

FY16

# PSAP GRANT PROGRAM APPLICATION



TECHNOLOGIES



## 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

Washington County – Dispatch Mapping Upgrade

## GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Washington County, VA  
 CONTACT TITLE: Director of Emergency Management  
 CONTACT FIRST NAME: Pokey  
 CONTACT LAST NAME: Harris  
 ADDRESS 1: 20281 Rustic Ln  
 ADDRESS 2: [Click here to enter text](#)  
 CITY: Abingdon  
 ZIP CODE: 24210  
 CONTACT EMAIL: [pharris@washcova.com](mailto:pharris@washcova.com)  
 CONTACT PHONE NUMBER: (276) 525-1330  
 CONTACT MOBILE NUMBER: [Click here to enter text](#)  
 CONTACT FAX NUMBER: (276) 525-1339  
 REGIONAL COORDINATOR: Tim Addington

## HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

### Washington County, VA PSAP


## GRANT TYPE

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Individual PSAP | <input type="checkbox"/> Shared Services |
| <input type="checkbox"/> Regional Initiative        | <input type="checkbox"/> 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 Technically Outdated\*  Strengthen  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**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**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: Server is on Windows XP SP2 # YEARS of HARDWARE/SOFTWARE: 7

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**PRIORITY/PROJECT FOCUS PRIMARY MAPPING SUPPORT**

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

**FINANCIAL DATA**

Amount Requested: \$ 150,000

Total Project Cost: \$ 150,000

**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 Washington County – 9-1-1 Map Display Upgrade Project directly relates to the funding priority established by the PSAP Grant Program’s Grant Committee under the Continuity and Consolidation Program. The purpose of this project is to address **Non-Vendor Supported** hardware and software.

Financial Need:

The Washington County is in need of financial funding to upgrade the current dispatch mapping application.

Without financial support from the Virginia Wireless E-911 Services Board, it is unlikely that the Washington County – 9-1-1 Map Display Upgrade Project will take place. 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 Washington County does not have general funds that it can allocate to upgrade the mapping software and hardware at the Primary PSAP

Impact to Operational Services:

Upgrading the current system will ensure the latest dispatch mapping technology is available to the PSAP. Additionally this upgrade includes ESRI Enterprise technology providing a more efficient means of maintaining the most current map data. Currently all dispatch mapping is workstation based and uses outdated ESRI technology. This limits the dispatcher’s capabilities in working with the latest ESRI technology. Also, with the current system being workstation based, this limits the ability to relocate the mapping software should the need arise due to evacuation, etc.

Consequences of Not Receiving Funding:

The Washington County does not have local funding sufficient for this upgrade. 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”

Continued on next page:



Consequences of Not Receiving Funding Cont.:

Should funding not be received the PSAP will be required to continue using their existing, technically outdated system. If funding is not received then it will not be possible to upgrade the current mapping system

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

The Washington County has identified this upgrade to be a critical component of our Strategic Plan. This provides dispatchers from any jurisdiction the ability to perform daily operations from any workstation and provides them with the latest enhancements for locating 911 callers.

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

Funding from the PSAP grant program will allow the Washington County to upgrade the technically outdated desktop platform currently in use with the new server based solution. Local sustainability will be achieved by having equipment (hardware and software) that will be covered by a manufactures' warranty that includes both vendor support and maintenance. Once the manufactures' warranty expires, the PSAP will include future maintenance fees in the local budget. The Washington County may also decide to adjust the years for extended warranty based on vendor cost and available funding at the time of contract execution.

## 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. Upgrade the dispatch mapping solution from a desktop solution to a server based solution
2. Provide the PSAP with a dispatch mapping application which is compatible with the latest ESRI version release
3. Enable Advanced ESRI technology for the PSAP.
4. Enable the PSAP to take advantage of a single dispatch mapping repository.
5. Eliminate the need for high-end GIS hardware at each workstation and thereby easing the need for immediate funding for updating workstations.
6. Directly using mapping Services from the Mountain Empire Regional GIS (MERG).
7. Allow dispatchers to access the mapping from any workstation.
8. Incorporate a role based system allowing administrative control over specific system functionality based on user login and user role
9. Provide a better Common Operating Picture (COP) by allowing user access from any computer connected to the network.
10. Provide Active/Passive Server Redundancy
11. Provide an easier method of adding additional dispatch workstations as needed.

**Implementation Strategy:**

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

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

**Work Plan:**

Our strategy for implementing the latest Dispatch Mapping technology is to:

1. Assess the overall cost of the project
2. Collect vendor quotes for hardware and software
3. Consult with vendor on desired implementation schedule
4. Secure funding for the project
5. Ensure Map Data meets vendor specification
6. Secure contracts for software and hardware upon approval of funding
7. Work with local IT staff on installation and networking of new hardware
8. Coordinate with software vendor on installation of new software
9. Establish Software Support and Maintenance agreements with software vendor



### 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)	03 / 01 / 15
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	04 / 15 / 15
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	07 / 15 / 15
<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	09 / 15 / 15
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	12 / 15 / 15

Identify the longevity or sustainability of the project.

The Washington County – 9-1-1 Map Display Upgrade Project will ensure that the PSAP will have the most up-to-date technology available for mapping hardware and software that will support longevity of our project. The project will be sustained through vendor maintenance. The new mapping equipment will support future technologies by allowing the PSAP to not only maintain current levels of wireless 911 services but also allow the PSAP to keep up with rapidly changing technology and the demands placed on these services by the residents of Washington County and visitors to our area. The new system will allow the PSAP to connect in directly to cached mapping services from MERG (the Mountain Empire Regional GIS). This allows more effective use of surrounding jurisdiction data via MERG services. The new system will also make it much easier for new GIS technology to be incorporated into the day to day operation of the PSAP and allow for a smoother transition when changes are needed to allow the PSAP to stay on the cutting edge of technology.



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

The Washington County 9-1-1 Map Display Upgrade 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 Washington 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.



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

Phase I – GIS/ALI/MSAG Data Analysis	\$2,000
Phase II – GeoLynx Dispatch Mapping Software/Hardware	\$30,000
Phase II – GeoLynx Dispatch Mapping Implementation/Training	\$50,000
<u>Phase II – GeoLynx Dispatch Mapping Extended Support and Maintenance</u>	<u>\$68,000</u>
Total Project Cost	\$150,000

## EVALUATION



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

The vendor will be required to submit a detailed project timeline, goals and deliverables as part of the awarded contract. 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.

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

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



## 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"

# 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

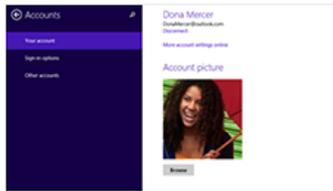
# We know you have questions...here are some answers

- > [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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