

FY16

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY16 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 your Regional Coordinator. Any supporting documentation must also be submitted along with the application, including mandatory budgets for projects (if applicable).

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the 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 FY16 PSAP Grant Application Cycle starts July 1, 2014 and concludes on September 30, 2014 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.



FY16 PSAP GRANT APPLICATION

PROJECT TITLE

PSAP CAD Enhancement

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Bristol City 911

CONTACT TITLE: Captain

CONTACT FIRST NAME: Darryl

CONTACT LAST NAME: Milligan

ADDRESS 1: 501 Scott Street

ADDRESS 2:

CITY: Bristol

ZIP CODE: 24201-4366

CONTACT EMAIL: dmilligan@bristolva.org

CONTACT PHONE NUMBER: 276-645-7284

CONTACT MOBILE NUMBER: 423-502-2594

CONTACT FAX NUMBER: 276-645-7405

REGIONAL COORDINATOR: Tim Addington

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

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



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- Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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:
DaPro Systems, Vers. 5.1.2	12 year old CAD software system

PRIORITY/PROJECT FOCUS CAD

If "Other" selected, please specify: 1T

FINANCIAL DATA

Amount Requested: \$ 200,000.00
 Total Project Cost: \$ 200,000.00



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 City of Bristol PSAP – 9-1-1 CAD Enhancement Project directly relates to the funding priority established by the PSAP Grant Program’s Grant Committee under the Wireless E-911 Enhancement Program. The purpose of this project is to address **Technically Outdated and Non-Vendor Supported hardware and software**.

Financial Need:

The City of Bristol PSAP is in need of financial funding to upgrade the current Primary 9-1-1 CAD Software system. Within the last year, the PSAP has researched software upgrades to both its CAD and RMS systems to better meet EMD and Next Gen 911 capabilities. The current software is not expandable to coincide with electronic EMD upgrades the agency desires, and the software vendor has stated it is incapable or are not willing to explore any updates to assist our agency for at least a minimum of 12 months, or possibly longer.

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 Software. Budget shortfalls along with local and State budget cuts have made it impossible to fund the upgrade to the 9-1-1 CAD System in the foreseeable future. Also, the City of Bristol PSAP does not have general funds which to allocate towards this critical need.

Impact to Operational Services:

The Bristol 911 Central Dispatch plans to implement a computer aided EMD software application to assist dispatchers in handling the fluctuating call volume of emergency medical services. This will be accomplished by purchasing an integrated and systematic approach to emergency call handling via a computer aided call handling (CACH) package. Improvements to our CAD software to allow this interface new and upcoming EMD software will not be possible, considering our current versions are technically outdated, and the vendor is unable or will not support this project.

Consequences of Not Receiving Funding:

City of Bristol does not have local funding sufficient to replace the current 9-1-1 CAD Software and new EMD software. 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 PSAP will be required to continue using the existing, non-vendor supported system.

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

City of Bristol has identified this upgrade to be a critical component of our Strategic Plan. This provides dispatchers with fully supported hardware/software and the latest 9-1-1 computer aided dispatch and emergency medical dispatch solutions.



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

The project will include a basic software warrantee for software installation and integration. Once this warrantee has expired, the PSAP will coordinate with the software vendor(s) for extended maintenance and include required hardware maintenance fees in budgetary planning. Once the extended software warrantee period has expired, City of Bristol will coordinate with the software vendor for additional warrantees 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 Technically Outdated and Non-Vendor Supported CAD Software System (DaPro Systems)
- Migrate all previous and current CAD data to the new system
- Update Primary CAD Software with the latest solution to match new RMS software
- Secure extended warranty and/or maintenance agreements for 9-1-1 Software
- Provide the PSAP with an integrated CAD and EMD system for faster dispatcher response

Implementation Strategy:

Our local IT staff will help to ensure all proper network connectivity, software and hardware is in place.

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

Work Plan:

Our strategy for upgrading the primary CAD software is to:

1. Assess the overall cost of the project, including migration costs.
2. Collect vendor quotes for software and possible hardware
3. Consult with vendors on desired implementation schedule
4. Secure funding for the project
5. Secure contracts for hardware/software upon approval of funding
6. Work with local IT staff on installation and networking of new hardware
7. Work with vendors to upgrade the CAD software
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"/> INITIATION (Project approved by appropriate stakeholders)	09 / 25 / 2014
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	05 / 01 / 2015
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	11 / 01 / 2015
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	03 / 01 / 2016
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	01 / 01 / 2017



Identify the longevity or sustainability of the project.

Upgrading the primary 9-1-1 CAD Software is critical for long-term sustainability of mission critical components within the PSAP. The current system is now Technically Outdated and the vendor will only support their desired upgrades or changes, stating they are unwilling to work with our agency on our project and desired upgrades for a minimum of 12 months, and could possibly be longer.

- The current software is 12 years old.
- Upgrades to other software to enhance E-911 functions are not possible if they have to interface with the current system.
- Dispatcher performance suffers due to lack of upgrades and new processes that may possibly be available to them.
- Software maintenance agreements are either expired, or will be expiring, in the near future.

The project will help to ensure the 9-1-1 CAD Software is sustainable by replacing the non-vendor supported hardware/software. The project will further promote sustainability by securing extended software warrantee and software upgrades for the 9-1-1 CAD and EMD Software. The PSAP will also include additional software warrantee (post extended warrantee provided by the grant) in local budgetary planning.

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 City of Bristol , 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.



SHARED SERVICES/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. In addition, if contingency cost has been added, please identify the amount.

Below is a brief description of planned expenditures.

1. CAD Software: Provides upgrades to the primary dispatch CAD Systems and migration of current data. 70% of the funds requested
2. Installation and Training Services: Includes all installation and setup services required for system implementation – 10% of the funds requested
3. Software and Hardware Warrantee: Warrantees include support and maintenance 20% of the funds requested

EVALUATION

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

City of Bristol 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. 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. Current data is migrated.)

- 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"

Windows XP support has ended

Why is this happening?

Windows XP is 12 years old—that's pretty old for an operating system.

In the past 12 years you've probably gotten a new phone, maybe a new TV, and possibly even a new car. Maybe it's time for a new PC too, so you can make sure you have more memory and storage, faster processing speeds, and a higher-quality display (some even come with touch). And they're less expensive than you might think.

We support our older operating systems much longer than most other businesses in this industry, but we can't keep supporting old operating systems and still move forward creating new and better products. We've been supporting Windows XP for the past 12 years—that's longer than we've supported any other operating system in our history and already two years longer than the standard ten years of support we normally provide. It's time for us to look ahead so we can create better products and services for you and all our customers.

What are my options?

We encourage you to [learn more here about what end of support means](#), but in the end you have two options:

Option 1: Keep using Windows XP—unprotected

While it's true that you can keep using your PC with Windows XP after support ends, we don't recommend it. For starters, it'll become five times more vulnerable to security risks and viruses, which means you could get hacked and have your personal information stolen. Also, companies that make devices like digital cameras, Internet-ready TVs, and printers won't provide drivers that work with Windows XP, so if you get new devices, they won't work with your current PC. And over time, the security and performance of your PC will just continue to degrade so things will only get worse.

Windows Internet Explorer 8 is also no longer supported, so if you use it (or any other browser) to surf the web, you might be exposing your PC to additional threats. Microsoft has also stopped providing [Microsoft Security Essentials](#) for download on Windows XP. To find out what this means, see "Will I still be protected if I use Microsoft Security Essentials?" later on this page.

Option 2: Start using Windows 8.1

If you don't like the idea of your data and personal information being hacked, or your PC's just not working like it used to, consider moving to Windows 8.1.

First, see if you can upgrade your current PC

PCs that are still running Windows XP have been around for many years, but there's still a slim chance some of them might meet the system requirements for Windows 8.1. To find out, try the [Upgrade Advisor—it's free](#), and it'll tell you if you can run Windows 8.1 on your current PC.

If your PC is good to go, you can [review and print the Upgrade to Windows 8.1 from Windows Vista or Windows XP tutorial](#). It'll walk you through all of the steps.

If you can't upgrade, it might be time to consider a new PC

You'll be amazed at what a computer can do today.

The latest PCs are less expensive than you might think



These days, PCs for Windows are a lot less expensive (and a lot more powerful) than they used to be. In fact, new Windows 8.1 PCs are 37% less expensive than computers running Windows XP were in 2002. *

[Find your perfect PC](#)

* IDC Worldwide Quarterly PC Tracker report, Q4 2013

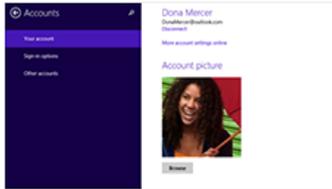
We know you have questions...here are some answers

- > [Will I still be protected if I use Microsoft Security Essentials?](#)
- > [Is Windows 8.1 hard to learn?](#)
- > [Is Windows 8.1 only for PCs with touch?](#)
- > [How do I transfer all of my stuff to a new Windows 8.1 PC?](#)
- > [Will my favorite programs and games still work?](#)
- > [Are there things I can do to make Windows 8.1 feel more familiar to me?](#)

Wondering about Windows 8.1?

If you're feeling hesitant about Windows 8.1, we encourage you to walk through some of the information and videos in the [Getting started tutorial](#) so you can see what it's like. Or, pop in to a Microsoft Store and try it out in person before making a decision. [Find the Microsoft store nearest you](#).

Popular tutorials



Microsoft account

Sign in with a Microsoft account and you're automatically signed in to your favorite sites and services.



Desktop

The desktop is still here, so you can be productive. And when it's time for fun, your apps and games are there, too.



Getting around

Learn the essentials about navigating your PC, whether you have touch or use a mouse and keyboard.



Apps

Search or browse the Windows Store for the apps you want. Also find out how to use and close apps.

Need more help? Give us a call!

If you want person-to-person assistance, call Microsoft Customer Support at 1-877-696-7786. Our support team can answer questions about Windows XP support ending, or help you find a new PC.

See more

Windows XP for small business

Keep your business protected now that Windows XP support has ended.

Windows XP for enterprise

Keep your enterprise protected now that Windows XP support has ended.

Support has ended for Office 2003

Learn more about Office 2003 end of support.

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