400
Cooling Tower	\$65,000
<b>Total</b>	<b>\$149,400</b>

## EVALUATION

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

Full testing will be conducted prior to cutover to ensure functionality and additional testing and troubleshooting will occur post upgrade with acceptance rendered only after the system performs to the standards set in the testing/acceptance plan as documented in the City's written plan.





## 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"

FY15

# PSAP GRANT PROGRAM APPLICATION



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TECHNOLOGIES AGENCY  
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## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

Newport News-Hampton CAD to CAD

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Newport News 9-1-1  
 CONTACT TITLE: 9-1-1 Communications Administrator  
 CONTACT FIRST NAME: Carol  
 CONTACT LAST NAME: Render  
 ADDRESS 1: 2400 Washington Ave  
 ADDRESS 2: 1T  
 CITY: Newport News  
 ZIP CODE: 23607  
 CONTACT EMAIL: rendercm@nngov.com  
 CONTACT PHONE NUMBER: 7579263883  
 CONTACT MOBILE NUMBER: 7577468418  
 CONTACT FAX NUMBER: 7572452977  
 REGIONAL COORDINATOR: Lyle Hornbaker

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### 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:

# YEARS of HARDWARE/SOFTWARE:

**PRIORITY/PROJECT FOCUS** CPE

**If "Other" selected, please specify:** 1T

**FINANCIAL DATA**

Amount Requested: \$ 325,000

Total Project Cost: \$ 772,000

**STATEMENT OF NEED:** The Cities of Newport News and Hampton are embarking on a Fire Dispatch CAD to CAD interface in which the utilization of a Data Exchange Hub would create the ability to view the Unit Status of the neighboring PSAP and be able to dispatch the closest fire equipment to calls for service, thus reducing the response times for the citizens of each Municipality.



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 Cities of Newport News and Hampton are the two largest municipalities on the Peninsula area of Hampton Roads and share a large City border. In July of 2012, the two City Councils passed resolutions to begin an automatic mutual aid project allowing their respective Fire and EMS staff to respond to calls for emergency services in the other jurisdictions. The project would also share resources between the two departments for hiring of staff and purchasing of supplies for their Fire and EMS agencies. It is the responding to calls for emergency services portion of this larger project that concerns this grant request.

Much of what will be needed to facilitate the dispatching of emergency services units across municipal boundaries will be a CAD to CAD data exchange hub. While much of the project is still being designed and researched, with many details to be worked out, we now have a current estimated budgetary cost for the data exchange hub of \$772,000 in initial costs and at this point a \$143,240 annual operating cost. The cities are seeking all avenues, including this grant opportunity to fund this project. This project would allow the two cities to work cooperatively toward improving efficiency in their respective Fire Departments.

This CAD to CAD of the cooperation involves improving the service provided to our respective citizens by improving response time to emergencies and better mutual aid through coordinated dispatching of fire resources in the two communities. With the CAD to CAD functionality, each of the two cities would gain immediate access to at least four of the other city's Fire and EMS stations, thus reducing the need for additional stations, while reducing response times in pre-determined border areas.



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

The initial purchase of equipment will cover the first year of warranty. All operational costs for the first year will be included in the project budget. Operational and maintenance costs for future years will be added in the two cities annual operating budgets and those costs will be divided equally in the Memorandum of Understanding (MOU) being developed

**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.

A Data Exchange Hub package specifically designed for sharing CAD data, will be purchased through this project, either through hosted services or through one of the two Cities. The concept will be based on the very successful Northern Virginia data exchange project, which was partially funded by this grant program. A high-speed data connection will be established between the two cities or to the cloud-based exchange hub for exchanging data. Ideally, the hub would be capable of also sharing GIS data as well as CAD data. One of the most critical parts of the project will be getting software interfaces with the exchange hub and each city's CAD system. Most of the hub projects reviewed has an interface developed with the City of Newport News CAD system. The interface with Hampton's CAD system may have to be developed, or an existing system would be heavily modified to meet our requirements.



**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 type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	05 / 15 / 2014
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	09/ 15 / 2014
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	01 / 15 / 2015
<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	03 / 15 / 2015
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	05 / 15/ 2015

Identify the longevity or sustainability of the project.

The project will be an ongoing long term project and will expand over the years as needs arise. Each City by use of an MOU will share the cost of the ongoing costs of the project through the normal budgeting process of each City. The MOU that governs this project is in the developmental stage but will have language that commits each City to fund the operational requirements.



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

This project works to achieve both of the strategic goals in the plan by fostering a minimum level of 9-1-1 emergency response to the area of Virginia covered by these two Cities. It will also enable the two Cities to respond to emergency calls faster, contributing to fulfilling the expectations of the citizens of Hampton and Newport News. When the project is completed, each City will essentially have increased the number of Fire and EMS Stations available to each city by a minimum of four (4), providing an increase in response agencies as well as time to the incident. By sharing the resources of the two Cities, citizens will have faster access to the critically needed responses when they call for help.

#### **REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:  
The initiative has a direct relationship to both PSAP's and allows each PSAP to see the available resources of the other PSAP and dispatch those resources as required.

**Intended collaborative efforts:**

This project is one piece of a larger initiative by the two cities. In addition to sharing dispatching services and available response agencies, the larger project includes sharing of hiring of Fire and EMS personnel and the purchasing of materials and supplies for Fire and EMS agencies. The project will also allow each PSAP to fully back up the other PSAP should the need arise, either in a full assumption of operations of receiving 9-1-1 calls and dispatching the required resource, to being available for overflow of calls during a busy period. It allows each PSAP to automatically request or dispatch the other jurisdictions apparatus and equipment into the initiating city as needed for mutual aid.

**Resource sharing:**

Dispatch resources will be shared as described in the paragraph on Intended Collaborative Efforts and may even lead to sharing of dispatch personnel. This project virtually opens the door to many new options for both cities and allows the cities to share as much or as little resources as they deem necessary.

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

The project will help ease the workload of the individual emergency telecommunicator by lessening the need to call the other city to check on resources available for mutual aid responses. The information will be readily available to every emergency telecommunicator in both cities.

**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**



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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

Experience in 9-1-1 Hardware and performance metrics have shown that speed and reliability are essential to the operations of the computer aided dispatch programs. This Best Practice procedure would dictate that the Cities continue to seek dedicated redundant hardware for guaranteed resources. Any proposed solution using a Cloud or VM environment for high availability public safety transactional data will need to be researched, reviewed and proven to ensure high reliability before implementation. It is projected this entire CAD to CAD data exchange project will incur an upfront cost of approximately \$772,000 with a \$143,240 annual operating cost. The table below outlines our expected costs:

CAD To CAD Interface Project Estimated Cost Summary

Element	Initial Costs	Annual Costs
Acquiring and Configuring the DEH	\$400,000	\$50,000
Configuring Newport News CAD	\$120,000	\$7800
Configuring Hampton's CAD	\$250,000	\$8000
Hosting and Administering the DEH	\$0	\$3000
Acquiring a Secure Redundant Connection between the two Cities	\$2000	\$74,440
Total	\$772,000	\$143,240

These costs will be shared by the two cities on a yet to be determined division of costs. The Cities are requesting the regional grant in the amount of \$325,000 to help fund this project.



## EVALUATION

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

The CAD to CAD data exchange hub will be tested thoroughly using static databases prior to bringing the system online and live in order to protect the critical data of the two PSAP's. Once the hub is certified for live acceptance, thorough testing will be conducted to ensure the data is being shared correctly.



## FINANCIAL AND PROGRAMMATIC REPORT

### PROJECT PHASES

### SAMPLE ACTIVITIES

#### PHASE

#### SAMPLE ACTIVITIES

##### INITIATION

(Project approved by appropriate stakeholders)

- Project concept is documented
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- Local budgets are obtained
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- Budgetary estimates are obtained

##### DESIGN/PLANNING

(Project, system, or solution requirements are developed)

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

##### ACQUISITION

(Selected system or solution is procured)

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##### 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"

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



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## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

New River Valley Consolidation Project

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Montgomery County

CONTACT TITLE: Executive Director

CONTACT FIRST NAME: Donna

CONTACT LAST NAME: Brown

ADDRESS 1: 755 Roanoke Street Suite 2A

ADDRESS 2: 1T

CITY: Christiansburg

ZIP CODE: 24073

CONTACT EMAIL: browndr@nrv911.org

CONTACT PHONE NUMBER: 540-394-4467

CONTACT MOBILE NUMBER: 540-553-2675

CONTACT FAX NUMBER: 1T

REGIONAL COORDINATOR: Buster Brown

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Montgomery County**

**Blacksburg**

**Christiansburg**

**Virginia Tech (secondary PSAP)**

### GRANT TYPE

Individual PSAP

Consolidation

Regional Initiative

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: \_\_\_\_\_ # YEARS of HARDWARE/SOFTWARE: \_\_\_\_\_

**PROJECT FOCUS CONSOLIDATION**

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

**FINANCIAL DATA**

Amount Requested: \$ 500,000  
 Total Project Cost: \$ 3,100,000

**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 County of Montgomery, the Towns of Blacksburg and Christiansburg, and Virginia Tech entered into a Memorandum of Understanding and created the New River Valley Emergency Communications Regional Authority as authorized in the



2010 General Assembly to provide the governance for a consolidated public safety communication center. The participating members realized the need for more efficient operations and began researching options in 2008. A feasibility study was conducted in 2009 and a full consolidation was recommended.

The primary goal for this grant request is to consolidate the four PSAPs into one emergency communications center to improve operations and levels of service. Consolidating the four PSAPs will reduce 911 transfers among agencies and provide faster response times, provide consistent technology without duplication with equipment and systems, offer better training and certification opportunities for personnel, standardize dispatch protocols, ensure situational awareness with adequate staffing, promote interoperability and allow adequate space in a new facility. Currently, each individual PSAP faces challenges with 911 transfers, space, adequate equipment rooms, data sharing capabilities, and dispatching response units during multi-jurisdictional responses.

Initial start-up capital costs for a consolidated center excluding the facility can quickly rise into the millions with technology and services. The region has already been planning and procuring shared services when practical to prepare for consolidation. While the localities are completely committed to this project and the benefits to the community and safety for citizens and responders, the current economic environment creates challenges. While local budgets have improved over the last year, there are still challenges due to increased costs for effective government, employees and projects. The County has increased real estate taxes over the last two budget cycles and personal property taxes in FY14 to continue to fund crucial services and projects. While the local economy is improving, grant opportunities are still a valuable resource to assist with funding large scale projects such as the consolidation. Many case studies on consolidations document the importance of grants during the initial implementation as a valuable funding source due to the level of start-up costs.

While the 9-1-1 industry discusses Next Generation 9-1-1 and future impacts, more efficient operations derived from consolidating 9-1-1 centers is the first step toward ensuring next generation technologies do not overwhelm staff and operating budgets for stand- alone PSAPs. The technology will only be as successful as the personnel trained to process 911 calls from any device. A consolidated environment will foster improved training, staff levels and assignments, and data sharing to help maintain a higher level of service as NG 9-1-1 approaches.



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

Montgomery County is the fiscal agent for the New River Valley Emergency Communications Regional Authority. All required documents and reports for the grant program and any funding awarded will be coordinated among the Authority Director and the County. The member agencies are dedicated to the consolidation and committed to be good stewards of any grant funds and resources to make this endeavor successful.

Proper contracts and maintenance agreements will be entered into with selected vendors to ensure the reliability and longevity of the procured equipment and services.

The start-up costs will go well beyond the maximum grant allowed for this consolidation project. Therefore, the participating localities will support this project with local funds from the member contributions. This includes building renovation, furniture, and additional equipment or services beyond this request.

#### **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.*

The ultimate goal of this consolidation project is to improve services through more efficient and effective operations. The mission of the New River Valley Emergency Communications Regional Authority is to provide quality and reliable 911 dispatch and emergency communication services to the community and agencies we serve.

The participating localities have diligently been planning for a successful consolidated center and implementation plan. The planning phase began in 2009 with the feasibility study that was generated for the regional working group. Once a full consolidation was recommended, the localities engaged another consultant to conduct an implementation plan to outline the governance, technology, operating procedures, transition, radio communications and consolidation moving forward. Based on recommendations, the working group received approval from each governing body to seek legislation creating the New River Valley Emergency Communications Regional Authority. The governance structure was established when the Authority was created in October 2010 and the Director was hired in May 2011 to coordinate the project and develop a business plan.



The first objective was to secure and agree upon the location for a joint facility for the consolidated center to combine 911 operations, technology, staff and support services. Current plans include locating the center on the 4<sup>th</sup> floor of the old Montgomery County Courthouse after it is renovated into a new Public Safety Building. The renovation cost allocable to the consolidated space as determined by the architectural firm designing the building is estimated at \$1.8M. The Authority will enter into a lease agreement with Montgomery County to pay for the cost on a yearly basis for the remaining term of the debt service. The building is scheduled for completion in August or September of 2014.

Additional goals and objectives for the consolidation project include:

- Establish advisory committees consisting of all public safety disciplines to provide input and guidance for development and operations. These groups consist of a Joint Advisory Committee, Finance Committee, Operations Committee, Regional Radio Committee and Technology Committee.
- Provide efficient, reliable and professional emergency communications services to all citizens and responder agencies. This will be accomplished by initiating consistent training and certification programs for consolidated staff. The training will begin prior to the transition into the joint center to ensure a high quality of service. Additional programs such as Emergency Medical Dispatch will be implemented within the region.
- Implement technology and services conducive for timely call processing to ensure safety and well-being of citizens and responders. This will be accomplished by evaluating and procuring necessary equipment and services to meet our collaborative needs while performing at a high quality service level.
- Develop standard operating procedures and policies for the emergency communication operations. This will create consistency across the region and enable dispatch personnel to provide reliable and quality service.
- Establish and maintain a comprehensive plan for future emergency communications including the implementation of technologies and services that will meet the needs for emerging Next Generation 911 to benefit the citizens and agencies we serve.



### 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)	10 / 25 / 2010
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	01 / 01 / 2014
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	07 / 10 / 2014
<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	12 / 01 / 2014
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	02 / 01 / 2015

*Identify the longevity or sustainability of the project.*

A consolidated center equipped with state of the art technology will provide the region with many years of reliable and effective emergency communications. The Authority will budget and plan to properly maintain and support the equipment and technology procured for the consolidated center. A capital improvement plan will be established and considerations for future expansion and advances in technology will be included.



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

This project supports the Comprehensive 9-1-1 Plan based on Initiative #2, Develop and apply statewide guidelines to foster a minimum level of 9-1-1 emergency response service across Virginia. The initiative identifies agencies that may choose consolidation to provide a minimum level of service by sharing services. It also addresses key areas of operation where we believe consolidations can offer benefits moving forward such as training, staff and service capabilities.

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:  
N/A

Intended collaborative efforts:  
N/A



Resource sharing:

N/A

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: **PRIMARY***

A joint communications center, with proper implementation, will offer significant service improvements to all participating members. The proper governance model already implemented by the localities will establish a coherent delivery model by introducing high standards of performance, appropriate staffing, improved technology alignment with equipment, services and processes, and improved operational efficiencies. A shared center will also allow consistent administrative and specialized support since individual agencies often promote individuals and change administrative responsibilities due to promotions, turn-over and retirements. Current administrative personnel over communications have numerous responsibilities and duties outside of 911 communications. Dedicated staff will also offer better training and quality assurance programs.

A transition plan will be implemented to properly train and locate emergency communications staff into one facility with uniform technology and standards.



*How should it be organized and staffed:*

The region believes the best model for a consolidation is an independent agency that can focus on effective and professional emergency communications services while developing a strong cohesive relationship with each public safety discipline and agency. Therefore, the NRVECR Authority was created and is overseen by a Board of Directors. A Director was hired and works with the Board and Advisory Committees to ensure all decisions are vetted among the regional partners.

The consolidated center will be staffed with a management team of personnel dedicated to operations, training and technology and dedicated dispatch personnel. Procedures will be put in place for current staff to successfully transition to the joint facility to ensure appropriate staffing to meet service level objectives for answering and dispatching 911 calls.

The actual number of staff will be finalized when the duties, call volumes and shifts are thoroughly reviewed and evaluated.

*What services should it perform:*

The consolidated center should function as the primary PSAP for all the participating agencies currently dispatched by four individual dispatch centers. The dispatchers will answer and process all emergency 911 calls and non-emergency calls for proper dispatch and coordinate resources for responders. Personnel will utilize telephone, computer and radio networks to support daily operations for law enforcement, fire and EMS. A regional CAD/Mapping system will be utilized to enter and record calls for service and statistical data will be compiled for the region and member agencies.

The center will support collaboration and interoperability across the region to ensure proper response and safety of citizens and responders.

The consolidation will allow fully trained staff and afford the opportunity to implement an Emergency Medical Dispatch (EMD) program.

911 Education and Citizen's Academy programs will be implemented to inform and educate the region on calling 911 and 911 issues for consideration.



*How should policies be made and changed:*

An Operations Committee will evaluate all current policies and procedures and make recommendations for the development of dispatch protocols and procedures related to service delivery and performance standards. The committee will include dispatch personnel along with representatives from each public safety discipline for law enforcement, fire and EMS.

*How should it be funded:*

The consolidation will be funded by each participating locality contributing funds into the NRVECR Authority each year. Currently, the localities have agreed through the Memorandum of Understanding forming the Authority to split the current initial operating costs equally (1/4) each year until the transition and start-up costs are incurred for the new facility. A funding formula, already recommended by the Finance Committee, will be implemented and utilized to determine costs allocations each year thereafter. The Authority is also working with a Financial Advisor who will provide financing options and considerations for start-up costs.

A copy of the MOU is attached with this application.

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

The consolidation and formation of the NRVECR Authority has created an avenue for regional discussions to improve communications and determine current issues and gaps in operations and interoperability. A regional radio committee has been formed to address current communications and produce a requirements matrix to prioritize the greatest needs among member agencies. This committee will be tasked with recommending changes and improvements to enhance the regions capabilities.

The Authority is working with various committees and work groups to ensure valuable input is provided during the entire consolidation project.



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.*) Briefly explain the reason for each requested budget item and provide the basis for its cost:

The start-up costs to procure equipment, technologies and services for a successful consolidation will entail numerous expenditures. The following items are planned for the consolidated center and grant funds would be instrumental in providing adequate equipment, technology and services. This project will capitalize on existing investments and resources whenever possible to avoid additional costs as long as it has no negative impact on operations.

There are numerous items that will need to be funded during the start-up phase. Listed below are items with budgetary estimates that fall under allowable items in the PSAP Grant Guidelines. The totals would add up to be more than the requested \$500,000 so the request is to fund as many items as possible. The final costs may differ from the estimates since we must still evaluate which current technologies can be leveraged in the new consolidated center and several vendors are unsure of the exact hours/costs during the transition phase to ensure support.

Relocate and reconfigure current 911 CPE servers, 911 trunks and connectivity between servers. Implement 911 network diversity for improved reliability.  
\$90,000

Refresh current CPE workstations and include additional positions needed for new consolidated center. \$120,000

Regional CAD/Mapping System which allows multi-jurisdictional dispatching for law enforcement, fire and EMS. Budgetary estimates have been received from various vendors to include current CAD providers to expand upon current systems.  
\$420,000 to \$880,000

Voice Recorder - \$42,000

UPS for ECC/EOC – \$60,950

Generator for 4<sup>th</sup> Floor ECC/EOC operations - \$123,000

Radio Consoles – \$320,000



## EVALUATION

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

All consolidation efforts, plans and implementations will be evaluated within the Advisory Committees. Each outcome of the project will be assessed based on the original goal and objectives.

1. Communicating each phase of the consolidation process to the committees and dispatch staff will be crucial. This will include listening to their ideas, concerns and expectations for a consolidated center.
2. Statistical analysis will be generated each month to measure dispatch service levels and emergency call processing.
3. A quality assurance program will be implemented to monitor compliance with standards, practices and procedures. This program can help outline areas for improvement, trends, and determine training needs and/or gaps.
4. Surveys will be conducted with end-users to determine weaknesses and strengths with newly formed consolidation. Feedback will assist management staff make improvements.

The evaluation stage will also be a great opportunity for the Authority to work in partnership with the Virginia E-911 Service Board and VITA ISP staff to highlight the benefits and challenges of consolidation. A review or case study could be generated to assist other PSAPs and localities across the Commonwealth trying to decide if consolidation would be beneficial.



## 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"

MEMORANDUM OF UNDERSTANDING  
REGARDING THE FORMATION OF THE NEW RIVER VALLEY  
EMERGENCY COMMUNICATION REGIONAL AUTHORITY

This Memorandum of Understanding entered into this 25th day of October, 2010, by and between the COUNTY OF MONTGOMERY, VIRGINIA, the TOWNS OF BLACKSBURG and CHRISTIANSBURG, VIRGINIA, and VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY.

WHEREAS, the County of Montgomery (“County”), the Towns of Blacksburg and Christiansburg (“Blacksburg” and “Christiansburg”), and Virginia Polytechnic Institute and State University (“Virginia Tech”) previously established a Working Group to consider the feasibility of establishing a regional 911 emergency center and radio system;

WHEREAS, the Working Group engaged appropriate consultants and studied at length the costs and benefits associated with establishing a regional facility;

WHEREAS, the Working Group concluded that the creation of the New River Valley Emergency Communications Regional Authority (“Authority”), as authorized by the General Assembly in 2010 through the New River Valley Emergency Communications Regional Authority Act (“Act”), is in the best interests of the region; and

WHEREAS, before the Authority may be created, the Act requires the establishment of a memorandum of understanding setting forth the terms and conditions regarding the formation of the Authority.

NOW, THEREFORE, in acknowledgement of good and valuable consideration and the mutual understandings contained herein, the County, Blacksburg, Christiansburg and Virginia Tech hereby agree as follows:

**SECTION 1. ESTABLISHMENT AND GOVERNANCE OF THE AUTHORITY.**

A. **Board Organization; terms of office.** The participating political subdivisions hereby state their intention to establish the Authority pursuant to the terms and conditions of the Act. Once established, the powers of the Authority as established by the Act shall be vested in the members of the Board. The Board shall consist of five persons. Each participating political subdivision shall have the right to appoint one member of the Board and all participating political subdivisions shall jointly appoint the fifth member of the Board by unanimous approval of the participating political subdivisions. Except as may be prohibited by the Constitution of Virginia, members of the Board may include elected or appointed officials, employees, managers, administrators, or officers of any participating political subdivision.

Each member of the Board shall be appointed for a term of four years, except that the initial members of the Board representing the participating political subdivisions shall be appointed for the following staggered terms to be selected by lot by the members of the Board at its initial meeting: one member shall be appointed for a term of one year; one member shall be appointed for a term of two years; one member shall be appointed for a term of three years; and one member shall be appointed for a term of four years. The jointly appointed member shall be appointed for an initial term of four years. Upon the expiration of the original term of office of a member of the Board, that member may continue to exercise all powers as a member of the Board until that person's successor is duly appointed and qualified.

B. **Vacancies.** Any vacancy in the membership of the Board other than by expiration of term shall be filled by the governing body that appointed the member or, in the case of the jointly appointed member, by approval of the governing bodies. The person appointed to fill such vacancy shall serve for the unexpired term only. Each participating political subdivision

shall have the absolute right to remove its appointee to the Board, with or without cause, at any time. The participating political subdivisions shall have the absolute right to remove their joint appointee to the Board, with or without cause, at any time by resolution adopted by a majority of the governing bodies of the participating political subdivisions.

**SECTION 2. EMPLOYMENT OF DIRECTOR.**

To begin the Authority operations, as well as the transition from existing separate communications facilities to a consolidated one, the Authority shall appoint a Director. The Director shall have the responsibility for the administrative and planning functions of the Authority and shall serve at the pleasure of the Authority.

**SECTION 3. ALLOCATION OF COSTS.**

Until such time a cost allocation formula is approved by the Authority Board, the participating political subdivisions agree to share equally (on the basis of equal 1/4<sup>th</sup> shares) in the cost of establishing and initially operating the Authority. Each participating political subdivision shall contribute its share of the initial operating costs each year; provided, however, that such obligations shall be subject to and dependent upon annual appropriations. The Authority Board shall annually approve an operating budget for the fiscal year and notify the respective participating political subdivisions of the amount of their required share by February 15<sup>th</sup> of each year prior to the fiscal year. All financial obligations created by this Memorandum of Understanding or by the establishment of the Authority shall be subject to appropriation and shall not be considered debt within the meaning of the Virginia Constitution.

**SECTION 4. WITHDRAWAL OF MEMBERSHIP.**

Once the Authority is established, a participating political subdivision may withdraw its membership in the Authority at the end of any fiscal year if the withdrawing participating

political subdivision has given notice to the Authority and all other participating political subdivisions of its intention to withdraw at least one year before the end of such fiscal year and the withdrawing participating political subdivision has paid in full its share of the annual deficit, if any, provided that no participating political subdivision may withdraw its membership in the Authority if the Authority has any outstanding debt without written approval of each participating political subdivision. As used in this section, the term "debt" shall mean a monetary obligation, whether general or limited in any way, to repay a loan or bond, or any long-term obligation, whether absolute or contingent in any way, to refund or reimburse any agency or entity for grant funds received by the Authority.

**SECTION 5. DISSOLUTION OF AUTHORITY.**

After the Authority is established, whenever it shall appear to the Board or to all participating political subdivisions that the need for the Authority no longer exists, all participating political subdivisions may petition the Circuit Court of Montgomery County, Virginia, for the dissolution of the Authority. If the court determines that the need for the Authority as set forth in this Act no longer exists and that all debts and other obligations of any kind have been fully paid or provided for, then the following shall occur:

1. The Court shall enter an order dissolving the Authority; and
2. The remaining assets of the Authority shall be distributed to the participating political subdivisions in proportion to their respective shares of the annual deficit less any amounts owed to the Authority by such participating political subdivision.
3. Each participating political subdivision and all holders of the Authority's bonds shall be made parties to any such proceeding and shall be given notice as provided by law. Any party

defendant may reply to such petition at any time within six months after the filing of the petition.

An appeal from the final judgment of the court shall lie to the Supreme Court of Virginia.

**SECTION 6. TERM.**

The term of this Memorandum of Understanding shall be for the time period necessary to establish the New River Valley Emergency Communications Regional Authority, and in no event longer than two years, unless extended by agreement of the parties.

COUNTY OF MONTGOMERY, VIRGINIA

By:   
F. Craig Meadows, County Administrator

TOWN OF BLACKSBURG, VIRGINIA

By:   
Marc Verniel, Town Manager

TOWN OF CHRISTIANSBURG, VIRGINIA

By:   
Barry Helms, Interim Town Manager

VIRGINIA POLYTECHNIC INSTITUTE  
AND STATE UNIVERSITY

By:   
Sherwood Wilson, Vice President for  
Administrative Services

AT AN ADJOURNED MEETING OF THE BOARD OF SUPERVISORS OF THE COUNTY OF MONTGOMERY, VIRGINIA HELD ON THE 25<sup>th</sup> DAY OF OCTOBER, 2010 AT 7:00 P.M. IN THE BOARD CHAMBERS, MONTGOMERY COUNTY GOVERNMENT CENTER, 755 ROANOKE STREET, CHRISTIANSBURG, VIRGINIA:

**R-FY-11-41**  
**RESOLUTION SUPPORTING THE FORMATION OF**  
**NEW RIVER VALLEY EMERGENCY COMMUNICATIONS REGIONAL**  
**AUTHORITY AND THE APPROVAL OF THE MEMORANDUM OF**  
**UNDERSTANDING REGARDING THE FORMATION OF THE AUTHORITY**

On a motion by Doug Marrs, seconded by William H. Brown and carried unanimously,

WHEREAS, The County of Montgomery has participated in and has been a party to numerous regional 9-1-1 emergency communications consolidation feasibility studies in order to determine whether it is technically, practically and economically feasible to establish a regional 9-1-1 emergency center and a radio system serving all jurisdictions within the County of Montgomery and Virginia Polytechnic Institute and State University; and

WHEREAS, Based on these studies, the Board of Supervisors has determined that participation in a regional 9-1-1 Authority with the Town of Blacksburg, the Town of Christiansburg and Virginia Polytechnic Institute and State University is the best means to provide a responsive and efficient means of handling 9-1-1 emergency communications within the County; and

WHEREAS, The Virginia General Assembly enacted the New River Valley Emergency Communications Regional Authority Act, effective July 1, 2010 ("the Act"), enabling the County of Montgomery, the Town of Blacksburg, the Town of Christiansburg and Virginia Polytechnic Institute and State University to form a regional authority to provide the core responsibilities for governance of a consolidated public safety communications center with regional interoperable communications; and

WHEREAS, Before the Regional Authority may be created, the Act requires the governing bodies of the Town of Blacksburg and the Town of Christiansburg and the County of Montgomery and the Board of Visitors for Virginia Polytechnic Institute and State University, by Resolution, to support the formation of a regional authority to provide 911 dispatch and emergency communications service to the people of each jurisdiction and campus and to approve a memorandum of understanding by and among each of the participating political subdivisions setting forth the terms and conditions of the intended formation of the Authority; and

WHEREAS, The Board of Supervisors of the County of Montgomery, Virginia, supports the formation of a regional authority to provide 911 dispatch and emergency communications services for the people of Montgomery County and approve the proposed Memorandum of Understanding regarding the formation of the New River Valley Emergency Communications Regional Authority dated October 25, 2010 by and between the County of Montgomery, Virginia, the Towns of Blacksburg and Christiansburg, Virginia, and Virginia Polytechnic Institute and State University.

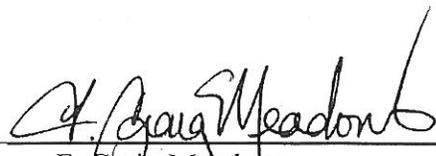
NOW, THEREFORE, BE IT RESOLVED, By the Board of Supervisors of the County of Montgomery, Virginia, that the Board of Supervisors hereby supports the formation of the New River Valley Emergency Communications Regional Authority by the entities of the County of Montgomery, the Town of Blacksburg, the Town of Christiansburg and Virginia Polytechnic Institute and State University to provide 911 dispatch and emergency communications services for the people of Montgomery County and for Virginia Polytechnic Institute and State University campus.

BE IT FURTHER RESOLVED, By the Board of Supervisors of the County of Montgomery, Virginia that the Board of Supervisors hereby approves the proposed Memorandum of Understanding regarding the formation of the New River Valley Emergency Communications Regional Authority by and between the County of Montgomery, Virginia, the Towns of Blacksburg and Christiansburg, Virginia and Virginia Polytechnic Institute and State University and authorizes F. Craig Meadows, County Administrator, to execute the said Memorandum of Understanding on behalf of the County of Montgomery, Virginia.

The vote on the foregoing resolution was as follows:

<u>AYE</u>	<u>NAY</u>
William H. Brown	None
James D. Politis	
Mary W. Biggs	
Doug Marrs	
John A. Muffo	
Gary D. Creed	
Annette S. Perkins	

ATTEST:

  
\_\_\_\_\_  
F. Craig Meadows  
County Administrator



FY15

# PSAP GRANT PROGRAM APPLICATION





## FY15 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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

CAD Emergency Medical Dispatcher

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Norfolk 911  
 CONTACT TITLE: Manager, Emergency Communications (E911)  
 CONTACT FIRST NAME: Anthony  
 CONTACT LAST NAME: Castillo  
 ADDRESS 1: 3661 E. Virginia Beach Blvd.  
 ADDRESS 2: [Click here to enter text](#)  
 CITY: Norfolk  
 ZIP CODE: 23502  
 CONTACT EMAIL: Anthony.castillo@norfolk.gov  
 CONTACT PHONE NUMBER: (757)441-5599  
 CONTACT MOBILE NUMBER: (757)274-9409  
 CONTACT FAX NUMBER: (757)455-0752  
 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

- |  |                                      |
|--|--------------------------------------|
| <input checked="" type="checkbox"/> Continuity and Consolidation | <input type="checkbox"/> 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: PROQA V3.4.7 # YEARS of HARDWARE/SOFTWARE: 6 (4/25/07)

---

**PRIORITY/PROJECT FOCUS** CAD Emergency Medical Dispatcher

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

## FINANCIAL DATA

Amount Requested: \$40,986

Total Project Cost: \$40,986

## 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:

Current EMD product was installed in April 2007. EMD is vital to any public safety agency for providing accurate medical pre-arrival information to responding units in a standardized method. Current version will not be supported by the vendor, expiring July 2014 (ref: <http://www.prioritydispatch.net/support/index.php>). There is no funding identified in current year's budget for procurement. Without grant funding, request for support from General Fund or other grants will have to be made. Current product version offered by Priority Dispatch for their EMD product is at V5.0.0.675.



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

The City's Office of Emergency Preparedness and Response (OEPR) will utilize entire grant award in procurement of the most up to date Priority Dispatch Corporation PROQA Paramount EMD product, to include, installation, testing, and training services. Included in the project is service and support for three (3) years of onsite and remote repair. We do not anticipate any post-installation cost for three (3) years.

### **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.

The support for current EMD product expires on 31 July 2014 (ref: <http://www.prioritydispatch.net/support/index.php> ). It was installed in 2007 and has supported 911 medical calls and NPD responders 24/7/365. Our project team consists of Norfolk 911 Chief Training Officer, Technical Support staff, and IT Public Safety Support staff. Our goal is to have PROQA Paramount EMD installed and operational by 6/2014, with final acceptance completed by 20 July 2014.

### **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)	09 / 15 / 13
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	01 / 15 / 13
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	05 / 15 / 14
<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	06 / 30 / 14
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	07 / 20 / 14

Identify the longevity or sustainability of the project.

Purchase of Paramount will include 3 years of maintenance and support. With the purchase of this product, all support and training of staff is included.

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

This project will position the City in line with the Commonwealth's Plan by ensuring our citizens and responders are provided with one of the industry leaders that provide EMD.



**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:

NA

Intended collaborative efforts:

NA

Resource sharing:

NA

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

NA

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

How would a consolidation take place and provide improved service:

NA

How should it be organized and staffed:

NA

What services should it perform:

NA

How should policies be made and changed:

NA

How should it be funded:

NA

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

NA

**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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.**) Briefly explain the reason for each requested budget item and provide the basis for its cost:

Procurement of this product was not funded for FY2014. We are requesting the grant to cover the cost of the procurement, installation, training, testing, and support to upgrade current EMD product. Attached budgetary quote has been received in the amount of \$13,662 per year. Our intention is to procure Paramount for three (3) years for a total of \$40,986.

## EVALUATION

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

The project will be deemed complete and successful when the following are met:

- Equipment has been installed, configured, and satisfactorily op-tested.
- All training has been completed;
- Live cutover has been completed;
- All documentation and other deliverables have been received;
- Legacy product removed;
- A one month error-free acceptance period has been achieved.



## 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

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(Selected system or solution is procured)

- RFP (or other bid related processes) are drafted
- Proposals are evaluated
- Contract is signed
- Purchase orders are issued
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##### 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"

Location of Sunset Announcement within Priority Dispatch Corporation's website:  
<http://www.prioritydispatch.net/support/index.php>

## **ANNOUNCEMENT | Legacy ProQA (v3.x)**

Having received questions on how much longer Legacy ProQA (v3.x) will be supported, the following information is provided for planning purposes. Specific dates will be set once all releases are completed.

v13.0 of the EMD Protocol and version 6 of the Fire Protocol are currently slated for release at Navigator 2013. Both will be available in ProQA Paramount only. The ProQA software license agreement allows for up to 90 days to implement upgrades once they are released. The Academy allows for up to one year to upgrade a protocol version from the time of release. As such, PDC will support Legacy ProQA, but not update nor make any fixes until the Academy's protocol upgrade window expires. Thus, "End-of-Life" for Legacy ProQA (all disciplines) is tentatively anticipated for July 31, 2014.

Currently, Police v4.1 is only available in ProQA Paramount. Police v 4.1 was released 11/1/2011, so active support of Legacy ProQA (v3.x), and previous EPD protocols, will expire on 12/31/2012.



Sales Quote #89899

by Dixon Brown

Date 7/10/2013

110 South Regent Street, Suite 500
Salt Lake City, UT 84111
(801) 363-9127 \* (801) 363-9144 fax
(800) 363-9127 toll-free

Bill To: City of Norfolk/Emergency Operations Center
Attn: Dyan McDermott
3661 E. VA Beach Blvd.
Norfolk, VA 23502-3215

Ship To: City of Norfolk/Emergency Operations Center
Attn: Dyan McDermott
3661 E. VA Beach Blvd.
Norfolk, VA 23502-3215

For: City of Norfolk/Emergency Operations Center
Attn: Dyan McDermott
3661 E. VA Beach Blvd.
Norfolk, VA 23502-3215

Phone: Fax: 804-664-4787

Table with 4 columns: Qty, Description, Unit Price, Extended Price. Row 1: 1 ESP Plus Gold 0. Support, Updates and Upgrades to Medical ProQA Software and Medical Card Sets. Includes annual CDE Advancement Series. \$13,662.00 \$13,662.00. Summary rows: Sub-Total: \$13,662.00, Tax: \$0.00, Shipping & Handling: \$0.00, Total: \$13,662.00

Above prices are net of any applicable taxes, import duties or other assessments, which are the sole obligation of buyer. Purchasing or signing below acknowledges your agreement to pay the invoice(s) and to the "break the seal" or "click to accept" license agreement associated with the licensed product(s). The license agreement is included with the licensed product(s) and you will have the opportunity to read it before opening or installing. If unacceptable, you may promptly return the licensed product(s) for a refund.

Sign here X \_\_\_\_\_ Date \_\_\_\_\_

Payment Method: (Check enclosed, or...)

[ ] Purchase Order # \_\_\_\_\_

[ ] VISA/MasterCard/AMEX # \_\_\_\_\_

Expiration: \_\_\_\_\_

"To lead the creation of meaningful change in public safety and health."

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

CPE Upgrade - VESTA CTI Next Generation Migration

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Northumberland County

CONTACT TITLE: Assistant County Administrator

CONTACT FIRST NAME: Luttrell

CONTACT LAST NAME: Tadlock

ADDRESS 1: P.O. Box 129

ADDRESS 2: 72 Monument Pl.

CITY: Heathsville, VA

ZIP CODE: 22473

CONTACT EMAIL: ltadlock@co.northumberland.va.us

CONTACT PHONE NUMBER: 804-580-8910

CONTACT MOBILE NUMBER: [Click here to enter text](#)

CONTACT FAX NUMBER: 804-580-8082

REGIONAL COORDINATOR: Sam Keys

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Northumberland County**

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



### GRANT PROGRAM TYPE

- 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: Nortel / Avaya BCM 400 # YEARS of HARDWARE/SOFTWARE: 5

### PRIORITY/PROJECT FOCUS CPE

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

### FINANCIAL DATA

Amount Requested: \$ 150,000  
Total Project Cost: \$ 199,010.11

### 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:

Northumberland County has a current investment in the VESTA CTI platform that has for many years utilized the Nortel / Avaya BCM successfully in mission critical applications. After the Nortel acquisition, Avaya started a series of End of Sale / End of Support releases that impacted the use of the BCM as the PALLAS portion of the VESTA Solution. Both BCM and Operating Systems on Workstations and Servers are Technically Outdated. End of Sale for BCM is effectively October 2012 with support and additional spares slowly phasing out. Existing Windows XP Operating system will no longer be supported by Microsoft after 2014.

Cassidian Communications has a VESTA product roadmap that allows Northumberland County to continue to leverage existing software licensing and migrate to a non-proprietary IP Software switch design. This design utilizes Commercial Off The Shelf hardware that will no longer limit support and upgrade capabilities. New technologies such as Virtualization will reduce system footprint and lower cost. Additionally this design has an extensive roadmap that includes future releases (included with software support) with support for i3, ESInet, and other Next-Generation technologies. By migrating to the new platform, Northumberland County will be able to potentially deploy Network Geo-Diversity for additional system redundancy or regionalization with minor system changes. Migrating to the new VESTA platform continues to allow Northumberland County to leverage existing investment and knowledge of platform while fitting into the long term Next Generation strategic plan already in place.

The acquisition of this Grant Funding will allow the agency to move forward with the system upgrade and be positioned to provide the best service to the citizens we serve.



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

The new VESTA system would be implemented and supported by the existing Cassidian Communications provider. Additionally, Cassidian Communications can provide Monitoring and Response with optional Ant-Virus and OS Patch Management Services.

**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.

The goal of the project is to update the existing VESTA CTI platform currently utilizing the End of Life BCM to a non-proprietary IP Soft Switch environment. The BCM (Pallas), XP Workstations, and Servers would be replaced with the latest HP Servers/W7 Small Form Factor Workstations available at time of project start. The objective is move to a VESTA platform that allows for more frequent updates that will include functionality necessary for i3 or Next Generation technology. Additionally, Northumberland County is replacing the outdated MAGIC MIS application with a more robust browser based AURORA MIS. The updated MIS will allow for additional reporting capabilities and such features as Scheduled Reports which will reduce overall man hours.

Implementation will occur over a period of approximately 3-4 months and will include full Project management and Field Engineering services. The system will come pre-staged and already in racks (or cabinets) for ease of installation. System Training for VESTA will be specifically designed for refresher training as there will be slight changes to the VESTA GUI. New training will take place for the Aurora MIS as well as additional Web Based Training for new employees.

**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)	<b>3 / 13 / 14</b>
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<b>4 / 1 / 14</b>
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	<b>7 / 30 / 14</b>



<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>9 / 1 / 14</b>
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>11 / 1 / 14</b>

Identify the longevity or sustainability of the project.

The current project continues to leverage the existing investment in VESTA CTI which provides additional longevity to the VESTA system implemented in the past. Significant cost reduction will occur due to current licensing of VESTA. This project would continue to extend the use of new PC equipment for an additional (5) Five years until such time a PC refresh would again need to occur. Additionally the inclusion of Next Generation feature functionality into the VESTA system will further strengthen the sustainability of the project moving forward.

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

The project follows guidelines for Next Generation i3 technologies and system designs that welcome the opportunity for regionalization. The use of Commercial Off The Shelf hardware allows for greater flexibility in comparison to restrictive requirements of proprietary equipment.

**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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

See attached detailed vendor quote.

## EVALUATION

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

The project will be evaluated based on the successful installation and training of all hardware, software, and associated equipment.



## 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"



# Quotation

**Two-Way...The Right Way... Since 1954**

1282 Mountain Road  
 Glen Allen, VA 23060  
 Phone (804) 266-8999 Fax (804) 262-6846

**DATE** 9/20/13  
**Quotation #** 390  
**Customer ID**

**Proposal For:**  
 Name Northumberland County  
 Company Luttrell Tadlock  
 Street  
 City State, Zip  
 Phone

*Quotation valid until:* 2/14/00  
*Prepared for:* Will Smithson  
*Prepared by:* Junie Gillen

**Comments or special instructions:**

**Budgetary E911 CPE Replacement. 3 Position with Spares, Remote Monitoring, Virus Protection, and Patch Management**

### Cassidian Communications 4X System

Qty	Model	Description	Amount Ea.	Amount Ext.
		<a href="#">Cassidian Communications 4X System</a>		
2	873099-00104.0	SENT 4.0 S-SWITCH L/D/M	\$2,683.00	\$5,366.00
2	873099-03002	R4 CAD INTF LIC	\$721.00	\$1,442.00
1	04000-01584	BLKBX TL158A-R4 DATACAST	\$488.00	\$488.00
1	04000-01010	CBL DB25M/DB25M 10FT	\$12.00	\$12.00
		<a href="#">Bundled Server Equipment</a>		
1	853031-MLSSVRSGL	V-ML SVR BNDL SML SGL	\$26,011.00	\$26,011.00
2	65000-00217	RACK CONV KIT ML350E G8	\$342.00	\$684.00
2	04000-68005	V-SVR BASIC SPT 1YR	\$137.00	\$274.00
		<a href="#">Cassidian Communications 4X Licenses</a>		
3	873099-00360U	SENT 4 SEAT UPGD LIC	\$6,260.00	\$18,780.00
3	809800-35090	R4 SW SPT 1YR	\$1,680.00	\$5,040.00
		<a href="#">Workstation Equipment - z220</a>		
3	61000-409603SFF	WKST HP Z220 SFF	\$2,281.00	\$6,843.00
3	65000-47001	TWR STAND SFF Z220	\$61.00	\$183.00
3	63000-221691	MNTR FP WIDE SCR LCD 22IN	\$456.00	\$1,368.00
3	04000-01005	KVM SWITCH DVI 4-PORT	\$334.00	\$1,002.00
3	853004-00401	SAM EXT SPKR KIT	\$278.00	\$834.00
3	853030-00302	R4 SAM HDWR KIT	\$2,750.00	\$8,250.00
3	809800-35109	R4 IWS CFG	\$358.00	\$1,074.00
3	809800-35108	R4 IWS STG FEE	\$537.00	\$1,611.00
1	870890-07501	CPR/SYSPREP IMAGING		
		<a href="#">Cassidian Communications 4X IRR Module</a>		
2	873099-00502	R4 IRR LIC/DOC/MED	\$1,435.00	\$2,870.00
2	809800-35110	R4 IRR SW SPT 1YR	\$298.00	\$596.00

Qty	Model	Description	Amount Ea.	Amount Ext.
		<b>HP Switch/Router Equipment</b>		
2	04000-26201	SWITCH 2620 24-PORT	\$753.00	\$1,506.00
		<b>Peripherals &amp; Gateways</b>		
1	850830-03011	KIT EXT MODEM PKG 56K	\$811.00	\$811.00
2	2213937-1-SR1	FXO GATEWAY 8-PORT	\$2,196.00	\$4,392.00
3	2213939-1-SR1	FXS GATEWAY 8-PORT	\$2,196.00	\$6,588.00
5	04000-00176	SW SPT ANALOG GATEWAY 1YR	\$107.00	\$535.00
1	04000-11040	FIREWALL S1104 APPL	\$2,808.00	\$2,808.00
1	04000-11041	WARR FIREWALL SS1104 1YR	\$688.00	\$688.00
1	809800-00201	VPN CFG SVCS	\$261.00	\$261.00
		<b>Peripherals &amp; Equipment Racks</b>		
1	06500-55053	EQUIPMENT RACK 19IN	\$491.00	\$491.00
1	63002-172805	MNTR W/SPKR NEC 17IN	\$304.00	\$304.00
1	04000-004B4	KVM 4-PORT SWITCH	\$614.00	\$614.00
1	04000-00607	CBL KVM USB CONSOLE	\$191.00	\$191.00
4	04000-60611	CBL KVM USB 10FT	\$115.00	\$460.00
1	04000-RMM19	BRKT 19IN RACK MTG/ARBTR	\$54.00	\$54.00
<b>Cassidian Communications 4X System Subtotal</b>				<b>\$102,431.00</b>

### Aurora - MIS System

Qty	Model	Description	Amount Ea.	Amount Ext.
		<b>Aurora 2.1 - Standard MIS System</b>		
1	873399-00102.1	AURORA 2.1 DOC/MED	\$0.00	
1	873391-00501	AURORA STD LIC	\$3,611.11	\$3,611.11
1	873391-00301	AURORA USER LIC	\$1,354.00	\$1,354.00
1	04000-00339	SQL 2008R2 CAL RUN ENT	\$244.00	\$244.00
3	873391-00201	AURORA COLLECTION LIC	\$1,444.00	\$4,332.00
3	809800-03301	AURORA STD SPT 1YR	\$260.00	\$780.00
		<b>Aurora Server Equipment for Virtualized Server Bundle</b>		
1	62030-J819201	SVR TWR ML350P/G8	\$4,583.00	\$4,583.00
4	64000-20064	HD DRIVE 300GB SAS 10K G8	\$778.00	\$3,112.00
1	64000-40093	4GB RAM ML350P/DL380P/G8	\$264.00	\$264.00
1	62033-1GB2T02	SVR NAS 2TB BNDL	\$1,369.00	\$1,369.00
1	04000-00396	SVR WIN 2008 + 5 CAL	\$1,263.00	\$1,263.00
1	04000-00340	SQL 2008R2 SVR RUN ENT	\$101.00	\$101.00
1	04000-00426	PRESENT TENSE CLIENT	\$81.00	\$81.00
1	809800-01416	MIS SVR CFG	\$975.00	\$975.00
		<b>Peripherals &amp; Equipment Racks</b>		
1	06500-55053-S	EQUIPMENT SVR RACK 19IN	\$1,649.00	\$1,649.00
1	63002-172805	MNTR W/SPKR NEC 17IN	\$324.00	\$324.00
1	65000-00124	CBL PATCH 15FT	\$21.00	\$21.00
<b>Aurora - MIS System Subtotal</b>				<b>\$24,063.11</b>

### Managed Services

Qty	Model	Description	Amount Ea.	Amount Ext.
		<b>Monitoring &amp; Response Activation Fee</b>		
1	809800-14150	M&R ACT FEE SMALL SITE	\$2,441.00	\$2,441.00
		<b>Monitoring &amp; Response License Fees</b>		
3	871499-01206	M&R 3.0 LIC SVR	\$635.00	\$1,905.00
3	871499-01211	M&R 3.0 WKST LIC	\$120.00	\$360.00
6	871499-01210	M&R 3.0 IP DEVICES LIC	\$127.00	\$762.00
		<b>Monitoring &amp; Response Support Fees</b>		
3	809800-14161	M&R 3.0 SVR SRVC 1YR	\$1,867.00	\$5,601.00
4	809800-16161	M&R 3.0 WKST SRVC 1YR	\$517.00	\$2,068.00
6	809800-16166	M&R 3.0 IP DEV SRVC 1YR	\$517.00	\$3,102.00
		<b>Managed Services - Implementation Fee</b>		
6	809800-14152	MGD SERV DEV & IMPL Qty-2 DDS servers; Qty-2 calltaker workstations;	\$108.00	\$648.00
		<b>Anti-Virus Solution</b>		
6	809800-14171	VIRUS PROTECT 3.0 SVC 1YR	\$159.00	\$954.00
		<b>Patch Management Solution</b>		
6	809800-16146	PATCH MGMT 3.1 SVC 1YR	\$397.00	\$2,382.00
<b>Managed Services Subtotal</b>			<b>\$20,223.00</b>	

### System Spares

Qty	Model	Description	Amount Ea.	Amount Ext.
		<b>Cassidian Communications 4X Equipment - Spares</b>		
1	04000-26201	SWITCH 2620 24-PORT	\$753.00	\$753.00
1	2213937-1-SR1	FXO GATEWAY 8-PORT	\$2,196.00	\$2,196.00
1	2213939-1-SR1	FXS GATEWAY 8-PORT	\$2,196.00	\$2,196.00
2	04000-00176	SW SPT ANALOG GATEWAY 1YR	\$107.00	\$214.00
		<b>z220 Workstation Equipment - Spares</b>		
1	61000-409603SFF	WKST HP Z220 SFF	\$2,281.00	\$2,281.00
1	63000-221691	MNTR FP WIDE SCR LCD 22IN	\$456.00	\$456.00
1	853030-00302	R4 SAM HDWR KIT	\$2,750.00	\$2,750.00
1	809800-00102	GENERIC WKST CFG FEE	\$616.00	\$616.00
<b>System Spares Subtotal</b>			<b>\$11,462.00</b>	

### Cassidian Communications Training

Qty	Model	Description	Amount Ea.	Amount Ext.
Note: Training is provided at the customer site using the customer owned equipment. Prices are per student unless otherwise indicated. Minimum number of students is 6 and maximum number of students is 8 per class and 2 students per position.				
2	000001-06701	VSENT 4.X AGENT TRNG	\$1,739.00	\$3,478.00
Note: VESTA/Sentinel 4/X Agent bundle includes (1) 1/2 day class of Agent training for up to 8 students. Includes trainer's daily training expenses and travel. VESTA/Sentinel 4.X Agent training does not include training on the SIP phones. SIP phone training is a separate class and can be quoted upon request.				
1	000001-06704	VSENT 4.X ADMIN TRNG	\$5,797.00	\$5,797.00
Note: VESTA/Sentinel 4/X Admin bundle includes (1) 1 1/2 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.				
1	000002-24404	AURORA ADMIN TRNG	\$3,056.00	\$3,056.00
Note: Aurora Admin bundle includes (1) 1 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.				
<b>Cassidian Communications Training Subtotal</b>				<b>\$12,331.00</b>
<b>Cassidian Communications 4X System</b>				<b>\$102,431.00</b>
<b>Aurora - MIS System</b>				<b>\$24,063.11</b>
<b>Managed Services</b>				<b>\$20,223.00</b>
<b>System Spares</b>				<b>\$11,462.00</b>
<b>Cassidian Communications Training</b>				<b>\$12,331.00</b>
<b>Installation</b>				<b>\$28,500.00</b>
<b>Shipping</b>				<b></b>
<b>TOTAL</b>				<b>\$199,010.11</b>

### Cassidian Communications 4X CommandPOST System

Qty	Model	Description	Amount Ea.	Amount Ext.
Cassidian Communications 4X CommandPOST System				
1	870899-00360U	VESTA 4 SEAT UPGD LIC	\$6,009.73	\$6,009.73
1	809800-35090	R4 SW SPT 1YR	\$1,613.04	\$1,613.04
CommandPOST Hardware				
1	61050-J409611-W7	SENT CPOST 8570P W7	\$1,854.00	\$1,854.00
1	04000-00486	ADV DOCK STATION 8570P	\$555.00	\$555.00
1	64020-10013	KYBD USB MATTE BLK	\$24.00	\$24.00
1	64014-10011	MOUSE 3-BTN USB/PS2 BLK	\$11.00	\$11.00
1	63000-202502	MNTR FP WIDE SCR LCD 20IN	\$315.00	\$315.00
1	64007-50016	KEYPAD 24KEY 12FT CBL	\$147.00	\$147.00
1	65000-00176	CBL USB EXT REPEAT 16FT	\$48.00	\$48.00
1	853004-00301	CPOST SAM HDWR KIT	\$3,646.00	\$3,646.00
1	853004-00401	SAM EXT SPKR KIT	\$267.00	\$267.00
1	809800-35109	R4 IWS CFG	\$343.00	\$343.00
1	809800-35108	R4 IWS STG FEE	\$515.00	\$515.00
<b>Cassidian CommandPOST Subtotal</b>				<b>\$15,347.77</b>

### Aurora - MIS System

Qty	Model	Description	Amount Ea.	Amount Ext.
Aurora 2.1 - Standard MIS System				
1	873391-00201	AURORA COLLECTION LIC	\$1,303.00	\$1,303.00
1	809800-03301	AURORA STD SPT 1YR	\$234.00	\$234.00
<b>Aurora - MIS System Subtotal</b>				<b>\$1,537.00</b>

<b>Cassidian CommandPOST</b>	\$15,347.77
<b>Aurora- MIS System</b>	\$1,537.00
<b>Installation</b>	\$1,495.00
<b>Shipping</b>	
<b>TOTAL</b>	<b>\$18,379.77</b>

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

Page County Cassidian Patriot Project

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Page County ECC

CONTACT TITLE: Grant Specialist

CONTACT FIRST NAME: Tina

CONTACT LAST NAME: Sumpter

ADDRESS 1: 108 South Court Street

ADDRESS 2: [Click here to enter text](#)

CITY: Luray

ZIP CODE: 22835

CONTACT EMAIL: [grants@pagesheriff.com](mailto:grants@pagesheriff.com)

CONTACT PHONE NUMBER: 540-843-4506

CONTACT MOBILE NUMBER: 540-860-1970

CONTACT FAX NUMBER: 540-743-1252

REGIONAL COORDINATOR: Amy Ozeki

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES


### GRANT TYPE

Individual PSAP

Consolidation

Regional Initiative

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:

# YEARS of HARDWARE/SOFTWARE:

**PRIORITY/PROJECT FOCUS** Click to select a project focus from the drop down list

**If "Other" selected, please specify:** Click here to enter text

**FINANCIAL DATA**

Amount Requested: \$ 50,000.00

Total Project Cost: \$ 50,000.00

**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:

The Page County PSAP is requesting \$50,000.00 to add two VoIP Patriot solution workstations. Currently, we have four workstations and need to strengthen our PSAP by adding two more stations to give us six workstations.

This strengthen is needed for the following reasons:

- Growth of the PSAP personnel
- Growth of the PSAP physical space
- Increase in wireless 911 calls
- Increase in total 911 calls

Deficiency in the number of workstations during an emergency or disaster Between 2012 through 2013 the wireless incoming calls increased by 231 calls.

The two largest and most recent incidents of influx calls were the 2011 Earthquake and the 2012 storm. During the August 2011 earthquake in Virginia. Our PSAP saw a dramatic influx in calls; 911 landline calls, 911 wireless calls and radio traffic. The influx in calls caused the PSAP to go down. Calls were automatically transferred to the Page County Sheriff's Office Administration Office and Warren County.

The storm of June 30, 2012 caused severe wind damage and power outage within Page County. There was such an influx of 911 calls and wireless 911 calls that additional dispatchers were called in to assist with these calls. We had the additional dispatchers to take the calls but nowhere for them to take them. Within two and half hours we had 221 calls. Between 9:15 a.m. to 9:44 a.m. we had 100 of the 221 calls and between 9:45 a.m. to 11:45 a.m. we had another 100 calls.

This request for funding aligns with the given grant committee current priorities because we will be strengthening our PSAP by expanding our stations. This strengthen is needed to give our PSAP the availability of meeting the influx of calls during an emergency or disaster.

Page County is a rural community of 24,042 citizens. Due to recent budget constraints the Page County PSAP does not have sufficient funds for the project due to local budget cut. Page County has been plagued with a high unemployment rate since 2001. The May 2013 unemployment rate for Page County was 8.2%, which was higher than Virginia's unemployment rate of 5.4% and the National unemployment rate of 7.5%.

The project has a direct effect on operational services of the PSAP. The project will provide twelve significant enhancements that improve the flexibility, usability, configurations, and security of the product and increase interoperability with third party systems.

The consequences of not receiving this funding will be that we won't be able to add the two workstations. Therefore, we won't be able to meet the influx of call in an emergency or disaster.

The project is part of a long term strategic plan to enhance the PSAP by providing the tools to meet the demands of influx calls during emergencies and disasters. The project will accomplish this by installing two workstations. This project will be locally sustainable through the help of the PSAP and the vendor by providing long-term support and maintenance.



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

The grant will be maintained and supported in the future by the Page County Communication Center Budget. The Page County Communication Center will submit within their budget for the Board of Supervisors approval to support funding of managing and maintenance of the two Cassidian Patriot Workstations. In addition, we will continue to search for and apply for grant funding not only to maintain and support this project but to continue to strengthen and enhance our PSAP.

**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.

This project will involve strengthening of the Page County PSAP by adding two additional Cassidian Patriot. This addition will allow the capability of the PSAP to handle the influx of calls. Historically data has shown that during emergency or disasters the four workstations aren't capable of handling the influx of calls. We have had the capability of calling in dispatchers to assist with the influx of these calls but we haven't had the workstations available to take the calls.

In the past we haven't had the facility to add the additional workstations that are needed to meet this demand. The county has decided to move the Page County ECC into the County Building to give the ECC the additional space that is needed to meet the growing demand. This additional space will allow us the capability of adding the two additional workstations that is needed to meet the influx of calls.

**Goal #1:** Strengthen the PSAP by meeting the demand of influx calls

**Objective #1:** Implement two additional VoIP Patriot Workstations in the PSAP

**Implementation Strategy:** The Page County PSAP plan is to implement this project through the use of a third party vendor(s). The vendor(s) will be responsible for developing an implementation strategy sufficient for project success. The PSAP will assist the vendor(s) through project coordination, meetings, conference calls, and other required resources in order to ensure a successful project. A final implementation plan will be developed upon project initiation.

The PSAP plans to implement this project as part of a comprehensive plan for strengthening the Page County PSAP. This dispatch hardware will provide the PSAP with the additional workstations that are needed to meet the demands of influx calls during an emergency or disaster.



**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 / 30 / 14
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	10 / 30 / 14
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	12 / 30 / 14
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	12 / 30 / 15
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	06 / 30 / 16

Identify the longevity or sustainability of the project.

Once implemented the Page County PSAP will have the ability to sustain the project going forward.



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

The project supports the Virginia Statewide E-911 Strategic Comprehensive Plan by providing a standard level of emergency response services to the public. This project will allow us to work toward achieving Goal A of the 2.2 Strategic Goals. The goal will be for law enforcement and emergency rescue to provide a consistent emergency response to everyone within Page County, at any time of the day, and during any event. The project will strengthen the PSAP by adding two workstations that will improve receiving, dispatching, high volume call processing with redundancy and resiliency within the PSAP.

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:  
n/a



<p>Intended collaborative efforts:</p> <p>n/a</p>		
<p>Resource sharing:</p> <p>n/a</p>		
<p>How does the initiative impacts the operational or strategic plans of the participating agencies:</p> <p>n/a</p>		

**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**



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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

**See attached Detailed Vendor Quote from CenturyLink of \$41,774.00**

**IT Assistance**

**\$8,226.00**

The IT Assistance will contractual IT hours that is conducted during this project. The IT hours is a flat rate based on the cost equation that is utilized for IT projects to total an estimate of \$8,226.00.

**TOTAL: \$50,000.00**

**EVALUATION**

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

The Page County PSAP will evaluate and measure the achievements of this project by working with a third party vendor.

The PSAP will require that the vendor:

- Establish timelines, goals and benchmarks
- To implement a project implementations document outlining each phase and when each phase is completed
- Follow a payment schedule which coincides with each phase of the implementations

In addition, the PSAP will require that a portion of payment be withheld until the project has been completed.



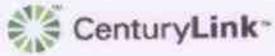
## FINANCIAL AND PROGRAMMATIC REPORT

### PROJECT PHASES

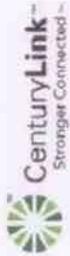
### SAMPLE ACTIVITIES

PHASE	SAMPLE ACTIVITIES
<b>INITIATION</b> (Project approved by appropriate stakeholders)	<ul style="list-style-type: none"> <li>• Project concept is documented</li> <li>• Local Board or governing authority approval or endorsement is received</li> <li>• PSAP grant application is filed</li> <li>• Local budgets are obtained</li> <li>• Appropriated grant funds are approved</li> <li>• Budgetary estimates are obtained</li> </ul>
<b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<ul style="list-style-type: none"> <li>• Requirements are documented</li> <li>• Components to be purchased are identified</li> <li>• General design is documented</li> </ul>
<b>ACQUISITION</b> (Selected system or solution is procured)	<ul style="list-style-type: none"> <li>• RFP (or other bid related processes) are drafted</li> <li>• Proposals are evaluated</li> <li>• Contract is signed</li> <li>• Purchase orders are issued</li> <li>• Quotes are obtained/grant funds draw down</li> </ul>
<b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<ul style="list-style-type: none"> <li>• Purchased components are delivered and installed</li> <li>• Training is performed</li> </ul>
<b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<ul style="list-style-type: none"> <li>• Performance of system/solution is validated</li> <li>• System/solution goes "live"</li> </ul>

A handwritten signature in black ink, appearing to be 'M. L.', is written across the bottom right portion of the page.



Customer Legal Name:	E911 Page County 9-1-1 Office
Customer Billing Name:	E911 Page County 9-1-1 Office
Site Address 1:	120 S COURT ST PAGE COUNTY
Site Address 2:	
City:	LURAY
State:	VA
Zip:	22835-1225
Contact Name:	Steve Campbell
Phone Number:	-
E-Mail:	
Account Manager:	Kelly Curd
Sales Engineer Name:	Tommy Thompson
Sales Engineer E-Mail:	<a href="mailto:tommy.h.thompson@centurylink.com">tommy.h.thompson@centurylink.com</a>
Quote Number:	13-037016



JCW Pricing Tool 5.35

Quote Number# 13-037016  
Account Manager: Kelly Curd

<b>Customer Legal Name:</b> E911 Page County 9-1-1 Office <b>Customer Billing Name:</b> E911 Page County 9-1-1 Office <b>Customer Address:</b> 120 S COURT ST PAGE COUNTY, LURAY, VA 22835-1225 <b>Date Prepared:</b> September 4, 2013 <b>Quote Expires:</b> November 3, 2013 <b>Quote Number:</b> 13-037016		<b>Centurion Maintenance</b>  Coverage: <u>Extended</u> Contract Term: 36					
<b>QTY</b>	<b>Item</b>	<b>Total Non-Recurring Price</b>	<b>Annual Price - Year 1</b>	<b>Annual Price - Year 2+</b>	<b>Total Annual Price - Y1</b>	<b>Total Annual Price - Y2+</b>	<b>Total Term Price</b>
	CPE - (Includes Shipping and Misc costs)	\$ 40,361.29			\$ 3,314.80	\$ 6,629.60	\$ 9,944.40
	Labor	\$ 1,411.84					
	On-Site Tech	\$ -					
	Vendor Support	\$ -					
<b>Total Prices</b>		<b>\$ 41,773.13</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,314.80</b>	<b>\$ 6,629.60</b>	<b>\$ 9,944.40</b>

Prices shown on this page represent recurring and nonrecurring charges for items as described. These prices do not include recurring or nonrecurring charges for taxes, duties, tariffs, or telecommunication services.





**CENTURYLINK**  
CenturyLink CenturyLink Maintenance

Valid Until  
Contract Term:

November 3, 2013

36 Months

All Services listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and for CenturyLink™ CenturyLink™ Maintenance Service Areas, both posted to [http://about.centurylink.com/legal/terms\\_conditions.html](http://about.centurylink.com/legal/terms_conditions.html)

Customer Legal Name: E911 Page County 9-1-1 Office  
Customer Billing Name: E911 Page County 9-1-1 Office  
120 S COURT ST PAGE COUNTY  
LURAY

Quote-Build # : 13-037016--  
VA : 22835-1225

**Engineer Selected**

Part Number	Description	Quantity	Annual Standard Rate		Annual Extended Rate		Total
			Unit	Total	Unit	Total	
873099-00314.0	SEMT 4 PER SEAT LIC	2	\$ 1,381.70	\$ 2,762.40	\$ 1,697.40	\$ 3,314.80	
61000-409403SEF	WKST HP ZZZO SFF	2					
63000-202502	MNTR FP WIDE SCR LCD 20IN	2					
64007-50016	KEYPAD 24KEY 12FT CBL	2					
85300-00401	SAM EXT SPCR KIT	2					
853030-00302	R4 SAM HDWR KIT	2					
873099-00502	R4 IRR LIC/DOC/MED	2					
873391-00201	AURORA COLLECTION LIC	2					
<p>SUBTOTAL: ANNUAL RECURRING EQUIPMENT COVERAGE ..... \$ 2,762.40</p> <p>SUBTOTAL: ANNUAL ON SITE TECHNICIAN COVERAGE ..... \$ -</p> <p>TOTAL ANNUAL RECURRING COVERAGE CHARGES ..... \$ 2,762.40</p> <p>TOTAL CONTRACT TERM RECURRING COVERAGE CHARGES ..... \$ 8,287.20</p>							

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



# FY15 PSAPGRANT APPLICATION

## PROJECT TITLE

Voice Recorder

## GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Page County EOC

CONTACT TITLE: Grant Specialist

CONTACT FIRST NAME: Tina

CONTACT LAST NAME: Sumpter

ADDRESS 1: 108 South Court Street

ADDRESS 2: [Click here to enter text](#)

CITY: Luray

ZIP CODE: 22835

CONTACT EMAIL: [grants@pagesheriff.com](mailto:grants@pagesheriff.com)

CONTACT PHONE NUMBER: 540-843-4506

CONTACT MOBILE NUMBER: 540-860-1970

CONTACT FAX NUMBER: 540-743-1252

REGIONAL COORDINATOR: Amy Ozeki

## HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

## 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:

# YEARS of HARDWARE/SOFTWARE:

**Mirra IV (through Applied Digital Solutions) 10 years (estimated)**

**PRIORITY/PROJECT FOCUS** [Click to select a project focus from the drop down list](#)

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

**FINANCIAL DATA**

Amount Requested: \$51,797.00

Total Project Cost: \$51,797.00

**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 Page County PSAP is requesting \$51,797.00 to replace the technically outdated Mirra IV Voice Recorder with the NexLog 740 base system. The NexLog 740 base system includes: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager, and 1 year warranty.

This request for funding aligns with the given grant committee current priorities because the project will be replacing the technically outdated Voice Recorder with the Eventide NexLog mission-critical communications logging systems reliably capture, store, protect reproduce, and manage important interactions and critical data. NexLog logging systems will help us to secure our documents and retrieve incidents, comply with regulations, and improve our facility operations.

Eventide NexLog communications logging systems offer outstanding flexibility and ease of use, with a choice of advanced capability in a state-of-the-art SQL relational database, and NexLog logging systems feature an embedded Linux operating system for maximum reliability and compatibility with our existing Windows infrastructure.

Page County is a rural community of 24,042 citizens. Due to recent budget constraints the Page County PSAP does not have sufficient funds for the project. Page County has been plagued with a high unemployment rate since 2001. The May 2013 unemployment rate for Page County was 8.2%, which was higher than Virginia's unemployment rate of 5.4% and the National unemployment rate of 7.5%

The project has a direct effect on operational services of the PSAP. NexLog communications logging systems have been designed to comply with the NENA standard for recording of NG9-1-1 primary interactions via the "SIP-Invite" and SIPrec methods. The resulting recordings are immediately available for replay, instant recall, forensic research, incident management, burn-to-CD, email, and export. NexLog logging systems also support a standards-compliant NG9-11 event logging web service that allows other NG9-1-1 subsystems (functional elements) to deposit and retrieve data such as call routing logs and geo-location. This web-service interface also permits other systems to receive an incident's record media via RTSP.

The NexLog P25 capabilities are that the communications logging systems support recording of P25 Trunked and P25 Conventional radio traffic. An integrated recording solution is available for Motorola's ASTRO 25 system equipped with Archive Interface Server (AIS) and applicable licensing.

The consequences of not receiving this funding will be that we won't be able to replace the technically outdated voice recorder. The Mirra IV is a difficult system to utilize. It is difficult to find a recording that is needed because you have to listen to one line at a time or you have to listen to all of lines. For example, you can't pick two lines and listen to them. In addition, we need to add additional recording lines but with the Mirra IV we don't have this capability. Currently, we have several lines that aren't being recorded.

This project is part of a long term strategic plan to replace systems that are technically outdated and aren't meeting the needs of the PSAP. The project will replace the Mirra IV Voice Recorder and in turn will enhance the PSAP's capabilities. In addition, the upgrade is in line with our long term strategic plan to convert to P25 compliant.

This project will be locally sustainable through the help of the PSAP and the vendor by providing long-term support and maintenance. The key benefits of the Maintenance Contracts are: Project our investment-keep your radio equipment operating in peak condition, Priority Service-our service contract customers always have First Priority, Fast Turnaround Time-have our radio equipment working again, faster, No surprises-never worry about receiving a higher repair bill again, Minimize Down Time-reduce time lost because of equipment failure, and Control Repair Cost-be in control of our radio equipment repair cost.



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

The grant will be maintained and supported in the future by the Page County Communication Center Budget. The Page County Communication Center will submit their budget for the Board of Supervisors approval to support funding of managing and maintenance of the Voice Recorder. In addition, we will continue to search for and apply for grant funding not only to maintain and support this project but to continue to strengthen and enhance our PSAP.

### **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.

This project will replace the existing technically outdated voice recording system at the Page County PSAP. The Eventide is a mission-critical communications logging systems reliably capture, store, protect, reproduce, and manage important interactions and critical data. The system features:

- High-reliability network-ready logging system with embedded Linux OS & SQL database
- P25 trunked & conventional radio recording
- NG9-1-1 (i3) recording and logging support
- Call evaluation & reporting software
- Recording of desktop PC screen activity
- Up to 1 million hours of on-line audio storage
- Multi-tier security, auto-expiring passwords
- Full-time recording for compliance
- Records digital, VoIP, analog, T1/E1/1SDN, SIP
- Records NG9-1-1 via SIP-invite or SIPrec
- Records IP-dispatch consoles, RoIP systems
- Records trunked & conventional 2-way radio
- Capture DNIS, CLID for our switch
- 9-1-1 ANI/ALI and SMDR/CDR integrations
- Archive to DVD-RAM, HDD, or USB drives
- Network archive to multiple/redundant NAS
- Central archive to another NexLog recorder
- Live-monitoring of multiple channels
- Redundant power supplies and disk drives
- Web-based configuration manager software
- LCD color touch screen option for full control, incident replay, monitoring and configuration

**Goal #1:** Strengthen the PSAP by providing a mission-critical communications logging system.

**Objective #1:** Implement the Eventide NexLog Voice Recorder in the PSAP

**Implementation Strategy:** The Page County PSAP plans to implement this project through the use of a third party vendor(s). The vendor(s) will be responsible for developing an implementation strategy sufficient for project success. The PSAP will assist the vendor(s) through project coordination, meetings, conference calls, and other required resources in order to ensure a successful project. A final implementation plan will be developed upon project initiation.

The PSAP plans to implement this project as part of a comprehensive plan for replacing the technically outdated equipment at the Page County PSAP. The PSAP plans to utilize a third party vendor(s) in order to develop a work plan and implementation process for this project.



### 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 / 30 / 14
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	10 / 30 / 14
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	12 / 30 / 14
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	12 / 30 / 15
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	06 / 30 / 16

Identify the longevity or sustainability of the project.

Once implemented the Page County PSAP will have the ability to sustain the project going forward.



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

The project supports the Virginia Statewide E-911 Strategic Comprehensive Plan by providing a standard level of emergency response to the public. This project will allow us to work toward achieving Goal A of the 2.2 Strategic Goals. The goal will be for law enforcement and emergency rescue to provide consistent emergency response to everyone within Page County, at any time during the day, and during any event. The project will provide continuity the PSAP by replacing the technically outdated voice recording system.

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:  
n/a

Intended collaborative efforts:  
n/a



Resource sharing:

n/a

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

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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

**Voice Recorder** **\$43,164.00**

See attached Detailed Vendor Quote from Clear Communications for Voice Recorder. We have added 10% for inflation.

**IT Assistance** **\$ 8,633.00**

The IT Assistance will contractual IT hours that is conducted during this project. The IT hours is a flat rate based on the cost equation that is utilized for IT projects to total an estimate of \$8,633.00.

**TOTAL: \$51,797.00**

## EVALUATION



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

The Page County PSAP will evaluate and measure the achievements of this project by working with a third party vendor.

The PSAP will require that the vendor:

- Establish timelines, goals and benchmarks
- To implement a project implementations document outlining each phase and when each phase is completed
- Follow a payment schedule which coincides with each phase of the implementation

In addition, the PSAP will require that a portion of payment be withheld until the project has been completed.



## 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"



## Section 1. Company Background

### 1.1 Introduction

For over 20 years, Clear Communications has been serving the great state of Virginia. We provide Sales and Service of Motorola Two-Way Infrastructure, Mobile, and Portable equipment. We also provide wireless data services such as Canopy, Mesh, WiFi, Mobile Video, Video Surveillance, and Mobile Data Networks. Our customers receive nothing but the best in service after the sale in the form of installation, repair, and maintenance. We are a Motorola Authorized Service Center, Warranty Center, and National Service Center.

### 1.2 History

Clear Communications and Electronics, Inc. started with 2 employees in 1988. Now Clear Communications has 25 employees serving Central Virginia with locations in Charlottesville, Staunton and Harrisonburg. In 1993, Clear Communications became the preferred sub-contractor for Motorola. Clear Communications then became an MSS for Motorola in 2002. One year later, Clear Communications became a Motorola Authorized Dealer. In 2008, Clear Communications became a Premier Service Partner with Motorola. Most recently (2009), Clear Communications was certified as a Tuning Fork Laboratory by the State of Virginia DCLS. This service provides law enforcement with radar tuning fork certifications for court.

Clear Communications has been recognized with distinctions such as MOTOSTAR and the Pinnacle Club award. These awards are given to the dealers that not only excel in business, but show that they have the technical training and material resources to properly support any of their customers' needs.



## Section 2. Contact Information

### 2.1 Office Locations

**Charlottesville Location**  
620 Cami Lane  
Charlottesville, VA 22902  
Phone: 434.971.8139  
Fax: 434.971.8919

**Staunton Location**  
401 Commerce Road  
Staunton, VA 24401  
Phone: 540.885.1990  
Fax: 540.885.7701

**Harrisonburg Location**  
11 Warehouse Road  
Harrisonburg, VA 22801  
Phone: 540.432.0096  
Fax: 540.574.6095

### 2.2 System Sales Representative

Brian Almarode

620 Cami Lane  
Charlottesville, VA 22902

Cellular: 434.953.5802  
Phone: 434.971.8139  
Fax: 434.971.8919



### Section 3. Discription of System

Eventide NexLog mission-critical communications logging systems reliably capture, store, protect, reproduce, and manage important interactions and critical data. NexLog logging systems help you securely document and retrieve incidents, comply with regulations, and improve your facility's operations.

Eventide NexLog communications logging systems offer outstanding flexibility and ease of use, with a choice of advanced capability remote software or convenient touch-screen front panel operation. Call records are stored in a state-of-the-art SQL relational database, and NexLog logging systems feature an embedded Linux operating system for maximum reliability and compatibility with your existing Windows infrastructure.

#### NG9-1-1 Capabilities

NexLog communications logging systems have been designed to comply with the NENA standard for recording of NG9-1-1 primary interactions via the "SIP-Invite" and SIPrec methods. The resulting recordings are immediately available for replay, instant recall, forensic research, incident management, burn-to-CD, email, and export. NexLog logging systems also support a standards-compliant NG9-1-1 event logging web service that allows other NG9-1-1 subsystems (functional elements) to deposit and retrieve data such as call routing logs and geo-location. This web-service interface also permits other systems to receive an incident's recorded media via RTSP.

#### P25 Capabilities

NexLog communications logging systems support recording of P25 Trunked and P25 Conventional radio traffic. An integrated recording solution is available for Motorola's ASTRO 25 system equipped with Archive Interface Server (AIS) and applicable licensing.

### **Resilience Features**

Eventide NexLog communications loggers offer multiple levels of resilience, including redundant power supplies, redundant hard disk drives (choices of RAID levels 1, 5, or 1+0) or SAN connectivity, redundant network capability (via NIC bonding), and multiple choices for archive redundancy and network-based archive storage. The NexLog 740 logger is equipped with dual hot-swap load-sharing 120/240 VAC power supplies. Optional dual hot-swap load-sharing -48 VDC power supplies are also available, or you can combine a 120/240 VAC power supply with a -48 VDC supply for source-diverse power redundancy.

### **Security Features**

NexLog Communications Logging Recorders include a multi-tier security system that controls user access based on role and channel assignments. NexLog has been designed to enhance security by encouraging users to employ strong passwords and to use them properly. Password policy options include complexity enforcement, automatic aging, change reminders, expiration, and lock-out. In addition, each user's access and actions are audited and available for review.

### **Recording Capabilities**

NexLog Communications Logging Recorders have been designed to provide full-time recording for compliance needs, as well as distributed recording for enterprises with multiple sites. NexLog loggers passively record digital PBX telephones, VoIP telephones, analog telephones, analog C.O. lines, analog radio audio, T1 & E1 trunks, ISDN-PRI trunks, ISDN30 trunks, SIP trunks, IP-dispatch consoles (AVTEC, Telex, Zetron, and others), Radio over IP (RoIP), trunked and conventional 2-way radio, P25 radio, Motorola ASTRO 25 with AIS, Windows PC Screens, and more.

### **Channel Capacities**

The NexLog 740 logger is field upgradeable from 8 to 96 digital channels, 8 to 96 analog channels, 8 to 240 VoIP channels, 8 - 240 NG9-1-1 "SIP-Invite" or SIPrec channels, 24 - 192 T1/PRI channels, or 30 -240 E1 channels. A wide range of mixed channel quantities (digital, analog, VoIP/RoIP, etc.) can be supported within a single NexLog 740 logger. Multiple NexLog Communications Logging Recorders may be easily combined to provide recording solutions for higher channel counts and/or multiple sites.

### **Metadata Integration Capabilities**

In addition to recording audio and screen media, NexLog Communications Logging Recorders support integration to a variety of metadata sources that provide call-associated information. Options include 9-1-1 ANI/ALI integration, SMDR/CDR integration to PBX systems, IP Dispatch console metadata integration, EF Johnson IP25 metadata integration, and customized data integration. In addition, the NexLog SOAP-server interface allows third party developers to develop custom integrations for recording control and/or metadata tagging.

### **Internal Storage Array Options**

NexLog Communications Recording Loggers include a standard pair of 1 Terabyte hard disk drives with RAID-1 mirroring (providing 166,000 hours @13kbps compression). Storage array upgrade options include larger RAID1 (333,000 hours @13kbps), RAID1+0 (333,000 or 666,000 hours@13kbps), and RAID5 (500,000 or 1 Million hours@13kbps). For special applications, Eventide also offers a Fibre-Channel adapter for running and storing via a third-party Storage Area Network (SAN).

### **Archive Capabilities**

NexLog 740 Communications Recording Loggers include a multidrive for DVD-RAM archiving (9.4GB per dual-sided DVD-RAM disk, 1540 hours @13kbps) for automatic archiving. A second multidrive and/or a removable 500GB hard drive can be added for redundant or sequential archiving. In addition, NexLog loggers can also archive to as many as six external USB hard disk drives or USB flash devices. For geo-diverse redundancy of network-archive storage, NexLog loggers can archive to as many as six Network Attached Storage (NAS) shares. Multiple NexLog loggers can archive to a central NexLog unit, which provides a centralized database and storage for calls that have been recorded at multiple sites.

### **Incident Replay and Management Features**

Eventide MediaWorks software provides enhanced recording management capabilities including flexible search, multiple-call replay via graphical time-line with pan/zoom, variable-speed replay, drag & drop into incident tabs, redaction, protection, burn calls or incident to CD, export or email incident, live monitor and instant recall.

### **Instant Recall Features**

Eventide MediaAgent software provides agents, call takers, and dispatchers with preset-based instant recall, variable-speed replay, record-on demand, text annotation, and export to WAV file.

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### **Color LCD Touch Screen**

The available color touch screen provides convenient control and replay at the logger's front panel. You can view the current status of each channel and each archive, receive visual and audible alerts, live-monitor multiple channels, and fully administer the system using the NexLog Configuration Manager software. Playback functions available at the touch screen include quick replay, advanced search and replay, select calls to be protected, create incidents from groups of calls, add more calls to an existing incident, and export an incident to USB - or burn the incident to CD.

### **Web-based NexLog Configuration Manager Software**

NexLog communications loggers include the NexLog Configuration Manager software, which permits secure browser-based access to system configuration parameters. NexLog Configuration Manager Software also allows the administration of password policies and assignment of each user's system access permissions.

### **Call Evaluation and Reporting**

The optional Eventide "Quality Factor" call evaluation module allows supervisors to efficiently evaluate call-handling quality. Evaluation questions, answer banks, and skills can all be quickly entered and maintained, and the call evaluation forms can be created through a simple drag and drop process. The evaluation questions and forms can be quickly adapted for special incidents and changing requirements. Quality Factor software's reports are designed to help supervisors measure the quality of call handling and track performance.

### **Enhanced Logger Reports**

NexLog communications logging systems include tabular and graphical reports that can be run at any time. These daily, weekly, and monthly reports provide managers with valuable information about call volumes and channel activity.

### **Designed, Built, and Supported in the USA**

NexLog communications logging software applications are created and maintained exclusively in the USA by Eventide's team of highly-talented software developers, assuring prompt response to changing market needs. In addition, all NexLog loggers are assembled, tested, and supported at our New Jersey USA production & support facility.

Trusted By Customers - Worldwide Public safety, government, institutional, and industrial customers at thousands of sites worldwide trust Eventide mission-critical logging systems to reliably record and protect their most important interactions and related data\* Channel capacities are dependent on system configuration and other options; see Specifications tab for details.



## Section 4. Equipment List

<b>NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager, and 1st year warranty.</b>		1
<i>Front Panel:</i>	Integrated 7" Color LCD Touch Screen Display	1
<i>Disk Array:</i>	2 x 1TB fixed-mount s/w-RAID1 = 1TB storage (standard)	1
<i>Archive Drive:</i>	Equip with one Multi-Drive for DVD-RAM (standard)	1
<i>Power Supplies:</i>	Dual hot-swap power supplies, 120/240VAC (standard)	1
<i>Rack Slides:</i>	Rack Mount Slides - 2 Post Center Mt., 3U (for NexLog 740)	1
<i>Card Choice #1:</i>	24-Channel Analog Card, 24 Ch. Licenses	1
<i>Internal IP:</i>	Internal IP Recorder w/ 8 G.711 Ch. Licenses	1
<i>MediaWorks Express:</i>	QTY of 8-concurrent MediaWorks Express (web) licenses:	1
<i>Integration #1:</i>	NENA ANI/ALI CAD Spill Integration or SMDR	1

### Recommended Spares if 24/7 Support if desired.

Recommended spares Kit for the NexLog is:  
*(Not included in pricing Section 5)*

- 1 - 427283 ~ 1TB SATA Hard Disk Drive - \$1,076.00
  - 1 - 427235-002 - Power Supply Module - \$540.00
  - 1 - 427299 - DVD-RAM Archive Drive - \$290.00
- Total \$1906.00

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## Section 5. Pricing

### 5.1 Pricing

The price for the system described above includes all equipment listed, installation, and training. \$ 39,240.00

### 5.2 Terms

To Be Determined at time of Award / Order.



## Section 6. Maintenance Overview

### 6.1 The Key Benefits of Maintenance Contracts are:

**Protect Your Investment**

- Keep your radio equipment operating in peak condition

**Priority Service**

- Our service contract customers always have First Priority

**Fast Turnaround Time**

- Have your radio equipment working again, faster

**No Surprises**

- Never worry about receiving a high repair bill again

**Minimize Down Time**

- Reduce time lost because of equipment failure

**Control Repair Costs**

- Be in control of your radio equipment repair costs

### 6.2 Maintenance Initiation Example:

Maintenance during normal business hours (8:00 AM – 4:30 PM Monday thru Friday) is conducted either in-shop or on-site depending on the nature of the issue. Service is initiated by the customer via our 434-971-8139 number.

### 6.3 24 / 7 Maintenance on Infrastructure

1. Respond to a Customer request for service 24 hours/day, 7 days/week, including holidays for equipment failures that critically impair infrastructure operation. Response time to a request-for-service shall be within thirty minutes. On-site response to a request-for-site-visit shall be within 2 hours.
2. Repair defective listed equipment which includes only all travel and labor expenses. All parts and material used to be billed to the customer.
3. Perform routine repair on infrastructure, mobiles and portables (if included) in the listed equipment between 8:00 a.m. and 4:30 p.m. Monday through Friday.
4. Perform preventive maintenance, equipment performance testing, inspection, and FCC compliance testing, annually for all listed equipment.
5. Provide telephone technical support for radio communication issues.
6. Advise the Customer on existing and pending system deficiencies.

**Price for new system will increase the yearly cost by approximately ~\$ 3000.00**

*(This increase will be determined based on spare options and level of desired service.)*



## Section 7. Specifications

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# **Eventide<sup>®</sup>**

# **NexLog<sup>™</sup>**

**Next Generation  
Communications Logging Recorders**

**Mission-Critical Call Recording**

**P25 Radio • NG 9-1-1 • IP Dispatch • VoIP**



**Incident Management • Web-Based Replay**

**Quality Assurance • Reporting • Screen Capture**

**SIP • Digital • Analog • T1/E1 • LMR • RoIP • ATC**

# Eventide® NexLog™

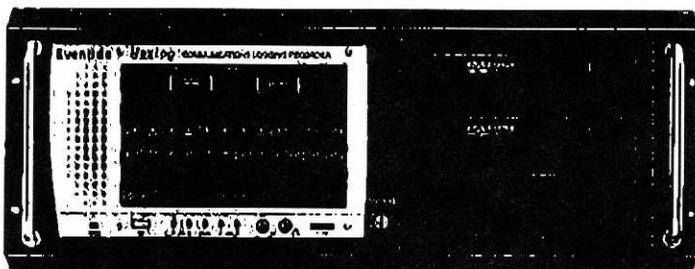
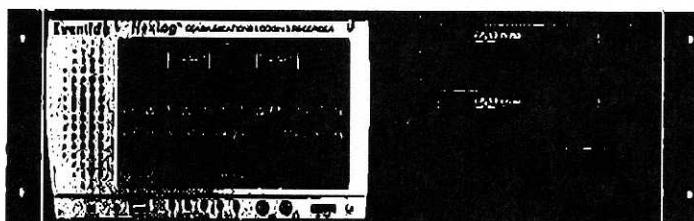
## Next Generation Communications Logging Recorders

Eventide *NexLog* IP-based communications logging systems help you securely document and retrieve incidents, comply with regulations, and improve your facility's operations by reliably capturing, storing, protecting, and managing important interactions and critical data.

The *NexLog* suite of products includes:

- **Communications Logging:** Linux-hardened recording platforms with multiple levels of redundancy.
- **Replay and Incident Management:** Intuitive search and replay tools that help you find and export recordings faster than ever before.
- **Instant Recall:** Desktop software to help call takers or dispatchers confirm what they heard or didn't quite hear.
- **Quality Factor:** Software to help you score call-handling performance and identify training needs.
- **Screen Capture:** Documents your agents' actions and skill levels when using call taking and dispatch tools.

*Public safety, government, institutional and industrial customers at thousands of sites worldwide trust Eventide mission-critical logging systems to reliably record and protect their most important interactions and related data.*



### System Features

- High-reliability network-ready logging system with embedded Linux OS and SQL database
- P25 trunked & conventional radio recording
- NG9-1-1 (I3) recording and logging support
- Call evaluation & reporting software
- Recording of desktop PC screen activity
- Up to 1 million hours of on-line audio storage
- Multi-tier security, auto-expiring passwords
- Full-time recording for compliance
- Records digital, VoIP, analog, T1/E1/ISDN, SIP
- Records NG9-1-1 via SIP-Invite or SIPrec
- Records IP-dispatch consoles, RoIP systems
- Records trunked & conventional 2-way radio
- Captures DNIS, CLID from your switch
- 9-1-1 ANI/ALI and SMDR/CDR Integrations
- Archive to DVD-RAM, HDD, or USB drives
- Network archive to multiple/redundant NAS
- Central archive to another *NexLog* recorder
- Live-monitoring of multiple channels
- Redundant power supplies and disk drives
- Web-based configuration manager software
- LCD color touch screen option for full control, incident replay, monitoring and configuration

### NexLog 740

#### Communications Logging Recorder

- 3U platform • Redundant power • Redundant HDDs
- 8 - 96 Analog channels • 8 - 96 Digital PBX channels
- 24 - 192 T1/PRI channels • 30 - 240 E1 channels
- 8 - 240 VoIP channels • 8 - 240 NG9-1-1 SIP channels
- 8 - 240 P25 Radio channels

(Shown with optional color LCD touch screen)

### NexLog 840

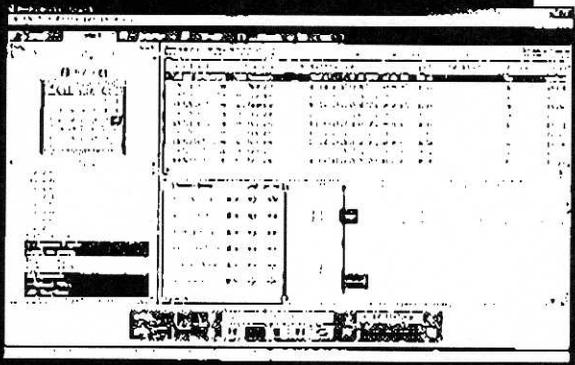
#### Communications Logging Recorder

- 4U platform • Redundant power • Redundant HDDs
- 8 - 240 Analog channels • 8 - 240 Digital PBX channels
- 24 - 240 T1/PRI channels • 30 - 240 E1 channels
- 8 - 240 VoIP channels • 8 - 240 NG9-1-1 SIP channels
- 8 - 240 P25 Radio channels

(Shown with optional color LCD touch screen)

### Incident Replay and Management

Eventide *MediaWorks*™ browser-based or client software provides enhanced recording management capabilities including flexible search, multiple-call replay, graphical

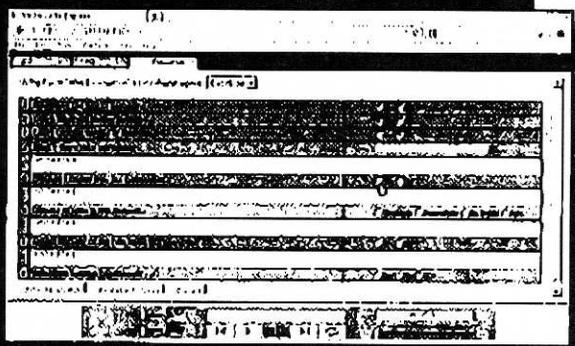


timeline with pan/zoom, variable-speed replay, drag & drop into incident tabs, redaction, protection, burn calls or incidents to CD, export or email incident, live monitor, and instant recall.

*MediaAgent*™ software provides agents, call takers, and dispatchers with preset-based instant recall, variable speed replay, record on demand, text annotation, and export to WAV.

### Call Evaluation & Reporting

Eventide's *Quality Factor*™ software option allows supervisors to efficiently evaluate call handling for key attributes such as fact finding, situational control, empathy and accuracy.



Evaluation questions and forms can be quickly adapted for special incidents, changing protocols, and new requirements. *Quality Factor* reports help supervisors measure call handling quality and performance trends by individual, by group, or by entire center.

### Next Generation 9-1-1

#### NG9-1-1 Recording

*NexLog* communications logging systems have been designed to comply with the NENA I3 standard for recording of NG9-1-1 primary interactions via "SIP-Invite" and SIPrec. The resulting recordings are immediately available for replay, instant recall, research, incident management, burn-to-CD, email, and export.

#### NG9-1-1 Logging

*NexLog* logging systems support a standards-based NG9-1-1 event logging web-service that allows other NG9-1-1 functional elements (sub-systems) to deposit and retrieve data such as call routing logs and geo-location. This web-service interface also permits other NG9-1-1 sub-systems or applications to retrieve an incident's recorded media via RTSP.

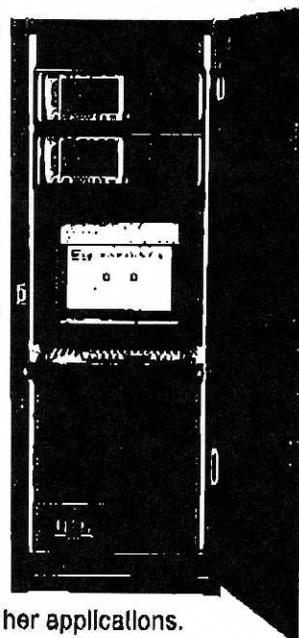
#### NexLog Screen Recording

*NexLog* screen recording helps document the call-handling and dispatching actions that occur during an incident, by capturing the PC user's screen activity. Screen recording also helps supervisors evaluate competency with important call taking and dispatching software. Desktop PCs with 1 to 4 screens are supported.

### System Resilience and Redundancy

*NexLog* communications loggers offer multiple levels of resilience, including redundant power supplies, redundant disk drives with choice of RAID level 1, 5, or 10, multiple archive redundancy choices, and geo-diverse network archiving.

*NexLog* loggers are available in fully-redundant pairs that provide parallel recording of mission-critical communications for 9-1-1, Dispatch, Air Traffic Control, and other applications.

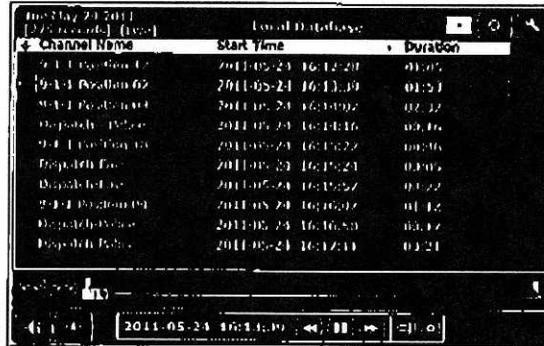
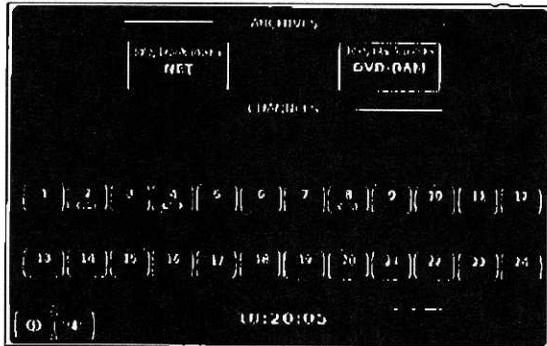


# NexLog<sup>™</sup> Next Generation Communications Logging Recorders

# Eventide<sup>®</sup>

## Color LCD Touch Screen Option

The available color touch screen provides convenient control and replay from the front panel. You can view channel status, archives and alerts, live monitor channels, and configure the system. Playback functions include search and replay, protect calls, create incidents, add calls to an incident, export, and burn to CD.



Info mode: Status of channels, archives and alerts; Live Monitor

Replay mode: Search, playback, build incidents, export, burn to CD

## Technical Specifications - NexLog Communications Logging Recorders

<b>System platform</b>	• Non-proprietary turnkey recording and logging appliance • Embedded Linux operating system • Relational SQL database	
<b>Hardware base</b>	• Industrial motherboard or System Host Board with Intel Core2 Quad CPU • Industrial-grade rack-mount chassis	
<b>Security</b>	• User access by role and channels (or talk groups) • Programmable password expiration • User access and actions audited	
<b>Local system control</b>	• Control via optional 7" color LCD touch screen on front panel • Control via keyboard, display, and mouse	
<b>Front panel audio controls</b>	• Volume control • Handset Jack • Line out (re-record) Jack • Built-in amplified speaker	
<b>Configuration utility</b>	• Web-based Configuration Manager software for complete system management	
<b>Compression (analog/digital)</b>	• 13kbs GSM • 16kbs ADPCM • 32kbs ADPCM • 64kbs PCM	
<b>Audio characteristics</b>	• Frequency response: 200 Hz to 3400 Hz • Signal/Noise: >50dB • Crosstalk: 60dB • AGC: programmable	
<b>Record activation</b>	• VOX • Off-hook • Continuous • Scheduled • On-demand • Optional contact closure detection	
<b>Network</b>	• Dual Ethernet 10/100/1000Mbps • TCP/IP protocol • Dual NIC binding supported • SPAN capture on dedicated NIC	
<b>Time synchronization</b>	• Network time protocol (NTP) • RS-232 • Optional IRIG-B card	
<b>Analog Interface</b>	• High-impedance (10kOhm) • Beep tone • Tip/Ring DCV detection • Detects DTMF, MF, CL, MDC1200 (optional)	
<b>Digital PBX telephone Interface</b>	• Passive recording for a wide range of popular digital PBX telephones	
<b>T1/E1/ISDN Interfaces</b>	• High-impedance passive recording • T1 • T1/ISDN-PRI • E1 • E1/ISDN30 • ISDN2 trunks	
<b>VoIP recording Interface</b>	• Passive recording via port mirroring of a wide range of VoIP PBX telephones and SIP trunks • Cisco Built-in-bridge recording	
<b>IP Dispatch and RoIP Interface</b>	• Recording of unicast or multicast RTP audio • IP-dispatch console systems • RoIP interoperability systems	
<b>P25 system Interfaces</b>	• Motorola ASTRO 25 recording via licensed AIS Interface • EF Johnson ATLAS 25 via privileged Interface • P25 phase 1 & 2	
<b>Next Generation 9-1-1 Interface</b>	• NG9-1-1 Primary Interaction recording via SIP-Invis or SIPrec • NG9-1-1 data logging web service	
	<b>NexLog 740</b>	<b>NexLog 840</b>
<b>Channel capacities</b>	<ul style="list-style-type: none"> <li>• VoIP phones: 8 - 240 ch.</li> <li>• P25 radio: 8 - 240 ch.</li> <li>• NG9-1-1 SIP: 8 - 240 ch.</li> <li>• Digital 2-wire: 8 - 96 ch.</li> <li>• T1/PRI: 24 - 192 ch.</li> <li>• Mitel Superstar, ROLMphone, or Digital 4-wire: 4 - 48 ch.</li> </ul>	<ul style="list-style-type: none"> <li>• SIP trunks: 8 - 240 ch.</li> <li>• IP dispatch: 8 - 240 ch.</li> <li>• Analog 2-wire: 8 - 96 ch.</li> <li>• ISDN-BRI: 4 - 48 trunks</li> <li>• E1/ISDN30: 30 - 240 ch.</li> <li>• Mitel Superstar, ROLMphone, or Digital 4-wire: 4 - 48 ch.</li> </ul>
<b>Hard disk drive array options</b>	<ul style="list-style-type: none"> <li>• 1 TB RAID-1 (2 x 1 TB)</li> <li>• 3 TB RAID-5 (4 x 1 TB)</li> <li>• RAID 1+0 options</li> </ul>	<ul style="list-style-type: none"> <li>• 2 TB RAID-1 (2 x 2 TB)</li> <li>• 6 TB RAID-5 (4 x 2 TB)</li> <li>• SAN option via FC-Interface</li> </ul>
<b>Archive options</b>	<ul style="list-style-type: none"> <li>• Network archiving to NAS</li> <li>• Central archive to another NexLog</li> <li>• Single or dual DVD-RAM</li> </ul>	<ul style="list-style-type: none"> <li>• Archive to USB Flash</li> <li>• USB HDD(s)</li> <li>• Removable 500GB HDD</li> </ul>
<b>Power supplies</b>	• Dual hot-swap supplies • 100-240 VAC, 50/60Hz • 350 W	
<b>Form factor, Physical</b>	<ul style="list-style-type: none"> <li>• 3U, rack-mountable • 50 to 80 pounds (23 to 34 kg)</li> <li>• 6.25"H (134mm) x 19"W (482mm) x 24"D (610mm)</li> </ul>	<ul style="list-style-type: none"> <li>• Dual hot-swap supplies • 100-240 VAC, 50/60Hz • 400 W</li> <li>• 4U, rack-mountable • 85 to 95 pounds (30 to 43.2 kg)</li> <li>• 7"H (178mm) x 19"W (482mm) x 26"D (661mm)</li> </ul>
<b>Environmental requirements</b>	• Temperature (operating): +6C (41F) to 40C (104F) • Humidity (operating): 10-80%RH, non-condensing	

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Check with Eventide for hybrid (mixed-type) channel capacities, and for pre-sales review of digital telephone, VoIP telephone, and VoIP codec compatibility.

# Eventide<sup>®</sup>

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[www.eventide.com](http://www.eventide.com)



142339-02

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

Replacement CPE

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Powhatan County  
 CONTACT TITLE: Emergency Management/E-911 Coordinator  
 CONTACT FIRST NAME: Floyd  
 CONTACT LAST NAME: Greene  
 ADDRESS 1: P.O. Box 333  
 ADDRESS 2: 3910-C Old Buckingham RD  
 CITY: Powhatan  
 ZIP CODE: 23139  
 CONTACT EMAIL: fgreene@powhatanva.gov  
 CONTACT PHONE NUMBER: 804-598-5677  
 CONTACT MOBILE NUMBER: 804-347-9016  
 CONTACT FAX NUMBER: 804-598-1739  
 REGIONAL COORDINATOR: Sam Keys

### 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**

- Continuity and Consolidation
- Enhancement

**TIER**

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

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

VERSION: Vesta Pallas 2.6 With Nortel/Avaya BCM 400 Switch  
# YEARS of HARDWARE/SOFTWARE: Installed 2009

---

**PRIORITY/PROJECT FOCUS CPE**

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

**FINANCIAL DATA**

Amount Requested: \$ 150,000.00  
Total Project Cost: \$ 244,000.00

**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:

The manufacturer of the Vesta Pallas CPE equipment currently in use has informed the County of Powhatan that they will no longer support our system after December 2014. This would present major consequences should this unsupported equipment fail.



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

As a part of the bidding process for the replacement CPE purchase, the proposed monitoring, service, and maintenance programs of each vendor will be evaluated. After selection of the successful bidder; the monitoring, service, and maintenance agreements will then be established and maintained through the life of the equipment.

## 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.

The goal of this project is to replace the soon to be obsolete CPE equipment and programs with new equipment and software that will be operational and supported by the manufacturer for years to come. Objectives include conducting this transition with little or no impact on the service delivery of our PSAP. Another objective is to purchase a system that is Next Generation capable/upgradable.

Implementation will take approximately 3 months. This implementation plan will be included in the evaluation process used to select the successful bidder.

In conjunction with the equipment installation, training of all PSAP staff will be conducted as detailed in the bid documents.



**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
<b>X INITIATION</b> (Project approved by appropriate stakeholders)	<b>07 / 01 / 14</b>
<b>X DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<b>08 / 01 / 14</b>
<b>X ACQUISITION</b> (Selected system or solution is procured)	<b>09 / 01 / 14</b>
<b>X IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>12 / 01 / 14</b>
<b>X TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>01 / 01 / 15</b>

Identify the longevity or sustainability of the project.

To ensure the longevity of the system the County of Powhatan will be purchasing a system that will be both upgradeable in the future without the need for major component replacement and will be Next Generation capable/upgradeable.



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

Powhatan County will be purchasing as system that is Next Generation capable/upgradeable.

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:

N/A

Intended collaborative efforts:

N/A



Resource sharing:

N/A

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

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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

A vendor prepared quote is attached.

## EVALUATION

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

As a part of the bidding process, each bidder will be required to submit an implementation and evaluation plan with their proposals. Once the successful bidder is selected and work begins, progress will be monitored by the County's Project Manager and other IT and Dispatch office staff.



## 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"



DATE 9/11/13  
 Quotation # 428  
 Customer ID

**Proposal For:**  
 Name Floyd Green  
 Company Powhatan County Va  
 Street  
 City State, Zip  
 Phone

**Comments or special instructions:**

**Budgetary E911 CPE Replacement. 5 Position with Spares, Remote Monitoring, Virus Protection, and Patch Management**

**Cassidian Communications 4X System**

Qty	Model	Description	Amount Ea.	Amount Ext.
		<b>Cassidian Communications 4X System</b>		
2	873099-00104.0	SENT 4.0 S-SWITCH L/D/M	\$2,683.00	\$5,366.00
2	873099-03002	R4 CAD INTF LIC	\$721.00	\$1,442.00
1	04000-01584	BLKBX TL158A-R4 DATACAST	\$488.00	\$488.00
1	04000-01010	CBL DB25M/DB25M 10FT	\$12.00	\$12.00
		<b>Bundled Server Equipment</b>		
1	853031-MLSSVRSGL	V-ML SVR BNDL SML SGL	\$26,011.00	\$26,011.00
2	65000-00217	RACK CONV KIT ML350E G8	\$342.00	\$684.00
2	04000-68005	V-SVR BASIC SPT 1YR	\$137.00	\$274.00
		<b>Cassidian Communications 4X Licenses</b>		
5	873099-00360U	SENT 4 SEAT UPGD LIC	\$6,260.00	\$31,300.00
5	809800-35090	R4 SW SPT 1YR	\$1,680.00	\$8,400.00
		<b>Workstation Equipment - z220</b>		
5	61000-409603SFF	WKST HP Z220 SFF	\$2,281.00	\$11,405.00
5	65000-47001	TWR STAND SFF Z220	\$61.00	\$305.00
5	63000-221691	MNTR FP WIDE SCR LCD 22IN	\$456.00	\$2,280.00
5	04000-01005	KVM SWITCH DVI 4-PORT	\$334.00	\$1,670.00
5	853004-00401	SAM EXT SPKR KIT	\$278.00	\$1,390.00
5	853030-00302	R4 SAM HDWR KIT	\$2,750.00	\$13,750.00
5	809800-35109	R4 IWS CFG	\$358.00	\$1,790.00
5	809800-35108	R4 IWS STG FEE	\$537.00	\$2,685.00
1	870890-07501	CPR/SYSPREP IMAGING		
		<b>Cassidian Communications 4X IRR Module</b>		
3	873099-00502	R4 IRR LIC/DOC/MED	\$1,435.00	\$4,305.00
3	809800-35110	R4 IRR SW SPT 1YR	\$298.00	\$894.00



Qty	Model	Description	Amount Ea.	Amount Ext.
		<b>HP Switch/Router Equipment</b>		
2	04000-26201	SWITCH 2620 24-PORT	\$753.00	\$1,506.00
		<b>Peripherals &amp; Gateways</b>		
1	850830-03011	KIT EXT MODEM PKG 56K	\$811.00	\$811.00
2	2213937-1-SR1	FXO GATEWAY 8-PORT	\$2,196.00	\$4,392.00
3	2213939-1-SR1	FXS GATEWAY 8-PORT	\$2,196.00	\$6,588.00
5	04000-00176	SW SPT ANALOG GATEWAY 1YR	\$107.00	\$535.00
1	04000-11040	FIREWALL S1104 APPL	\$2,808.00	\$2,808.00
1	04000-11041	WARR FIREWALL SS1104 1YR	\$688.00	\$688.00
1	809800-00201	VPN CFG SVCS	\$261.00	\$261.00
		<b>Peripherals &amp; Equipment Racks</b>		
1	06500-55053	EQUIPMENT RACK 19IN	\$491.00	\$491.00
1	63002-172805	MNTR W/SPKR NEC 17IN	\$304.00	\$304.00
1	04000-004B4	KVM 4-PORT SWITCH	\$614.00	\$614.00
1	04000-00607	CBL KVM USB CONSOLE	\$191.00	\$191.00
4	04000-60611	CBL KVM USB 10FT	\$115.00	\$460.00
1	04000-RMM19	BRKT 19IN RACK MTG/ARBITR	\$54.00	\$54.00
<b>Cassidian Communications 4X System Subtotal</b>				<b>\$134,154.00</b>

#### Aurora - MIS System

Qty	Model	Description	Amount Ea.	Amount Ext.
		<b>Aurora 2.1 - Standard MIS System</b>		
1	873399-00102.1	AURORA 2.1 DOC/MED	\$0.00	
1	873391-00501	AURORA STD LIC	\$3,611.11	\$3,611.11
1	873391-00301	AURORA USER LIC	\$1,354.00	\$1,354.00
1	04000-00339	SQL 2008R2 CAL RUN ENT	\$244.00	\$244.00
6	873391-00201	AURORA COLLECTION LIC	\$1,444.00	\$8,664.00
6	809800-03301	AURORA STD SPT 1YR	\$260.00	\$1,560.00
		<b>Aurora Server Equipment for Virtualized Server Bundle</b>		
1	62030-J819201	SVR TWR ML350P/G8	\$4,583.00	\$4,583.00
4	64000-20064	HD DRIVE 300GB SAS 10K G8	\$778.00	\$3,112.00
1	64000-40093	4GB RAM ML350P/DL380P/G8	\$264.00	\$264.00
1	62033-1GB2T02	SVR NAS 2TB BNDL	\$1,369.00	\$1,369.00
1	04000-00396	SVR WIN 2008 + 5 CAL	\$1,263.00	\$1,263.00
1	04000-00340	SQL 2008R2 SVR RUN ENT	\$101.00	\$101.00
1	04000-00426	PRESENT TENSE CLIENT	\$81.00	\$81.00
1	809800-01416	MIS SVR CFG	\$975.00	\$975.00
		<b>Peripherals &amp; Equipment Racks</b>		
1	06500-55053-S	EQUIPMENT SVR RACK 19IN	\$1,649.00	\$1,649.00
1	63002-172805	MNTR W/SPKR NEC 17IN	\$324.00	\$324.00
1	65000-00124	CBL PATCH 15FT	\$21.00	\$21.00
<b>Aurora - MIS System Subtotal</b>				<b>\$29,175.11</b>



### Managed Services

Qty	Model	Description	Amount Ea.	Amount Ext.
		<b>Monitoring &amp; Response Activation Fee</b>		
1	809800-14150	M&R ACT FEE SMALL SITE	\$2,441.00	\$2,441.00
		<b>Monitoring &amp; Response License Fees</b>		
3	871499-01206	M&R 3.0 LIC SVR	\$635.00	\$1,905.00
6	871499-01211	M&R 3.0 WKST LIC	\$120.00	\$720.00
11	871499-01210	M&R 3.0 IP DEVICES LIC	\$127.00	\$1,397.00
		<b>Monitoring &amp; Response Support Fees</b>		
3	809800-14161	M&R 3.0 SVR SRVC 1YR	\$1,867.00	\$5,601.00
7	809800-16161	M&R 3.0 WKST SRVC 1YR	\$517.00	\$3,619.00
11	809800-16166	M&R 3.0 IP DEV SRVC 1YR	\$517.00	\$5,687.00
		<b>Managed Services - Implementation Fee</b>		
10	809800-14152	MGD SERV DEV & IMPL Qty-2 DDS servers; Qty-2 calltaker workstations;	\$108.00	\$1,080.00
		<b>Anti-Virus Solution</b>		
10	809800-14171	VIRUS PROTECT 3.0 SVC 1YR	\$159.00	\$1,590.00
		<b>Patch Management Solution</b>		
10	809800-16146	PATCH MGMT 3.1 SVC 1YR	\$397.00	\$3,970.00
<b>Managed Services Subtotal</b>				<b>\$28,010.00</b>

### System Spares

Qty	Model	Description	Amount Ea.	Amount Ext.
		<b>Cassidian Communications 4X Equipment - Spares</b>		
1	04000-26201	SWITCH 2620 24-PORT	\$753.00	\$753.00
1	2213937-1-SR1	FXO GATEWAY 8-PORT	\$2,196.00	\$2,196.00
1	2213939-1-SR1	FXS GATEWAY 8-PORT	\$2,196.00	\$2,196.00
2	04000-00176	SW SPT ANALOG GATEWAY 1YR	\$107.00	\$214.00
		<b>z220 Workstation Equipment - Spares</b>		
1	61000-409603SFF	WKST HP Z220 SFF	\$2,281.00	\$2,281.00
1	63000-221691	MNTR FP WIDE SCR LCD 22IN	\$456.00	\$456.00
1	853030-00302	R4 SAM HDWR KIT	\$2,750.00	\$2,750.00
1	809800-00102	GENERIC WKST CFG FEE	\$616.00	\$616.00
<b>System Spares Subtotal</b>				<b>\$11,462.00</b>



**Cassidian Communications Training**

Qty	Model	Description	Amount Ea.	Amount Ext.
Note: Training is provided at the customer site using the customer owned equipment. Prices are per student unless otherwise indicated. Minimum number of students is 6 and maximum number of students is 8 per class and 2 students per position.				
2	000001-06701	VSENT 4.X AGENT TRNG	\$1,739.00	\$3,478.00
Note: VESTA/Sentinel 4/X Agent bundle includes (1) 1/2 day class of Agent training for up to 8 students. Includes trainer's daily training expenses and travel. VESTA/Sentinel 4.X Agent training does not include training on the SIP phones. SIP phone training is a separate class and can be quoted upon request.				
1	000001-06704	VSENT 4.X ADMIN TRNG	\$5,797.00	\$5,797.00
Note: VESTA/Sentinel 4/X Admin bundle includes (1) 1 1/2 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.				
1	000002-24404	AURORA ADMIN TRNG	\$3,056.00	\$3,056.00
Note: Aurora Admin bundle includes (1) 1 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.				
<b>Cassidian Communications Training Subtotal</b>				<b>\$12,331.00</b>

Cassidian Communications 4X System	\$134,154.00
Aurora - MIS System	\$29,175.11
Managed Services	\$28,010.00
System Spares	\$11,462.00
Cassidian Communications Training	\$12,331.00
Installation	\$28,500.00
Shipping	
<b>TOTAL</b>	<b>\$243,632.11</b>

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

Next Generation Recorder

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Prince George County Emergency Communications

CONTACT TITLE: Public Safety Information Systems Specialist

CONTACT FIRST NAME: Denise

CONTACT LAST NAME: Johnson

ADDRESS 1: 6600 Courthouse Rd

ADDRESS 2: 1T

CITY: Prince George

ZIP CODE: 23875

CONTACT EMAIL: djohnson@princegeorgecountyva.gov

CONTACT PHONE NUMBER: 804-863-1875

CONTACT MOBILE NUMBER: 1T

CONTACT FAX NUMBER: 1T

REGIONAL COORDINATOR: Sam Keys

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Prince George County ECC (Police, Fire & EMS)**

_____	_____
_____	_____
_____	_____
_____	_____

### 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: Exacom

# YEARS of HARDWARE/SOFTWARE: 7

---

## PRIORITY/PROJECT FOCUS VOICE RECORDER

If "Other" selected, please specify: 1T

## FINANCIAL DATA

Amount Requested: \$ 37,838.00

Total Project Cost: \$ 37,838.00

## 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:

Prince George County's current recording system is end of life and parts can no longer be purchased for repair. We are having hardware failures on a regular basis. Currently the recorder is recording to the hard drive but the backup to other media continues to fail.



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

Manufacturer's warranty and operating budget

## 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 funding is approved the County will purchase and install a new recorder longer system. The current recorder is end of life and can no longer be repaired. Our vendor is supporting it as best as they can however there is no hardware available to replace broken parts. When failure occurs, we will no longer have evidentiary information, will not be able to store audio as required by the Library of Virginia and we will no longer be able to do quality assurance and control on calls for service. Our current recorder is not Next Gen capable. We are currently replacing our CPE and the existing recorder only records audio from telephone and radio lines. The new recorder will integrate with our new CPE and will be able to record other types of communications including text messages when the technology is made available to the PSAP.



### 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/ 01/2014
<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)	08/15/2013
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	10/01/2013
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	10/15/2013

Identify the longevity or sustainability of the project.

The system has the ability to process future types of communication that are not currently available to the PSAP. That coupled with the new CPE that the recorder will interface with provides the PSAP with a solid foundation for future technologies



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

PSAP's should be making a conscious effort to move forward with Next Gen readiness. The recorder logger system that the County is requesting would be considered Next Gen equipment. The new recording system would also allow the PSAP to record video, audio that is currently captured and text messages. This also provides a resource for information sharing with other agencies for public safety or officer safety.

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:  
N/A

Intended collaborative efforts:  
N/A



Resource sharing:

N/A

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

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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

Please see attached quote.

## EVALUATION

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

The project evaluation will be made by IT staff and Communications Supervisor's based on data retrieved. It will also be utilized for more than recording audio. The data will also be used for training and quality assurance.



## 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"



# Quotation

**Two-Way...The Right Way... Since 1954**

1282 Mountain Road  
 Glen Allen, VA 23060  
 Phone (804) 266-8999 Fax (804) 262-6846

**DATE** 9/11/13  
**Quotation #** 428  
**Customer ID**

**Proposal For:**  
 Name Denise Johnson  
 Company Prince George County VA  
 Street  
 City State, Zip  
 Phone

*Quotation valid until:* 12/31/13  
*Prepared for:* Will Smithson  
*Prepared by:* Junie Gillen

**Comments or special instructions:**

**Logging Recorder Upgrade Quotation**

## 48 Channel Verint Audiolog 5000

Qty	Model	Description	Amount Ea.	Amount Ext.
<b>Audiolog Licenses</b>				
1	C89-170-3324	Audiolog Server license for Version 5	\$2,500.00	\$2,500.00
5	C89-170-3314	Audiolog Screen Recording	\$100.00	\$500.00
48	C89-170-3315	Competitive trade in for Operational Recording	\$425.00	\$20,400.00
<b>Audiolog 5000 Series Server Hardware</b>				
1	C89-170-3600	Audiolog 5000-Series Win2008 Server	\$3,060.00	\$3,060.00
1	C89-170-3361	Upgrade Audiolog 5000-Series Redundant Pro	\$220.00	\$220.00
<b>Telephony Cards</b>				
2	C89-170-3253	LD2409 board, 24 analog ports	\$2,012.00	\$4,024.00
1	C89-170-3256	Intel-PRO/1000GT Dual Port Server Adapter	\$240.00	\$240.00
<b>Misc</b>				
1	C89-170-3210	Blu-ray drive	\$410.00	\$410.00
<b>Audiolog 5000 Series Server Spares Kits</b>				
1	C89-170-3344	Spare Parts Kit for 5000-series Redundant	\$580.00	\$580.00
<b>Software Support</b>				
1	C89-170-3312	Audiolog Maintenance (per annum)	\$1,404.00	\$1,404.00

Terms/Conditions:  
 Paid in Full with Order  
 C.O.D. (Min. 25% Down)  
 Lease Purchase  
 1.5% Interest on any overdue balance per month

<b>Total Equipment Cost</b>	\$33,338.00
<b>Tax</b>	
<b>Installation</b>	\$4,500.00
<b>Shipping</b>	
<b>TOTAL</b>	\$37,838.00
<b>Less Down Payment</b>	
<b>Amount Due</b>	

Accepted By: \_\_\_\_\_

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

Prince George County CAD/mapping Pictometry Interface

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Prince George County Emergency Communications

CONTACT TITLE: Public Safety Information Systems Specialist

CONTACT FIRST NAME: Denise

CONTACT LAST NAME: Johnson

ADDRESS 1: 6600 Courthouse Rd

ADDRESS 2: 1T

CITY: Prince George

ZIP CODE: 23875

CONTACT EMAIL: djohnson@princegeorgecountyva.gov

CONTACT PHONE NUMBER: 804-863-1875

CONTACT MOBILE NUMBER: 1T

CONTACT FAX NUMBER: 1T

REGIONAL COORDINATOR: Sam Keys

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Prince George County ECC**

_____	_____
_____	_____
_____	_____
_____	_____

### 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:

# YEARS of HARDWARE/SOFTWARE:

---

**PRIORITY/PROJECT FOCUS** GIS: MEDIUM PRIORITY

**If "Other" selected, please specify:** 1T

## FINANCIAL DATA

Amount Requested: \$ 14,540.00

Total Project Cost: \$ 14,540.00

### 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:

Roughly 75% of the 9-1-1 call volume is in the form of Wireless 9-1-1 calls. To locate these callers effectively mapping plays a vital role. Adding Pictometry would greatly enhance the level of service that the County can provide to enhance Public safety and assist public safety employees in a magnitude of different areas. The county has already implemented Pictometry at a county level. There currently is no funding available due to tight budget constraints to purchase the interface for the CAD/mapping system.



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

Interface will be maintained by County IT staff and OSSI. Updates will be done as they are made available.

## 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.

The current mapping system in place is mapping provide by the County's CAD vendor SunGard OSSI. The current mapping is limited to strictly Aerial orthography that is provided by VGIN, road centerlines and address points. The pictometry interface would be beneficial in that it would allow for oblique views in addition to orthography which is viewed from directly above. The pictometry interface would enhance emergency planning, locating wireless callers and assisting public safety units in the field during any number of emergencies by guiding them to locations more effectively. The County has already implemented Pictometry in other departments. This interface would supply the same data to the 911 center through the CAD/mapping.



**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)	07/01/2014
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	07/15/2014
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	08/15/2014
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	09/15/2014
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	10/15/2014

Identify the longevity or sustainability of the project.

The interface will be sustained by the annual maintenance agreement in place between the County and SunGard OSSI. The annual maintenance will be included in the department's normal operating budget. The updates will be maintained by county IT staff and SunGard OSSI staff.



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

This project supports the Virginia Statewide Comprehensive plan by providing a higher level of service to the public which will meet or exceed the increasingly high expectations of the public. GIS is an essential piece to public safety. The pictometry interface provides an additional data set that is not currently available to our public safety personnel and potentially enhances the standard level of emergency response to the public.

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:  
N/A

Intended collaborative efforts:  
N/A



Resource sharing:

N/A

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

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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

See Attached Quote

## EVALUATION

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

The interface is providing a different map view in the mapping component of CAD by adding angles. A review of the data on the new system will be conducted for accuracy and corrected as required.



## 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"



## Add-On Quote

Date	Quote #	Acct Mgr
09/16/13	MCKBQ2061	Matt Bartell

Quote Prepared For:

Prince George County, VA  
 Denise Johnson

6600 Courthouse Road  
 Prince George, VA 23875  
 Phone: 804-733-6449

Ortho's must be loaded on local machine for MCT Interface.

Qty	Part Number	Product Description	Unit Price	Extended Price	Annual Maintenance
<b>CAD &amp; MCT Interface to Pictometry</b>					
1	CAD-INT-PVI	CAD INTERFACE TO PICTOMETRY VISUAL INTELLIGENCE	\$7,500.00	\$7,500.00	\$1,200.00
<p>SunGard supports interfacing with Pictometry® Visual Intelligence (PVI) mapping. This Interface allows the Computer Aided Dispatch (CAD) and CAD Resource Monitor (CRM) to pass coordinate information to the PVI application. The PVI application then processes and displays the appropriate PVI color aerial photos of the location. The PVI application provides multiple oblique angle views of a specific location. This means that the photos are shot at an angle instead of the traditional straight down photo. The PVI application allows the user to measure and analyze any visual object in the PVI photo (homes, buildings, fire hydrants, etc). This information can then be used for strategic incident planning during a major event or for preplanning purposes.</p> <p>***Any costs required by Fire Central for this interface are the responsibility of the customer and have not been included in SunGard's pricing.***</p>					
1	MCT-INT-PVI-T9	MCT INTERFACE TO PICTOMETRY VISUAL INTELLIGENCE	\$5,700.00	\$5,700.00	\$912.00
<p>SunGard supports interfacing with Pictometry® Visual Intelligence (PVI) mapping. This Interface allows the Mobile Communications Terminal (MCT) to pass coordinate information to the PVI application. The PVI application then processes and displays the appropriate PVI color aerial photos of the location. The PVI application provides multiple oblique angle views of a specific location. This means that the photos are shot at an angle instead of the traditional straight down photo. The PVI application allows the user to measure and analyze any visual object in the PVI photo (homes, buildings, fire hydrants, etc). This information can then be used for strategic incident planning during a major event or for pre-planning purposes.</p>					
				SubTotal:	\$13,200.00
<b>Implementation Services</b>					

Qty	Part Number	Product Description	Unit Price	Extended Price	Annual Maintenance
1	CAD-PROJ-MGNT	CAD PROJECT MANAGEMENT CAD project management includes professional services from SunGard OSSI for project coordination and project management. The project management fee also includes coordinating with the Customer's project manager all SunGard OSSI related deliveries such as application software, implementation services, and scheduling of SunGard OSSI's resources with the Customer.	\$640.00	\$640.00	\$0.00
1	CAD-INST-ADD	CAD SOFTWARE INSTALLATION - ADD ON SunGard Services for installation of the following OSSI CAD module(s): CAD & MCT Pictometry Interfaces.	\$700.00	\$700.00	\$0.00
SubTotal:				\$1,340.00	
Total:				\$14,540.00	\$2,112.00

This quote is valid until 12/16/13

This Quote constitutes a Supplement to the Contract and Agreement by and between the parties hereto. Except as otherwise provided herein, all terms and conditions of the Contract and Agreement shall remain in full force and effect. As applicable for certain customers, the term "Contract and Agreement" is defined as the Software License & Services Agreement and the License Program Support Agreement between the parties hereto.

Should Customer terminate this agreement per the "Term of Contract" Section of the Contract and Agreement, the Customer agrees to pay, immediately upon termination, the remaining balance for all hardware, software, and services delivered prior to the termination date together with travel reimbursements, if any, related to the foregoing. Notwithstanding any language in the Contract and Agreement to the contrary, the purchase of support services is NOT necessary for the continuation of Customer's License.

Licensed Program(s) are provided in and may be used in machine-readable object code form only. SunGard Public Sector offers the Customer, through a third party escrow agent, a Source Code Escrow Agreement that provides for release of the source code version of the Licensed Program(s) from escrow upon the occurrence of certain release events, such as SunGard Public Sector's failure to provide required maintenance services as agreed.

Applicable taxes are not included, and, if applicable, will be added to the amount in the payment of invoice(s) being sent separately. Travel and living expenses are in addition to the prices quoted above and shall be governed by the SunGard Public Sector Corporate Travel and Expense Reimbursement Policy.

The SunGard Public Sector application software warranty shall be for a period of one (1) year after Delivery. There is no Testing and Acceptance period on the Licensed Program(s) herein.

Any interfaces listed above are interfaces only. Customer shall be responsible for obtaining the applicable software, hardware and system software from the appropriate third party vendor.

Preprinted conditions and all other terms not included in this Quote or in the Contract and Agreement, stated on any purchase order or other document submitted hereafter by Customer are of no force or effect, and the terms and conditions of the Contract and Agreement and any amendments thereto shall control unless expressly accepted in writing by SunGard Public Sector to Customer.

Third party hardware/software maintenance and/or warranty will be provided by the third party hardware and software manufacturer(s). SunGard Public Sector makes no representations as to expected performance, suitability, or the satisfaction of Customer's requirements with respect to the hardware or other third party products specified in this Quote. The return and refund policy of each individual third party hardware/software supplier shall apply.

This Agreement is based on the current licensing policies of each third party software manufacturer as well as all hardware manufacturers. In the event that a manufacturer changes any of these respective policies or prices, SunGard Public Sector reserves the right to adjust this proposal to reflect those changes.

This Quote shall be effective notwithstanding any provisions as to non-availability of funds contained in the Contract and Agreement.

The date of delivery is the date on which SunGard Public Sector delivers, F.O.B. SunGard Public Sector's place of shipment, the Licensed Program(s) to Customer.

For training and on-site project management sessions which are cancelled at the request of Customer within fourteen (14) days of the scheduled start date, Customer is responsible for entire price of the training or on-site project management plus incurred expenses.

Payment Terms are as Follows:

License, Project Management, Hardware and Third Party Software Fees are due upon execution of this Quote. Installation is due upon completion. Custom Modifications, Development, Conversion, Hardware and Third Party Software Implementation is due 50% on execution of this Quote, and 50% due upon invoice, upon completion. Unless otherwise provided, other Professional Services are due monthly, as such services are delivered. Additional services, if requested, will be invoiced at then-current rates. Training and Travel/Living expenses are due as incurred monthly. Any shipping charges shown are estimated only - actual shipping charges will be due upon delivery.

SunGard Public Sector Application Annual Support - the initial term of Maintenance and Support Services is included in License Fees and begins upon execution of this Quote and extends for a twelve (12) month period. Subsequent terms of support will be for twelve (12) month periods, commencing at the end of the initial support period. Support fees shown for the second term of support shall be due prior to the start of that term. Fees for subsequent terms of support will be due prior to the start of that term at the then prevailing rate. Third Party Application Annual Support Fees - payment terms shall be as provided by the Third Party to Customer with the exception that any fees listed above for the initial term of support are due upon execution of this Quote.

Accepted:

Prince George County, VA		
_____	_____	_____
Signature	Date	Printed Name

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

Pulaski County Addressing and Validation Software/Hardware

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Pulaski County VA PSAP

CONTACT TITLE: 911 PSAP Coordinator

CONTACT FIRST NAME: Timothy

CONTACT LAST NAME: Barnes

ADDRESS 1: 89 Commerce Street

ADDRESS 2: 2T

CITY: Pulaski

ZIP CODE: 24301

CONTACT EMAIL: tbarnes@pcva.us

CONTACT PHONE NUMBER: 540-994-2575

CONTACT MOBILE NUMBER: 540-440-0162

CONTACT FAX NUMBER: 540-994-2553

REGIONAL COORDINATOR: Tim Addington

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Pulaski County VA PSAP**

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



**GRANT PROGRAM TYPE**

- 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:	# YEARS of HARDWARE/SOFTWARE:
<b>ArcMap 9.3 Addressing tools</b>	<b>5 years</b>

**PRIORITY/PROJECT FOCUS** PRIMARY MAPPING SUPPORT  
 If "Other" selected, please specify: 2T

**FINANCIAL DATA**

Amount Requested: \$ 25,000  
 Total Project Cost: \$ 25,000



## 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 Pulaski County PSAP – 9-1-1 Addressing tools and MSAG/Mapping Validation tools relates to the Continuity and Consolidation Program. The purpose of this project is to address **Non-Vendor Supported** hardware and software.

### Financial Need:

The Pulaski County PSAP is in need of financial funding to upgrade the current hardware and software for the purpose of maintaining the E911 addressing system.

Without financial support from the Virginia Wireless E9-1-1 Services Board, it is unlikely the PSAP will be able to replace its current Non-Vendor Supported Hardware and Software. Budget shortfalls along with local and State budget cuts have made it impossible to fund the upgrade to the 9-1-1 Map Display System in the foreseeable future. Also, the Pulaski County PSAP does not have general funds which to allocate towards this critical need.

### Impact to Operational Services:

The current hardware and software used by the County for assigning addressing and maintaining the E911 addressing system is quickly becoming a critical need. Neither the computer OS nor the software, are supported by the vendors. One reason is due to the OS of the computer being Windows XP. Microsoft and ESRI are no longer supporting this OS and therefore we are unable to upgrade to newer software. Another factor is the address tools the County has used for 4 years is no longer supported in Windows 7 OS. The Vendor is no longer updating the product.

### Consequences of Not Receiving Funding:

Pulaski County does not have local funding sufficient to replace the hardware and software needed for the maintenance of addressing. Without grant funding, the upgrade cannot be accomplished. This has adverse consequences on the PSAP as outlined in both “Impact to Operational Services” and “Inclusion of Project in a Long-Term or a Strategic Plan”. Should funding not be received the County and PSAP will be required to continue using the existing, non-vendor supported system.

### Inclusion of Project in a Long-Term or a Strategic Plan:

Pulaski County has identified this upgrade to be a critical component of our Strategic Plan. The County desires to stay updated with the latest mapping software in order to maintain an accepted level of service for the ever changing technology in E911. Our goal is also to get our addresses, roads, ESN’s, etc. without error by obtaining validation software. The software will also help to keep our data with minimal potential error.



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

The project will include a standard 3 year hardware warranty for workstation hardware. Once this warranty has expired, the PSAP will coordinate with the hardware vendor for extended maintenance and include required hardware maintenance fees in budgetary planning. The project will also include a 5 year extended warranty for primary mapping system software which will be upgraded as part of this project. Once the extended software warranty period has expired, Pulaski County will coordinate with the software vendor for additional warranties and include the associated cost in local budget planning.



## 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.

### Goals and Objectives:

- Replace Non-Vendor Supported Addressing Tools.
- Update the older addressing tools software with software that is updated to Geodatabase formats and the latest Esri ArcMap Version.
- Secure the software that will include validation tools to identify errors in our mapping/MSAG/ALI database and fix the errors.
- Obtain ALI databases and current MSAG from Verizon to validate addresses in the system.
- Conduct an analysis of the address mapping, ALI database, and MSAG which has not been done since the inception of the E911 system in the 1990's.

### Implementation Strategy:

Our IT staff will begin the process of updating the OS for the current computer to Windows 7/8 for use with addressing tools. The staff will also update the GIS software to ESRI ArcMap to 10.x version. A Vendor will be selected to provide software that works with our GIS/E911 data and with GPS equipment.

The vendor will provide full implementation services for Software components. The vendor will then provide full training services for the system.

### Work Plan:

Our strategy for upgrading the addressing tools and validation tools:

1. Assess the overall cost of the project
2. Secure funding for the project
3. Secure contracts for software upon approval of funding
4. Work with local IT staff on installation of new hardware
5. Work with vendors to install and setup the software
6. Conduct training of the software.
7. Conduct training on using validation tools for 911 data.
8. Establish Hardware Warranty and Software Support and Maintenance agreements with the vendors



**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)	01 / 15 / 14
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	06 / 15 / 14
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	07 / 15 / 14
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	8 / 15 / 14
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	9 / 31 / 14



## Identify the longevity or sustainability of the project.

Upgrading the addressing tools software is critical for long-term sustainability of mission critical components within the PSAP. Addressing new roads and structures as well as maintaining accurate data is critical to the ability of emergency responders locating and assisting our citizens.

The current system is no-longer supported by Microsoft. Microsoft support is not the only issue.

- The current addressing tools used by the county is no longer being supported or updated by the Vendor.
- Software residing on the current computer used for addressing has not been upgraded due to OS and hardware requirements for new software versions
- Software warranties have already expired.

The project will help the County not fall behind any further with the software and hardware needed to keep up an accurate E911 mapping system. Once the warranties on these products expire the County will include funds in the local budget to continue warranties in future years.

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

This Project mirrors the vision of the Virginia Statewide E-911 Comprehensive Plan to allow 9-1-1 emergency response to operate at an optimal level of service and capability. Our project also follows the Strategic Goals established in the Plan to provide consistent emergency response services to anyone residing in or passing through Pulaski County or the Commonwealth, at any time of day, and during any event. This project also allows the PSAP to keep up with the rapid pace of technology, innovation, and the constant changes in customer's expectations.



**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:

N/A

Intended collaborative efforts:

N/A



Resource sharing:

N/A

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

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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

Below is a brief description of planned expenditures. Please see the attached Vendor Quote for more detail. All components in the vendor quote are required for this upgrade.

1. Addressing Hardware/Software: Provides upgrades to the current mapping computer and the update from Windows XP to Windows 7/8 – 10% of the funds requested
2. Addressing and Data Validation Software: Provides software to assist County staff with addressing roads and structures, maintaining 911 data layers, and validation tools identify potential errors in 911 mapping/data – 37% of the funds requested
3. Installation and Training Services: Includes all installation and setup services required for system implementation – 15% of the funds requested
4. Software and Hardware Warranty: Warranties include support and maintenance as outlined in the vendor quote – 38% of the funds requested



## EVALUATION

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

Pulaski County will establish milestone goals to evaluate progress achievement and overall project success. This project will be monitored through periodic meetings between the PSAP, vendors and stakeholders, and testing will be conducted routinely to ensure mapping accuracy. Vendor representatives will be required to participate in these meetings and provide project updates or status reports.



## 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"



128 Caleb Ct  
Evington, VA 24550  
276-356-8224  
moore@king-moore.com

September 27, 2013

Chris Akers  
Pulaski County VA  
52 W Main St Suite 350  
Pulaski, VA 24301

RE: *Addressing Tools for E911 mapping.*

Dear Mr. Akers:

Pulaski County purchased our Addressing tools for ArcMap several years ago. King-Moore, Inc. developed addressing tools several beginning with ArcMap version 8.x. As Esri updated their GIS software we also updated our tools to work with the software up through ArcMap Version 9.3. After this version King-Moore no longer supports the addressing tools. It became difficult to keep up with the ever changing technology of Esri and therefore we decided to stop any new development of address tools for ArcMap.

Sincerely,

A handwritten signature in black ink that reads 'Brandon Moore'. The signature is written in a cursive, slightly slanted style.

Brandon Moore  
President - GIS

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



# FY15 PSAP GRANT APPLICATION

## PROJECT TITLE

Pulaski County GIS / Mapping Software/ Hardware Upgrade

## GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Pulaski County VA PSAP

CONTACT TITLE: 911 PSAP Coordinator

CONTACT FIRST NAME: Timothy

CONTACT LAST NAME: Barnes

ADDRESS 1: 89 Commerce Street

ADDRESS 2: 1T

CITY: Pulaski

ZIP CODE: 24301

CONTACT EMAIL: tbarnes@pcva.us

CONTACT PHONE NUMBER: 540-994-2575

CONTACT MOBILE NUMBER: 540-440-0162

CONTACT FAX NUMBER: 540-994-2553

REGIONAL COORDINATOR: Tim Addington

## HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Pulaski County VA PSAP**

_____	_____
_____	_____
_____	_____
_____	_____

## 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:	# YEARS of HARDWARE/SOFTWARE:
<b>Geolynx Desktop</b>	<b>2</b>
<b>Workstations (Windows XP)</b>	<b>8</b>
<b>Windows Server 2007</b>	<b>2</b>

**PRIORITY/PROJECT FOCUS** GIS: HIGH PRIORITY

**If "Other" selected, please specify:** 1T

**FINANCIAL DATA**

Amount Requested: \$ 125,000.00  
 Total Project Cost: \$ 125,000.00



## 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:

The Pulaski County PSAP – 9-1-1 Map Display Upgrade Project directly relates to the funding priorities established by the PSAP Grant Program’s Grant Committee under the Continuity and Consolidation Program for replacement of outdated technology. The mapping workstations are Windows XP which has been deemed End Of Life by Microsoft and the server is currently running an older version of the Windows Server OS.

### Financial Need:

The PSAP does not have sufficient local funds to allocate for this project and is in need of grant funding.

### Consequences for Not Receiving Funding:

Pulaski County does not have local funding sufficient to replace the current 9-1-1 Mapping Display system. Without grant funding, the upgrade cannot be accomplished. If the system(s) are not upgraded, there is a risk of service disruptions due to equipment failures which could cause delays in getting emergency services to those in need.

### Impact to operational services in the PSAP:

This project will improve daily operations by providing more advanced technology. The PSAP proposes to implement a server-based system which utilizes the latest ESRI platforms. The new mapping system will improve daily operations within the PSAP by providing the latest mapping technology, improved display speeds, better redundancy and more efficient software/GIS data maintenance and enhanced features for NG-911.

The current system is workstation based requiring that each workstation be maintained with software and GIS map data updates. The workstation based system also limits how the mapping can be utilized. Additionally current workstation based system limits the ability to relocate the mapping software should the need arise due to evacuation. Given the age and current operating system on the existing workstations, there is a high probability of failure due either a hardware or software failure.

The proposed system offers a tremendous increase in display, search and location speeds. This will benefit daily operations by providing Telecommunicators with caller locations in a more efficient manner. The proposed includes dual server redundancy with the ability to add additional redundancy in the future. The proposed system is displayed through standard web browser allowing public safety personnel to interact with the mapping system using virtually authenticated PC. In addition, it would reduce the requirements for costly workstations.

The proposed system will also carry over the existing AVL technology currently in use. This will benefit daily operations by granting public safety personnel with greater access to AVL information.

### **\*\*Special note about AVL\*\***

The PSAP understand the grant guidelines stipulate that AVL falls under a different program and ranking. Desktop AVL technology is currently in place. The AVL items included in the vendor’s quote are software only. This software is required in order to fully convert all dispatch mapping, from desktop to server and should be considered as required component of the overall system. Please note the vendor quote does not include AVL implementation or any mobile AVL components as those items have already been accomplished.



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

Local sustainability will be achieved by purchasing extended hardware/software support from the respective vendors. Once warranties have expired, the PSAP will include future warranties in annual budgeting, ensuring future support of the system.

## 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.

### **Project Goals and Objectives:**

1. Convert the current desktop-based dispatch mapping system to a server-based system
2. Reduce hardware requirements for dispatch workstations by implementing server-based technology
3. Eliminate the need for GIS software and GIS data to be maintained on each workstation
4. Implement server-based dispatch mapping
5. Incorporate role based technology allowing system wide administrative control
6. Provide better Common Operating Picture (COP) by allowing access from any networked/authenticated computer
7. Provide advanced Map/CAD integration
8. Implement a NG9-1-1/ESInet ready mapping system
9. Ensure accurate location reporting of all inbound 911 Wireless and Landline calls



### 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)	09 / 15 / 2013
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	03 / 15 / 2014
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	07 / 15 / 2014
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	11 / 15 / 2014
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	12 / 15 / 2014

Identify the longevity or sustainability of the project.

The PSAP plans to secure a new system which is compatible with current technologies and supports future NG9-1-1 compatibility. The project will also include extended vendor warranties (support and maintenance) plans. Extended warranties will help to ensure the project is sustained in future years and the system will be effectively updated as new technologies are introduced. In addition to extended warranties, the PSAP will also include future support fees in our annual budget to ensure project longevity beyond the extended warranty period.



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

Upgrading the PSAP's current out dated equipment and GIS system will allow the PSAP to handle their current GIS and mapping needs but will also position them to handle future demands such as NG-9-1-1 which will place an even heavier demand on an accurate, responsive, and reliable GIS system. This supports the Virginia Statewide Comprehensive 9-1-1 plan by ensuring that the PSAP has and uses flexible, open-architecture application based system that follows the standards and guidelines established by the Commonwealth. Thereby guaranteeing interoperability and resource sharing.

**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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

1. Server Software: Provides the core functional components of the system. This will include one active license and one passive license for redundancy.
2. Dispatch Server Modules: Provides Automated call plotting for dispatch
3. AVL Server Module: Software required to convert the PSAPs existing Desktop AVL system from to Server-based AVL. ***Please see note in "Statement of Need" regarding AVL components.***
4. Server Hardware: Includes hardware for two servers.
5. Load Balancer Software: Single license.
6. Load Balancer Hardware: Single hardware component.
7. Server Dispatch Modules: Enables dispatch mapping functionality for the 4 positions.
8. Map-to-CAD Interface: Includes software and services required for Map-to-CAD integration.
9. CAD-to-Map Interface: Includes software and services required for CAD-to-Map integration.
10. Installation and Training Services: Includes all installation and training services required for system implementation.
11. Software and Hardware Warrantee: Warrantees include support and maintenance as outlined in the vendor quote.
12. Deployment Contingencies



## EVALUATION

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

The PSAP will require all vendors to submit a detailed project timeline, goals, and deliverables as part of an awarded contract. This project will be monitored through periodic meetings between the PSAP, vendors and stakeholders.

The PSAP will designate a project lead. The project lead will work with the vendor to ensure specific goals are met throughout the project.

Payment terms will be based on milestone events. Milestone events will be carefully developed and negotiated before contract signing to ensure the project is completed in a timely fashion.

As part of the implementation plan the vendor will be required to produce and adhere to an acceptance test plan. The project lead will ensure all items in the acceptance test plan have been met. The project lead will also review the acceptance test plan before signing. Final payment will be withheld until the acceptance test plan has been approved and signed.

The success of this project will be monitored by the Communications Supervisor and project lead. They will monitor the accuracy of the data being provided to the telecommunicator and the effect this data has on the efficiency of answering, entering, and dispatching first responders to 911 calls for service.



## 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"

Proposal Presented to: **Pulaski County, Virginia**

## **GeoLynx Server Upgrade**

September 11, 2013

## Budgetary Quote

*Prices are valid for a period of 90 days.*

### Overall Pricing Summary

Description	Total Cost
Continuity and Consolidations Program	
9-1-1 Mapping Display: GeoLynx Server, Server Hardware, and Dispatch CAD Interface	\$70,260
Extended Maintenance for 9-1-1 Mapping Display (years two through five)	\$54,610
<b>Continuity and Consolidations Program Total:</b>	<b>\$124,870</b>
<b>Overall Pricing Total:</b>	<b>\$124,870</b>

Notes: Fees from third party vendors are not included in this proposal.

Software support and maintenance services shall commence after software installation and continue for one year, with the option to extend for four additional years.

Pulaski County is responsible for paying all applicable sales tax. Taxes will be determined at contract signing.

## Pricing Summary: Continuity and Consolidation Program

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### 9-1-1 Mapping Display Summary

Description	Total Cost
GeoLynx Server with Dispatch and AVL Add-on Modules	\$56,262
GeoLynx Server Extended Maintenance Cost (years two through five)	\$52,670
GeoLynx Server Hardware	\$13,548
Dispatch CAD Interface	\$450
Dispatch CAD Interface Extended Support Cost (years two through five)	\$1,940
<b>9-1-1 Map Display Total:</b>	<b>\$124,870</b>

## Pricing Detail

### Continuity and Consolidation Program: 9-1-1 Mapping Display

#### GeoLynx Server

Description	Qty	Total Price
Base Pricing		
GeoLynx Server GIS Set Up Services		\$1,000
GeoLynx Server (active license)	1	\$29,072
GeoLynx Server (passive license)	1	Included
GeoLynx Server Dispatch Add-on Module	3	\$13,500
GeoLynx Server AVL Add-on Module		\$5,000
GeoLynx Server 9-1-1 Call, CAD Incident, and AVL Viewing		Included
GeoLynx Server with Dispatch, and AVL Add-on Modules Installation and Training		\$8,970
Base Pricing Total:		\$57,542
Annual Pricing		
Annual GeoLynx Server Software Support and Maintenance (active license)		\$5,814
Annual GeoLynx Server Software Support and Maintenance (passive license)		\$2,907
Annual GeoLynx Server Dispatch Add-on Module Software Support and Maintenance		\$2,499
Annual GeoLynx Server AVL Add-on Module Software Support and Maintenance		\$1,000
Annual GeoLynx Server 9-1-1 Call, CAD Incident, and AVL Viewing Software Support and Maintenance		Included
Annual Pricing Total:		\$12,220
Existing License Transfer Credit:		(\$13,500)
<b>Total:</b>		<b>\$56,262</b>
<p>Notes: Server hardware specification capacity is recommended for &lt;100 simultaneous users. Performance is impacted based on a number of things including network performance, map data configuration, and the number of users.</p> <p>The prices include one or more dedicated web servers. If Pulaski County purchases and provides the hardware from another source, the overall price will be reduced.</p> <p>GeoComm proposes GeoLynx Server in an N+1, Active + Passive type architecture</p> <p>A subscription to ArcGIS Online World Routing Service is needed to perform routing in GeoLynx Server. The standard World Routing Service includes: 5,000 routes per year, 10 route steps per route, 25 barriers per route, and multilanguage routing directions. Currently, ArcGIS Online World Routing Service is a free subscription for the standards service outline above. Effective December 31, 2013, it will become a paid service provided by Esri through an ArcGIS Online Organizational account. Pulaski County is responsible for acquiring ArcGIS Online World Routing Service subscription. Usage of ArcGIS Online World Routing Service subscription is determined based on the terms of use between Pulaski County and Esri.</p> <p>Alternatively, to achieve routing in GeoLynx Server, Pulaski County may implement an Esri Network Routing Data Set meeting minimum specifications outlined by GeoComm for basic routing using local data in GeoLynx Server. The Network Routing Analyst for GeoLynx Server is required to create, edit, and maintain the routing data set. GeoComm can provide pricing for the ArcGIS Network Analyst for GeoLynx Server and associated services to develop and maintain the data set if Pulaski County desires.</p> <p>Use of the GeoLynx Server backup license will provide redundancy in instances when the active server is not available such as for routine maintenance and in the event the primary GeoLynx Server is inoperable. The use of both GeoLynx Server licenses simultaneously is not permitted.</p>		

### Hardware for GeoLynx Server Licenses

Description	Qty	Total Price
Dell PowerEdge R610 Server with 3-Year Dell ProSupport for GeoLynx Server Licenses	2	\$11,200
Barracuda Load Balancer 340 with One-Year Energize Updates	1	\$2,348
<b>Total:</b>		<b>\$13,548</b>
<p>Notes: GeoComm will purchase and configure the GeoLynx Server hardware and then ship it to Pulaski County. The price of shipping is included in the price listed above.</p> <p>Pulaski County is responsible for installation of the GeoLynx Server hardware.</p> <p>GeoComm does not provide support or maintenance for the GeoLynx Server hardware. Pulaski County is responsible for coordinating with Dell or Barracuda regarding any support or maintenance issues related to the server or load balancing hardware.</p>		

### Dispatch CAD Interface

Description	Qty	Price/Unit	Total Price
Base Pricing			
Standard Dispatch CAD Interface	3	\$830	Included
On-site Standard Dispatch CAD Interface Installation and Configuration			Included
Base Pricing Total:			Included
Annual Pricing			
Annual Standard Dispatch CAD Interface Support			\$450
Annual Pricing Total:			\$450
<b>Dispatch CAD Interface Total:</b>			<b>\$450</b>
<p>Notes: Fees, if applicable, from your CAD vendor are not included in the above pricing.</p> <p>Installation and configuration for the Standard Dispatch CAD Interface is valid if it is implemented during the same on-site trip as GeoLynx Server implementation.</p>			

### GeoLynx Server and CAD Interface Annual Recurring Software Support and Maintenance Pricing

Software Support and Maintenance For:	Year Two Price	Year Three Price	Year Four Price	Year Five Price	Total Price
Active GeoLynx Server License	\$5,814	\$6,105	\$6,410	\$6,730	\$25,059
Passive GeoLynx Server License	\$2,907	\$3,052	\$3,205	\$3,365	\$12,529
Dispatch Add-on Module	\$2,499	\$2,624	\$2,755	\$2,893	\$10,771
AVL Add-on Module	\$1,000	\$1,050	\$1,103	\$1,158	\$4,311
Dispatch CAD Interface	\$450	\$473	\$496	\$521	\$1,940
<b>Annual Recurring Software Support and Maintenance Total:</b>					<b>\$54,610</b>

Note: Software support and maintenance pricing are quoted for multiple years (up to five years). Pricing proposed for four additional years increase by only five percent per year after the second year if the services are not paid in full at contract signing, but rather are paid for over the life of the contract. Additional software support and maintenance following the first year can be purchased at the current list price at the time of future purchase if not purchased as part of the original agreement. The current list price at the time of future purchase may be slightly different than the prices quoted in this proposal.