



FY17

# PSAP GRANT PROGRAM APPLICATION





## 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

Logging Recorder Hardware Upgrade

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Chesterfield Emergency Communications Center

CONTACT TITLE: Automation Coordinator

CONTACT FIRST NAME: Allan

CONTACT LAST NAME: Weese

ADDRESS 1: 6610 Public Safety Way

ADDRESS 2: 3T

CITY: Chesterfield, VA

ZIP CODE: 23832

CONTACT EMAIL: weesea@chesterfield.gov

CONTACT PHONE NUMBER: 804-796-7065

CONTACT MOBILE NUMBER: 804-380-1601

CONTACT FAX NUMBER: 804-717-6610

REGIONAL COORDINATOR: Sam Keys

### 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- Technically Outdated\*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**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**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: HigherGround Capture911 v2.5 # YEARS of HARDWARE/SOFTWARE: 5yr

**PRIORITY/PROJECT FOCUS** VOICE RECORDER/LOGGING

**If "Other" selected, please specify:** 3T

**FINANCIAL DATA**

Amount Requested: \$ 150,000.00

Total Project Cost: \$ 166,912.12



## 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:

Chesterfield County Emergency Communications' logging recorder upgrade directly relates to the funding priority established by the PSAP Grant Program's Grant Committee under the INDIVIDUAL PSAP Program. The purpose of this project is to address Non-Vendor Supported and Technically Outdated hardware.

The current HigherGround Capture911 recorder hardware will be 6 years old in FY17 and the vendor has already given notice of non-support for the current hardware beginning with FY18. Upgrading the current hardware will ensure that the logging recorder is both vendor and manufacturer supported.

Due to two major Chesterfield County Emergency Communications CIP projects (Radio and CAD) the county is unable to support the department with funding for the logging recorder hardware upgrade. Without grant funding, the upgrade cannot be accomplished. This has adverse consequences on the PSAP for meeting state requirements for retention policies and meeting our goals set by the department's quality assurance program. Should funding not be received the department will be required to continue using the existing, non-vendor supported system.

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

The 1st year maintenance is covered under warranty. A maintenance contract for years 2 – 5 is included within the total project cost. The annual maintenance contract includes emergency services, alarm monitoring, annual product maintenance, and updates.



## COMPREHENSIVE PROJECT DESCRIPTION

Identify the longevity or sustainability of the project.

Due to continuing advancements in information technology, most vendors will not support hardware for more than 5 to 7 years. HigherGround is one of those vendors. With the logging record hardware upgrade, the logging recorder systems should be sustainable for another 5 to 7 years allowing the CECC to maintain recordings in accordance with Library of Virginia retention policies.

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

Logging recordings are a key element in meeting Goal 5, Protect The Reliability And Security Of The 9-1-1 System of the Statewide 9-1-1 Comprehensive Plan. Logging recordings are extensively used in quality assurance/quality improvement (QA/QI), monitoring programs for documenting and reporting the effectiveness of baseline level service and capabilities criteria, evaluate the effectiveness of policies and standards, and support partner agencies with recordings of incidents for their QA/QI initiatives.

Recording 9-1-1 calls and radio traffic allows for review, training and quality control, ensuring proper procedures and best practices are being utilized, and allow for continued improvement of core 9-1-1 functions. A NG-9-1-1 capable logging recorder provides Chesterfield County the opportunity to record multiple types of media including text messages, images, and telemetry.



**SHARED SERVICES (if applicable)**

The relationship of the project to the participating PSAPs:

N/A

Intended collaborative efforts:

N/A

Resource sharing:

N/A



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

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.

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 checked="" type="checkbox"/> <b>INITIATION</b> (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	07 / 01 / 2016
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)  Sample activities: requirements are documented, components to be purchased are identified, and general design is documented	09 / 01 / 2016
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (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	12 / 01 / 2016
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)  Sample activities: purchased components are delivered and installed and training is performed	01 / 02 / 2017
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)  Sample activities: performance of system/solution is validated and system/solution goes "live"	03 / 01 / 2017



## 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.

Please see attachment vendor quote for full project costs. Since the total cost exceeds the allowable grant amount, Chesterfield County Emergency Communications will support remaining costs and contingencies.

## EVALUATION

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

All hardware replaced and the software reloaded, tested and operating in accordance with the existing systems, will determine success of the project.



**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



Phone: (210) 736-3119  
 Fax: (210) 737-1240  
 1318 North Brazos  
 San Antonio, TX 78207

**Quote**  
 No.: **3203**  
 Date: 7/15/2015

Prepared for:  
 Mr. Alan Weese (804) 796-7065  
 Chesterfield Co. Emergency- 3639  
 9901 Lori Road  
 Room 118  
 Chesterfield, VA 23832-0001 US

Prepared by: Bill Behar  
 Account No.: 5508  
 Job: System Upgrade

Quantity	Part Number	Description
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**Main Server Weston**  
**Recorder designed with 111 analog and 30 VoIP**

1	C120-000K-R5-V7	HG4U - 2.13 GHz Quad-Core E5606 processor, 32GB RAM, 500GB RAID1 & No RAID5 Drives, No OS
1	PCOS-2012	Windows Server 2012
2	HD-SATA-1TB	Hard Drive, 1TB SATA
5	HD-SATA-2TB	Hard Drive, 2TB SATA RAID V with Hot stand-by
4	SARC-E024	Card, 24-Port Analog Interface PCIe
1	SARC-E016	Card, 16-Port Analog Interface, PCIe
1	HWRP-NG911-CORE	Reinstall NG Capture911 Core software w/ ANI/ALI.
141	HWRP-NG911-SWRL	Reinstall NG Capture911 Channel license.
1	HWRP-VOIP-INTF	Reinstall VoIP Interface Surcharge
30	HWRP-VOIP-PORT	Reinstall VoIP Per Port Interface
1	HWRP-REPL-0256	Reinstall Replicate 256 Ports To Remote Server
36	HWRP-SCAP-SEAT	Reinstall Screen Capture Seat
0	QTRSUPP	Maintenance for existing software

**\$30,017.60**

**Genesis server and software**

1	C120-155K-R1-V7	HG4U - 2.13 GHz Quad-Core E5606 processor, 32GB RAM, 1 TB RAID1, W2008R2
1	HWRP-TRAD-MSZI	Reinstall Trunked Radio Integration For Motorola Smartnet/ Smartzone
1	TRAD-SITE	Unlimited Trunked Radio IDs (per Site)

**\$15,700.00**

**Admin Bldg Server: Sutton Deigned with 15 analog**

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**Commercial Electronics Corp**

Phone: (210) 736-3119  
 Fax: (210) 737-1240  
 1318 North Brazos  
 San Antonio, TX 78207

**Quote**

No.: **3203**  
 Date: 7/15/2015

Quantity	Part Number	Description	
1	C120-155K-R1-V7	HG4U - 2.13 GHz Quad-Core E5606 processor, 32GB RAM, 1 TB RAID1, W2008R2	
1	SARC-E024	Card, 24-Port Analog Interface PCIe	
1	HWRP-NG911-CORE	Reinstall NG Capture911 Core software w/ ANI/ALI.	
15	HWRP-NG911-SWRL	Reinsatll NG Capture911 Channel license.	
			<b>\$10,525.00</b>

<b>Back up site Server Parson designed with 24 VoIP and 12 analog</b>			
1	C120-155K-R1-V7	HG4U - 2.13 GHz Quad-Core E5606 processor, 32GB RAM, 1 TB RAID1, W2008R2	
1	SARC-E024	Card, 24-Port Analog Interface PCIe	
1	HWRP-VOIP-INTF	Reinstall VoIP Interface Surcharge	
1	HWRP-VOIP-PORT	Reinstall VoIP Per Port Interface	
			<b>\$7,975.00</b>

<b>Maintenance - years 2-5</b>			
4	QTRSUPP-1	Maintenance - years 2-5	
			<b>\$92,494.52</b>

Installation and Training: \$10,200.00

	Item Total:	\$166,912.12
<b>Total does not include applicable sales tax.</b>	<b>Grand Total:</b>	<b>\$166,912.12</b>

Prices are firm until 9/13/2015	Terms: 50% down / 50% on delivery
<b>Quoted by:</b> Bill Behar, bbehar@comelectronics.com	<b>Date:</b> 7/15/2015
Please allow 4-6 weeks for delivery and/or installation.	
All parts and labor are warranted for one year from delivery and installation.	
<b>Accepted by:</b> _____	<b>Date:</b> _____
Please sign this quote and fax it back as confirmation of your order.	

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**Quote**

No.: **3203**  
Date: 7/15/2015

**Concurrent Software Support during Hardware Refresh Warranty Period**

**Tier III Concurrent** **\$11,672.54**

The new hardware and software on this quote will have a 1-year manufacturer's warranty. All existing software and licensing transferred from your old system to the new system is not covered under the new warranty but must be maintained separately under concurrent software support coverage.

**Annual Post-warranty Maintenance Options:**

**Tier I - Remote Software Support Only** **\$13,172.54**

The Software Only option is a 24-hour remote maintenance and software update plan. Most problems can be corrected quickly through dial-up access into the voice logging server. If a dedicated phone line is provided, the system will also automatically report any malfunction directly to HigherGround who will then correct the problem perhaps even before it becomes evident to you. As new software features come available, they will be automatically downloaded to the system. \*If a dedicated phone line is not available, a shared line could be switched as needed (perhaps a fax line), however, automatic trouble reporting could not occur.

**Tier II - Hardware Exchange** **\$19,873.41**

Exchange service includes the software maintenance above and defective board / module exchange of otherwise warrantable parts. Parts identified by the customer as defective will be pre-shipped by Commercial Electronics for immediate replacement. On-site labor required to replace parts is provided by the customer.

**Tier III - Standard Business day On-site** **\$24,340.66**

Standard service continues the same service as that provided during the warranty period; i.e. 24-hour monitoring\*, remote\* software updates and covers all system hardware as well. Most malfunctions are typically not hard equipment failures, and can be corrected by reinitializing programs remotely. However, should an otherwise warrantable failure occur to the hardware, this plan covers all parts, labor and mileage during normal business hours. Should after-hours service be required, the customer would be responsible for additional labor charges of \$112.50 per hour.

**Tier IV - 24x7 On-site** **\$33,622.35**

Our 24-Hour service option extends the standard service to full 24-hour response for equipment failures or other situations requiring an on-site technical presence. Standard repair service is provided from 8:00 a.m. to 4:30 p.m., Monday through Friday. 24-hour service covers repair actions necessary to restore primary operation after normal business hours.

**Time and Materials**

If no Maintenance Agreement is chosen, Commercial Electronics will continue to provide service on a Time-and-Materials basis. Our current labor rate is \$225.00 per hour plus parts and applicable mileage; after hours service is billed at time and one half, \$337.50.