



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

Shared CHE Refresh & Geo-Diversification

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Tazewell County 911

CONTACT TITLE: Director of 911 & Emergency Communications

CONTACT FIRST NAME: Derrick

CONTACT LAST NAME: Ruble

ADDRESS 1: 315 School Street

ADDRESS 2: Suite 9

CITY: Tazewell

ZIP CODE: 24651-1398

CONTACT EMAIL: derrick.ruble@tcsova.org

CONTACT PHONE NUMBER: 276-385-1727

CONTACT MOBILE NUMBER: 276-979-6147

CONTACT FAX NUMBER: 276-988-5012

REGIONAL COORDINATOR: Tim Addington

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Tazewell County 911
Russell County 911

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- Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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 Workstations
Windows Server 2003 R2

Support Ended April 8, 2014
Support Ended July 14, 2015

PRIORITY/PROJECT FOCUS CALL HANDLING EQUIPMENT

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

FINANCIAL DATA

Amount Requested: \$ 294,018

Total Project Cost: \$ 323,420



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:

Shared Services CHE is a funding priority and a goal of Tazewell and Russell County PSAP's to continue to enhance our sharing of infrastructure and resources. The current CHE's workstations are operating with Windows XP and the servers are operating with Windows Server 2003 R2, both are no longer supported by Microsoft. Both existing CHE's are not hardware compatible with SMS, cannot be integrated with NG9-1-1, and the current Tazewell County system will be in service over 6 years upon replacement if funded.

The purchase of a geo-diverse/NG9-1-1 capable CHE will facilitate Russell and Tazewell County PSAP's to have the ability to continue to answer 9-1-1 calls, begin accepting SMS calls, and facilitate future NG9-1-1 enhancements.

The Southwest Region of Virginia has experienced continued economic hardships with the loss of jobs, manufacturing, and reduced tax base that has made large purchases such as this very unlikely thru local funding sources.

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

This shared services project will be maintained and supported in the future by both PSAP's via existing budgeted funding for maintenance of the current CHE's. Daily maintenance and monitoring of systems will be managed by the individual PSAP with more in depth maintenance and repairs made by the vendor via the new service agreements. The vendor will provide detailed 24/7 remote monitoring of both sites via the service agreements.

COMPREHENSIVE PROJECT DESCRIPTION



Identify the longevity or sustainability of the project.

The previous shared services grant project between Tazewell and Russell Counties served as the catalyst for the mutually beneficial sharing of infrastructure and resources between both Tazewell and Russell County PSAP's for maintaining 9-1-1 services for their citizens. This shared services project will expand such sharing to the CHE part of our operations over the expected 5 year life expectancy of the NG9-1-1 ready equipment.



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

This project will support the following goals of the Virginia Statewide Comprehensive 9-1-1 Plan:

Goal 1: Formalize baseline levels of service and capabilities that meet public expectations.

The new system will help ensure that both PSAP's are capable of providing the service of answering 9-1-1 calls that is expected by the public at any time.

Goal 2: Increase situational awareness through enhanced incident information sharing.

The geo-diverse application of the CHE will allow both PSAP's to have real-time status of the functionality of the CHE along with sharing of call volumes and other key information.

Goal 3: Allocate funding for future state and regional PSAP initiatives to maintain and improve service.

By purchasing a geo-diverse CHE with NG9-1-1 capability built in, this reduces the overall cost of the project had the two PSAP's did this as individual projects. The sharing of the CHE will allow the capability of either PSAP to very quickly recover and/or automatically reroute 9-1-1 calls to the other PSAP during high call volumes and will significantly reduce the number of 9-1-1 service outages.

Goal 5: Protect the reliability and security of the 9-1-1 system.

By purchasing a geo-diverse CHE, this will again help reduce the possibility of a total 9-1-1 system failure at a single PSAP which now occurs 2-3 times a year due to the inability to automatically reroute 9-1-1 calls during system failures.



SHARED SERVICES (if applicable)

The relationship of the project to the participating PSAPs:

Tazewell and Russell County PSAP's act as each other's backup during 9-1-1 and other key system outages and failures. By funding the shared geo-diverse CHE, this will allow the answering of critical 9-1-1 calls without interruption should one PSAP location be unable to process 9-1-1 calls. This also continues the two PSAP's goal of becoming more resilient in maintaining key services and operations during adverse conditions.

Intended collaborative efforts:

This collaborative effort will establish a primary and secondary means of both PSAP's being able to answer 9-1-1 calls during normal and adverse operating conditions. The sharing of the geo-diverse CHE will reduce initial purchase costs, improve reliability of the system, facilitate one button transfers of calls between PSAP's, and reduce the frequency of 9-1-1 service interruptions due to equipment failures.

Resource sharing:

The proposed project will procure a single CHE solution in which 9-1-1 calls, SMS/Text to 9-1-1 calls, and ability to transfer calls between the two PSAP's will be available. The single solution will also facilitate geo-diversification with the ability to quickly address issues/failures with a single site.

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

This project will continue the joint efforts of Russell and Tazewell Counties to enhance reliability of mission critical functions, sharing of infrastructure and resources, reduction of operating costs via the sharing, and meeting the public's expectations of service.



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

This project will include collaboration between Russell and Tazewell County PSAP's in the replacement of existing CHE's, one that will be 6+ years old at time of replacement, non-vendor supported systems due to Windows XP on the workstations and Windows 2003 Server on the servers, not SMS compatible with integrated Text to 9-1-1 solutions, and non-NG9-1-1 ready.

The CHE shared project will be comprised of a system that will be geo-diverse in nature, SMS compatible with integrated Text to 9-1-1 solutions, and with NG9-1-1 functionality. Procurement will be via existing contracts with rider inclusions, local policy, and the insurances that the requirements and goals of the two PSAP's are met. The vendor selected will be intricately involved in the design and installation of the system for a successful deployment.



**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 / 30 / 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 / 31 / 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	01 / 31 / 17
<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"	03 / 01 / 17



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.

Tazewell County Side - \$120,147.07

\$114,031.07 – Geo-Diverse Vesta 911 System Including: 1 ea. Backroom Equipment with 1 Year of Software Support, 6 ea. 911 Workstations, 6 ea. 22” Touchscreen Monitors, and 6 ea. 24 Key Keypads

\$6,116.00 – SMS Interface

Russell County Side - \$86,208.60

\$76,840.05 – Geo-Diverse Vesta 911 System Including: 1 ea. Backroom Equipment with 1 Year of Software Support, 4 ea. 911 Workstations, 4 ea. 22” Touchscreen Monitors, and 4 ea. 24 Key Keypads

\$3,252.55 – 4 ea. Blackbox KVM’s

\$6116.00 – SMS Interface

Installation, Shipping, Etc. - \$87,661.51

\$5,912.57 – Recommend Spare Parts

\$1,664.11 – Shipping

\$44,780.83 – Turn Key Installation

\$6,400.00 – Airbus Remote FE Support

\$4,044.00 – Call Taker and Administrator Training

\$24,860.00 – 24x7 Remote Monitoring and Diagnostics

\$294,018 – Total Requested Funding

\$29,402 – 10% Contingency via Local Funding

\$323,402 – Total Project Cost



EVALUATION

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

Tazewell and Russell Counties PSAP’s will establish the common milestones and goals to evaluate the progress achieved and the overall success of the project. The project will be monitored throughout the process with periodic meetings between the PSAP Staff and the Vendor. Final testing and completion will be based on manufacture and PSAP specifications and goals.

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

How would a consolidation take place and provide improved service:

N/A

How should it be organized and staffed:

N/A

What services should it perform:

N/A

How should policies be made and changed:

N/A

How should it be funded:

N/A

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

N/A



September 28, 2015

Customer: Tazewell County - Russell County

Quote: Vesta 911 Phone System

QTY	DESCRIPTION	TOTAL
1	Geo-Diverse Vesta 911 System including:	\$ 114,031.07
1	Backroom equipment for Tazewell County	
	1 Year of Software Support	
6	911 Workstations for Tazewell County	
6	22" Touchscreen Monitors	
6	24 Key keypads	
1	SMS Interface	\$ 6,116.00
1	Geo-Diverse Vesta 911 System including:	\$ 76,840.05
1	Backroom equipment for Russell County	
	1 Year of Software Support	
4	911 Workstations for Russell County	
4	22" Touchscreen Monitors	
4	24 Key keypads	
4	Blackbox KVM's	\$ 3,252.55
1	SMS Interface	\$ 6,116.00
1	Recommended Spare Parts	\$ 5,912.57
1	Shipping	\$ 1,664.11
1	Turn Key Installation	\$ 44,780.83
1	Airbus Remote FE Support	\$ 6,400.00
3	Call Taker and Administrator Training	\$ 4,044.00
1	24x7 Remote Monitoring and Diagnostics	\$ 24,860.00
Total:		\$ 294,017.18

(This is a turnkey quote for the E9-1-1 system including installation, training, warranty and software support for 1 year. The Vesta 911 requires a NENA approved NetClock.)

Derrick S. Ruble

From: Bruce Williams <bwilliams@wirelessnc.com>
Sent: Monday, September 28, 2015 7:42 PM
To: Derrick S. Ruble; 'Bo Bise'
Subject: RE: 911 Quote Revision
Attachments: Tazewell-Russell County Geo-Diverse Quote 092815.pdf; Tazewell-Russell County Analytics Quote 092815.pdf

Derrick,

Here's the revised quotes as we discussed. Please keep in mind that your Patriot system needs to be upgraded due to the following concerns:

- Windows XP end of support
- Windows 2003 end of support
- Hardware exceeded life cycle expectancy 24x7x365 should be replaced at 3-5 year intervals
- Current hardware is not SMS compatible for the Airbus integrated Text to 911 solution
- Software must be upgraded to Vesta software release for integrated SMS

Let me know if you need anything else.

BRUCE WILLIAMS, ENP
WIRELESS COMMUNICATIONS, INC.
E9-1-1 ACCOUNT MANAGER
OFC 336-510-8681
CELL 336-324-3627
FAX 888-412-6139
WWW.WIRELESSNC.COM

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Products Released	Lifecycle Start Date	Mainstream Support End Date	Extended Support End Date	Service Pack Support End Date	Notes
Microsoft Windows Server 2003 R2 Datacenter Edition (32-Bit x86)	3/5/2006	7/13/2010	7/14/2015	4/14/2009	
	3/13/2007	Review Note			

Products Released	Lifecycle Start Date	Mainstream Support End Date	Extended Support End Date	Service Pack Support End Date	Notes
Microsoft Windows Server 2003 R2 Datacenter Edition with Service Pack 2			Review Note		Support ends 24 months after the next service pack releases or at the end of the product's support lifecycle, whichever comes first. For more information, please see the service pack policy here .
Microsoft Windows Server 2003 R2 Datacenter x64 Edition	3/5/2006	7/13/2010	7/14/2015	4/14/2009	
Microsoft Windows Server 2003 R2 Datacenter x64 Edition with Service Pack 2	3/13/2007	Review Note	Review Note		Support ends 24 months after the next service pack releases or at the end of the product's support lifecycle, whichever comes first. For more information, please see the service pack policy here .
Microsoft Windows Server 2003 R2 Enterprise Edition (32-Bit x86)	3/5/2006	7/13/2010	7/14/2015	4/14/2009	
Microsoft Windows Server 2003 R2 Enterprise x64 Edition	3/5/2006	7/13/2010	7/14/2015	4/14/2009	
Microsoft Windows Server 2003 R2 Standard Edition (32-bit x86)	3/5/2006	7/13/2010	7/14/2015	4/14/2009	
Microsoft Windows Server 2003 R2 Standard x64 Edition	3/5/2006	7/13/2010	7/14/2015	4/14/2009	

Last Review : June 22, 2015

A notification about the end of Windows XP support

Support for Windows XP has ended

Microsoft ended support for Windows XP on April 8, 2014. This change has affected your software updates and security options. [Learn what this means for you and how to stay protected.](#)

Introduction

This update enables the function that sends a notification to Windows XP users about the end of support for Windows XP on April 8, 2014.

More information

For more information about the end of support for Windows XP, go to the following Microsoft website:

[More information about the end of support for Windows XP](#)

File information for Windows XP

The global version of this update installs files that have the attributes that are listed in the following tables. The dates and the times for these files are listed in Coordinated Universal Time (UTC). The dates and the times for these files on your local computer are displayed in your local time together with your current daylight saving time (DST) bias. Additionally, the dates and the times may change when you perform certain operations on the files.

File name	File version	File size	Date	Time	Platform
Xp_eos.exe	5.1.2600.6526	13,312	26-Feb-2014	01:59	x86
Updspapi.dll	6.3.13.0	382,840	04-Sep-2013	11:28	x86

Properties

Article ID: 2934207 - Last Review: 03/05/2014 17:48:00 - Revision: 1.0

Applies to
Microsoft Windows XP Home Edition

Microsoft Windows XP Professional

Keywords:
kbsurveynew kbexpertisebeginner KB2934207