

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

CALL ACCOUNTING UPGRADE

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Fluvanna County Sheriff's Office

CONTACT TITLE: Director of Communications

CONTACT FIRST NAME: Andrea

CONTACT LAST NAME: Gaines

ADDRESS 1: 160 Commons Blvd.

ADDRESS 2: P.O. BOX 113

CITY: Palmyra

ZIP CODE: 22963

CONTACT EMAIL: againes@fluvannasheriff.com

CONTACT PHONE NUMBER: 434-591-2005

CONTACT MOBILE NUMBER: 434-981-1302

CONTACT FAX NUMBER: 434-591-2009

REGIONAL COORDINATOR: Stefanie McGuffin

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

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Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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

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

FINANCIAL DATA

Amount Requested: \$ 22,739.08

Total Project Cost: \$ \$22,739.08



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 project objective is to upgrade the current call accounting system from the Aurora Lite to the Standard Aurora package for advanced reporting. Since utilizing Aurora Lite, our PSAP has learned of the many benefits that could be achieved by the more robust Aurora Standard call accounting package.

For the long term, this more advanced technology will assist our PSAP in adhering to the standards that are being communicated regarding the Next Generation strategic plan.

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

As with the current system, the upgraded call accounting system will be supported by the vendor agreement. Moreover, we are requesting an additional maintenance contract with this upgrade that includes emergency services as well as annual product maintenance and updates. Our PSAP will continue to monitor the care and upkeep 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 project objective is to upgrade the current call accounting system from the Aurora Lite to the Standard Aurora package for advanced reporting.

There are several achievable goals and objectives concerning this project which include:

Effective PSAP Management – a robust call accounting system will help PSAP managers more effectively evaluate employee performance;

Resource Optimization – a good call accounting system can help PSAPs examine call transfers, abandoned calls, queue times – all of these practices can help overall call evaluation; and

Reduced Tracking Time – an adequate call accounting system can better track call usage in a timelier manner. The current Aurora Lite package is lacking the features needed to quickly and fully provide detailed call reports.

If this project is approved, our PSAP will be able to test how it has improved efficiency by examining the features of the upgraded call accounting project and working to identify methods of utilizing all of its features.

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)	03 / 16 / 15
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	04 / 13 / 15



<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	06 / 15 / 15
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	07 / 15 / 15
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	08 / 10 / 15

Identify the longevity or sustainability of the project.

This equipment will assist in supporting a more stable call accounting procedure, which ultimately adds to the over strategic goal for NG911 activities. Also, with the added maintenance package, it provides us with better opportunities to train and utilize the system.

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

This projects supports "Goal A" of the statewide plan, which indicates that a PSAP should" provide a standard level of 9-1-1 emergency dispatch services to the public". Our PSAP will be better equipment to determine potential deficiencies in our service to the public, through a more accurate and detailed call accounting system.



SHARED SERVICES/REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs:
Not applicable.

Intended collaborative efforts:
Not applicable.

Resource sharing:
Not applicable.



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

Not applicable.

CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service:

Not applicable.

How should it be organized and staffed:

Not applicable.



What services should it perform:

Not applicable.

How should policies be made and changed:

Not applicable.

How should it be funded:

Not applicable.

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

Not applicable.



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.

The following consists of a budget to upgrade the Aurora Lite to the Aurora Standard with the Advanced Report Package, plus 36 months of maintenance. I also included a 5% contingency addition to the budget for the project (and rounded the number up to the nearest thousandth).

This includes, licenses upgrade, server equipment, rack and peripherals, printers, maintenance upgrade and training.

Parts = \$19, 181.27

Labor/Install = \$2,400

Shipping = \$75.00

Subtotal = \$21,656.27

Plus a 5% contingency for any unforeseen pricing changes = \$1,082.81

Grand total = \$22,739.08

Please see attachment with vendor quote.

EVALUATION

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

Upon receipt of purchase order, the vendor will conduct a kick-off meeting with the PSAP to discuss the overall plan for the project. The vendor and the PSAP will conduct follow up progress calls to determine readiness. After the vendor and PSAP schedule installation of the equipment, and complete the Installation, the both parties will agree on a training schedule for supervisors and dispatchers. Success will be determined after testing the product use and measuring the proficiency of the staff use.



FINANCIAL AND PROGRAMMATIC REPORT

PROJECT PHASES

SAMPLE ACTIVITIES

PHASE	SAMPLE ACTIVITIES
INITIATION (Project approved by appropriate stakeholders)	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Requirements are documented • Components to be purchased are identified • General design is documented
ACQUISITION (Selected system or solution is procured)	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Purchased components are delivered and installed • Training is performed
TESTING/COMPLETION (Selected system or solution is tested and put in production)	<ul style="list-style-type: none"> • Performance of system/solution is validated • System/solution goes "live"