



FY17

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY17 PSAP GRANT PROGRAM APPLICATION

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

Botetourt County E911 Back-Up Center

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Botetourt County E911 Center

CONTACT TITLE: Communications Supervisor

CONTACT FIRST NAME: Nicole

CONTACT LAST NAME: Manspile

ADDRESS 1: PO Box 18

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

CITY: Fincastle

ZIP CODE: 24090

CONTACT EMAIL: NManspile@BotetourtVa.Gov

CONTACT PHONE NUMBER: 540-473-8630

CONTACT MOBILE NUMBER: 540-520-4791

CONTACT FAX NUMBER: 540-473-8650

REGIONAL COORDINATOR: Buster Brown

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

GRANT TYPE

Individual PSAP

Shared Services



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- Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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

Windows XP – 7 years old

Zetron Paging devices – 10 years old

Currently there is no connectivity to the primary PSAP. No existing network switch for phones.

PRIORITY/PROJECT FOCUS CALL HANDLING EQUIPMENT

If "Other" selected, please specify:

FINANCIAL DATA

Amount Requested: \$ 125,000.00

Total Project Cost: \$ 161,885.34



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:

[Click here to enter text](#)

In 2015, the Botetourt County E911 back up center was forced to move its location because of a change in ownership of the building in which the center was located.

The County has been tasked with acquiring a new location and has begun construction and improvements to the structure in which the back-up center will be located.

The current back- up center had become technically out dated for reasons listed below.

- The laptops currently used at the alternate center are used for mapping purposes. They are at least 7 years old and running on Windows XP. Windows XP has come to end of its service life and is no longer supported by Microsoft, leaving this operating system vulnerable. The Virginia State Police and Botetourt County Information Technology are no longer allowing Windows XP machines to access the VCIN or County network. These machines are useless and need to be replaced.
- There are currently not enough CAD licenses' to allow for CAD in the alternate center. The dispatchers use the laptop to log calls in Microsoft Word or they hand wright them and when the primary center is restored all calls are entered into CAD at that time. There is a definite need for two more CAD licenses' to operate in the alternate center. These can also be used as an overflow for the main center. The County's IT dept. will be installing a connection to allow for connectivity to the County servers to allow for proper CAD operations at the alternate PSAP.
- The only way to set off tones at the alternate PSAP is to use Zetron encoders. These are at least 10 years old. They are also very difficult to use, especially when trying to formulate a multi-unit response. It is very time consuming and a difficult process. There are four at the main PSAP and two at the alternate PSAP that need to be replaced.
- There are no IP phones at the back-up center. We currently have 4 analog phones that do not have caller ID or ALI displays. There is no switch or network connection to our main CPE.



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

[Click here to enter text](#)

The County's IT Department has been instrumental in getting the new center to a state of readiness. Furthermore, the back-up center will be tested regularly to ensure a state of readiness is maintained.



COMPREHENSIVE PROJECT DESCRIPTION

Identify the longevity or sustainability of the project.

[Click here to enter text](#)

The Department realizes the importance of a back-up center in instances that the primary Emergency Communication Center had to be abandoned. The Department has a location for the new back-up center and is looking for a more technological connection to maintain proper 911 functions. This project will be sustained and maintained in the long-term and replacement / upgrades will be budgeted for as necessary.

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

[Click here to enter text](#)

The standard level of 9-1-1 emergency response expected by the public is 24 hours a day, seven days a week service. If a major incident were to occur, the public would expect a 9-1-1 system to exist. It is the best practices of all 9-1-1 centers to have a back-up center. Indeed the general public would not know what to do if they could not reach a 9-1-1 center.

One of the gaps recently noted in the Comprehensive 9-1-1 plan is that of infrastructure, equipment, and technology. A back-up center is needed infrastructure and the equipment and needs to be updated to maintain the latest operational technology.



SHARED SERVICES (if applicable)

The relationship of the project to the participating PSAPs:

Click here to enter text

N/A

Intended collaborative efforts:

Click here to enter text

N/A

Resource sharing:

Click here to enter text

N/A

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

Click here to enter text

N/A

Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.

Click here to enter text

N/A



**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	08 / 15 / 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	09 / 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	10 / 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	11 / 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"	01 / 01 / 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.

[Click here to enter text](#)

The following proposed equipment is needed and quotes are attached:

Workstations –The computers are the dispatcher’s workstations. The dispatcher workstation connects to the CAD and Mapping Servers. The laptops currently used at the alternate dispatch center are almost seven years old running Windows XP and cannot be upgraded to Windows 7. Windows XP has come to end of life and is no longer supported by Microsoft, leaving this operating system vulnerable. The Virginia State Police and Botetourt County Information Technology are no longer allowing Windows XP machine to access the VCIN or County network. These machines are useless and need to be replaced. One would be needed to run CAD per station. A 10% contingency has been added.

DELL PROCISION TOWER 5810 W/WINDOWS 7	QTY of 4	AMOUNT \$ 17,069.24
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CAD LICENSES (Southern Software)	QTY of 2	AMOUNT \$11,000
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Base Station with paging interface (replacing Zetron) – A newer model base station with paging interface is needed to accommodate all of the tones for the County, making it easier and faster to get field units notified of their calls. The Base Station with paging interface would be utilized should there be a break in connectivity to the County network or paging consoles. These base stations are utilized in both the main PSAP and alternate PSAP.

UHF BASE STATION WITH FS INTERFACE	QTY of 6	AMOUNT \$ 5,308.80
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IP Phones & Viper Multi-Node - These IP phones & Multi-Node Viper would provide ANI and ALL information on 911 calls received while operating at the back-up center and includes a connection to the primary PSAP Viper. Should one node go down the other node would continue to process calls for both centers offering total redundancy. This would also allow for an expansion of call taking position if needed. Quote Attached for Intrado hardware & services and extended maintenance. Total cost is \$128,507.30

AMOUNT REQUESTED \$91,621.96



EVALUATION

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

Click here to enter text

Once the equipment is purchased and set up, the Department's PSAP Manager will be tasked with assigning regular tests on the system. Shift supervisors will conduct monthly testing with all employees to maintain a good working knowledge of the technology. This is not only a good practice, but it helps ensure a constant state of readiness.



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

How would a consolidation take place and provide improved service:

Click here to enter text

N/A

How should it be organized and staffed:

Click here to enter text

N/A

What services should it perform:

Click here to enter text

N/A

How should policies be made and changed:

Click here to enter text

N/A

How should it be funded:

Click here to enter text

N/A

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

Click here to enter text

N/A



Intrado VIPER Node B

for

Botetourt County, VA

with

Houston Galveston Area Council (HGAC)

The applicable terms and conditions located at <http://www.intrado.com/terms> will apply to this Quote, unless (i) the parties have entered into a separate mutually executed agreement relating to the products or services under this Quote, or Customer is purchasing under a cooperative purchasing agreement referenced in this Quote. Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. The terms of this Quote will govern any conflict with any of the foregoing or any Customer purchase order, and no additional terms in Customer's purchase order will apply.

Configuration Parameters

VIPER

Total Number of E9-1-1 Trunks	2
Total Number of Administrative Lines (FXO)	2
Total Number of ISDN-PRI channels (T1)	0

Answering Positions

Number of IP Phones	2
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Model #	Description	Qty	Unit Cost	Total
VIPER				
912800	VIPER Gateway Shelf	3	\$ 990.00	\$ 2,970.00
912801	CAMA Interface Module (CIM)	2	\$ 2,690.00	\$ 5,380.00
912811	Application Server Access License	2	\$ 995.00	\$ 1,990.00
912812	PBX Access License - Per Workstation	2	\$ 645.00	\$ 1,290.00
912814	Admin Interface Module (AIM)	1	\$ 1,400.00	\$ 1,400.00
912816	Cisco 2960S 24 port switch	2	Non-Disc	\$ 5,180.00
912817/BB	7 Foot Cabinet Prebuilt Building Block	1	Non-Disc.	\$ 20,100.00
912890/BB	Media Kit Prebuilt Building Block	1	\$ 100.00	\$ 100.00
Subtotal				\$ 33,551.90

Power MIS Software

920100/CD	Power MIS Media & Documentation	1		
920100	Power MIS Server Software License	1		
920101	Power MIS Concurrent Client Access License	1		
920102	Power MIS Data License	5		
Subtotal				\$ 3,568.95

ePrinter

917310	ePrinter Software and Documentation	1		
Subtotal				\$ 1,008.00

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Model #	Description	Qty	Unit Cost	Total
¹ IWS Hardware				
Common Hardware				
914956	1U Keyboard/LCD/Trackball/8-Port KVM	1		
914434	Tape Backup - DAT 160	1		
914434/R	Tape Backup, Rack Mount Kit	1		
Standard Peripherals				
915109/P	Alarm Panel (Includes Power Supply)	1		
600150	Punch Block	2		
207-990000-046	25 Pair Amphenol Cable	2		
960103	Network Cabling	5		
Power 911 Database Server				
914950	IWS Type A Rack Server Bundle	1		
Power MIS Database Server				
914950	IWS Type A Rack Server Bundle	1		
914422	Additional Backup EXEC SQL Agent ePrinter Workstation Bundle	1		
			Subtotal \$	21,009.50
² Project Survey				
950100	Project Survey	1		
960575	Living Expense Per Day	3		
960580	Travel Fee	1		
			Subtotal \$	3,350.00
Staging				
950850	IWS Staging - Up to 8 Positions	1		
950856	Backroom Staging - Up to 8 Positions	1		
			Subtotal \$	1,700.00
Installation				
950104	Professional Services - Price Per Day	3		
960575	Living Expense Per Day	5		
960580	Travel Fee	1		
			Subtotal \$	6,750.00
Project Management Services				
950510	Project Management	1		
			Subtotal \$	7,500.00
Total			\$	82,007.30

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Model #	Description	Qty	Unit Cost	Total
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Maintenance Services

³ Software Protection and Remote Technical Support - 1 Year

950999/PRO1	Software Protection and Remote Technical Support (Year 1)	2	\$ 600.00	\$ 1,200.00
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³ Software Protection and Remote Technical Support - 5 Years

950999/PRO5	Software Protection and Remote Technical Support (5 Years)	8	\$ 600.00	\$ 4,800.00
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⁴ On Site Maintenance - 1 Year

950999/ONS1-1	On-Site Maintenance (Year 1)	2	\$ 3,000.00	\$ 6,000.00
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⁴ On Site Maintenance - 5 Years

950999/ONS5-1	On-Site Maintenance (5 Years)	10	\$ 3,000.00	\$ 30,000.00
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⁵ Software Subscription Service - 1 Year

950999/SUB1	Software Subscription Service (Year 1)	2	\$ 1,500.00	\$ 3,000.00
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⁵ Software Subscription Service - 5 Years

950999/SUB5	Software Subscription Service (5 Years)	10	\$ 1,500.00	\$ 15,000.00
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Virginia Wireless Group

Blacksburg
(540) 552-4443

**Professional
Communications Systems, LLC**
www.vawireless.com
800-277-1777

Lynchburg
(434) 509-4626

September 30, 2015

Nicole Manspile
County of Botetourt
E-911 Center
20 East Back St.
Botetourt, VA 24090

Dear Mrs. Manspile:

The existing back-up base stations are a very old model without the current capabilities such as display of calling unit ID and emergency paging encoding from a menu with alphanumeric labeling of the individual paging codes. The recommended replacement units do have these features.

In addition, the existing units do not have audio connection capabilities that would allow connection to a console system and remote signaling for control from the consoles. The recommended replacement units would operate exactly as required with the back-up console positions, with either position able to conduct operations on either channel as required with emergency paging capability from the position which replicates the existing paging configuration from the console position screens at dispatch. This eliminates the error potential inherent in utilizing the very old design paging encoders now available for back-up at both the primary dispatch and the back-up dispatch.

The old paging encoders connected to the existing back-up stations require the dispatcher operating them to first consult a chart for a code that will provide the required paging signal. The dispatcher must then enter the numeric code, verify the numeric code in the old style display, then send the page from the keypad. In the stress-filled environment of the dispatch center, making an error in this multi-step process (which may be interrupted by other events) is a distinct possibility. Sometimes, multiple codes must be entered which greatly increases the probability of error. If change in the programming of these units is required, it takes literally days of technical staff time at great cost.

We recommend that the paging encoder units and the radios attached to them be replaced as technologically outdated and unable to perform the functions required efficiently and effectively.

Sincerely,

Bruce Grimes
Senior Account Representative

ProComm-South Boston
Mobile Office (434) 579-0678
South Boston, VA

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200 Professional Park Dr., Ste 1
Blacksburg, VA 24060
Fax 540-951-0074

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