



FY17

PSAP GRANT PROGRAM APPLICATION





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HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA ISP'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 FY17 PSAP Grant Application Cycle starts July 1, 2015 and concludes on September 30, 2015 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.



FY17 PSAP GRANT APPLICATION

PROJECT TITLE

Bedford County - 9-1-1 Mapping System Upgrade

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Bedford, VA 911 Communications Center

CONTACT TITLE: E-911 Manager

CONTACT FIRST NAME: Jeff

CONTACT LAST NAME: Johnson

ADDRESS 1: 1345 Falling Creek Rd

ADDRESS 2: 3T

CITY: Bedford

ZIP CODE: 24523

CONTACT EMAIL: j.johnson@bedfordcountyva.gov

CONTACT PHONE NUMBER: 540.587.0731

CONTACT MOBILE NUMBER: 540.537.7561

CONTACT FAX NUMBER: 540.586.7668

REGIONAL COORDINATOR: Stefanie McGuffin

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Bedford, VA 911 Communications Center

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

Individual PSAP

Shared Services



TIER

- | | |
|--|---|
| <input type="checkbox"/> Out of Service | <input checked="" type="checkbox"/> Non-Vendor Supported* |
| <input type="checkbox"/> Technically Outdated* | <input type="checkbox"/> Strengthen |
| <input type="checkbox"/> Not Applicable | |

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION: Windows XP

YEARS of HARDWARE/SOFTWARE: 8

PRIORITY/PROJECT FOCUS 9-1-1 MAPPING DISPLAY

If "Other" selected, please specify:3T

FINANCIAL DATA

Amount Requested: \$150000

Total Project Cost: \$150000

STATEMENT OF NEED

The Bedford 9-1-1 Mapping System Upgrade Project directly relates to the funding priority established by the PSAP Grant Program's Grant Committee under the **Non-Vendor Supported** project tier. The Bedford Communications Center is in need of upgrading its Dispatch Mapping system. This upgrade would include server hardware and Dispatch mapping software.

The Bedford Communications Center has utilized Geo-Comm's GeoLynx Desktop Mapping software since June, 2009. The server used for this application is not really a server, but rather an 8 year-old desktop personal computer with Microsoft Windows XP as its operating system. Since Microsoft no longer supports the XP operating system, we consider this "server" end-of-life. In addition, the software vendor, over the last several years, has prioritized the development of a browser-based mapping application(GeoLynx Server) and deemphasized further development of its desktop mapping application. We consider the desktop software near end-of-life. For these reasons the Communications Center has identified the need to move to the GeoLynx Server mapping application.



Financial Need: We seek funds from the grant program for this project because it is unlikely the Communications Center would receive local funding for this project, based on traditional organizational budget policy, and current budget priorities. The County has not budgeted for any upgrades to the Dispatch Mapping system.

Impact to Operational Services: First and foremost, the project will provide for the use of a much-needed (and actual) server. The mapping server, used for data storage and data transfer, is actually an 8 year-old PC running Windows XP. While this set-up was sufficient at the time of the original GeoLynx Desktop installation, it no longer can be seen as reliable.

Impacts:

- by updating machine to Windows Server 2012 operation system and away from Windows XP, we will greatly reduce the potential of threats to the system.
- mapping software and data will no longer have to be added and updated on each Dispatch machine.
- will allow for more seamless GIS data dissemination from the County GIS Office to the mapping clients at the Communication Center.
- will enable the Communications Center to be more NG911-capable.

Consequences of Not Receiving Funding: The mapping server is end-of-life, has Windows XP as its operating system, lacks capacity, has a maximum number of users insufficient for the needs of the Communication Center, and is vulnerable to potential security threats. If Bedford does not receive funding for this project, we will have to remain reliant upon the old Mapping server.

Inclusion of Project in a Long-Term or a Strategic Plan: Whenever possible, the Bedford, VA 911 Communications Center has strived to use the most current technologies in order to deliver the best possible emergency services to its citizens. The Mapping system upgrade will provide dispatchers with fully supported hardware and software, and adoption of the server mapping solution enables the Communications Center to be prepared for Next Generation 911.

Local Sustainability: Local sustainability will be achieved by having equipment (hardware and software) that will be covered by a manufacturer's warranty that includes both vendor support and maintenance. Once the hardware manufacturer's warranty expires, and the software maintenance is no longer funded by the grant funds, then the Communications Center will include future maintenance and/or purchasing fees in the local budget.



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

See Local Sustainability above

COMPREHENSIVE PROJECT DESCRIPTION

Identify the longevity or sustainability of the project.

3T



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

The Bedford 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. This project also follows the Strategic Goals established in the Plan to provide consistent emergency response services to anyone residing in or passing through Bedford County, the Town of Bedford, or the Commonwealth, at any time of day, and during any event. This project also allows the Communications Center to keep up with the rapid pace of technology, innovation, and the constant changes in customer's expectations. The proposed system can easily be incorporated into an Emergency Services Network (EsiNet) and serve as the primary mapping system for regional or statewide NG9-1-1 efforts. The system can be deployed to any computer with a network connection and a browser as it runs through an internet browser and is easily scalable.

SHARED SERVICES(if applicable)

The relationship of the project to the participating PSAPs:
3T



Intended collaborative efforts:

3T

Resource sharing:

3T

How does the project impact the operational or strategic plans of the participating agencies:

3T



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/Objectives:

- Eliminate use of 8-year old PC with non-vendor supported operating system which currently acts as mapping server. Upgrade to proper server with latest Microsoft Server operating system.
- Upgrade the dispatch mapping solution from a desktop solution to a server-based solution.
- Eliminate the need to install software, GIS data, and configurations on individual client workstations.
- Maintain compatibility with ESRI geodatabase format.
- Provide Active/Passive Server Redundancy.
- Save work time through better automation of compiling and delivering data from GIS database to Dispatch clients.
- Provide advanced Map/CAD integration.
- Implement a NG9-1-1/ESInet ready mapping system.
- Ensure accurate location reporting of all inbound 911 Wireless and Landline calls.
- Take advantage of additional functionality of Server Mapping software, including network routing and download of call statistics.
- Provide a better Common Operating Picture (COP) by allowing user access to mapping from any computer connected to the network.

Implementation Strategy:

County IT staff will be in charge of hardware purchasing and configuration. The software vendor will provide full implementation services, and then provide training on the new system.

Work Plan:

General work plan is as follows:

- Communications Center staff and the GIS Manager will work with the software vendor to establish a project timeline and milestones.
- County IT staff will review and purchase necessary hardware for the new system, based on software vendor recommendations.
- IT staff will ensure proper configuration and networking for new system.
- Coordination with software vendor on installation of server software.
- Vendor training of new system for Dispatchers.



**PROJECT TIMELINE FOR
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the estimated completion date. Sample activities for each phase are included.

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input type="checkbox"/> INITIATION (Project approved by appropriate stakeholders) Sample activities: 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, and budgetary estimates are obtained	04 / 01 / 16
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed) Sample activities: requirements are documented, components to be purchased are identified, and general design is documented	04 / 15 / 16
<input type="checkbox"/> ACQUISITION (Selected system or solution is procured) Sample activities: RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained	07 / 15 / 16
<input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed) Sample activities: purchased components are delivered and installed and training is performed	10 / 15 / 16
<input type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production) Sample activities: performance of system/solution is validated and system/solution goes "live"	12 / 15 / 16



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 – Mapping Server Hardware Replacement

- | | |
|--------------------------|-------------------|
| • Server Hardware | \$6,175.00 |
| • Load Balancer Hardware | \$2,550.00 |
| • Windows Server 2012 | <u>\$1,004.06</u> |

Phase I Total: \$9,729.06

Phase II – Mapping Server Software Replacement

- | | |
|--|---------------|
| • Dispatch Mapping System Software | \$77,120.94 |
| • Dispatch Mapping System Routing Extension (required for CAD interface) | \$8,750.00 |
| • Dispatch Mapping System CAD Interface | <u>\$0.00</u> |

Phase II Total: \$85,870.94

Phase III – Mapping Server Software Extended Support and Maintenance

Phase III Total: \$54,400.00

Total Project Cost: \$150,000.00

****NOTES****

In accordance with the grant guidelines, the amounts shown above for extended software support and maintenance **do not** exceed a total (5) five year period.



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EVALUATION



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

The Communications Center will stipulate that the vendor be required to submit a detailed project timeline, goals and deliverables as part of the awarded contract. This project will be monitored through periodic communications between the Communications Center, Bedford County IT and GIS staff, and the vendors. Vendor representatives will be required to provide project updates or status reports to the Project lead(s).

The Communications Center's E-911 Manager and the County GIS Manager will oversee this project. Both Managers will work with the software vendor to ensure specific goals are met throughout the project. County IT staff will work with hardware suppliers to ensure proper hardware is purchased and configured.

Payment terms will be based on milestone events. Milestone events will be carefully developed and negotiated before contract signing to ensure that both sides are comfortable with the project timeline.

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



CONSOLIDATION (Primary or Secondary) - (complete only if applicable)

How would a consolidation take place and provide improved service:

3T

How should it be organized and staffed:

3T

What services should it perform:

3T



How should policies be made and changed:

3T

How should it be funded:

3T

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

3T

Windows XP **End of Windows XP support** Your options PCs & offers Top questions
Free data transfer

Windows XP support has ended

As of April 8 2014, your XP computer is no longer receiving security updates that help protect your personal information. Even if you have anti-virus software, your computer may not be fully secure.



What this means for you

If you continue to use Windows XP without XP support, your computer may still work but will become vulnerable to security risks and viruses. And as more software and hardware manufacturers continue to optimize for more recent versions of Windows, a greater number of programs and devices like cameras and printers won't work with Windows XP. Windows XP end of support help for [business](#).

Why Windows XP support ended

Windows XP is 12 years old. It's typical to end service for software as it gets older and technology evolves. Most of us have replaced cell phones and even our cars over the last 12 years – now it's time to replace your Windows XP computer with a new PC. Or you can check to see if your Windows XP computer can run the new Windows. We've outlined [your options](#) and are here to support you as you make your next step.

Help protect your personal files

We want to help your personal files, photos, etc. stay secure. To help ensure they stay secure, you'll need to either upgrade your Windows XP machine to the new Windows (which may not work, [learn more](#)) or get a new Windows PC. If you get a [new Windows PC](#) we'll help you [migrate your files, photos, and more for free](#).

We're here to help

If you still need answers, check out our [top questions](#) about the end of Windows XP support. And if you're concerned about moving your personal files, photos, music and more when you upgrade, we can help you [transfer it for free](#).

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Need help along the way? We are here for you.

Have questions about the end of Windows XP support?
Need help finding a new PC? Just give us a call.

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