



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

Call Accounting Equipment

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

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

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- Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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

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

PRIORITY/PROJECT FOCUS CALL ACCOUNTING/MIS

If "Other" selected, please specify: 2T

FINANCIAL DATA

Amount Requested: \$ 30,000

Total Project Cost: \$ 30,000



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:

Call accounting equipment is a funding priority and the call accounting reports are required by VITA annually to support our wireless call counts. The current call accounting software workstation is running Windows XP and the server is running Windows Server 2003 R2, both which are no longer supported by Microsoft.

In the past we have acquired the call accounting systems that have been specifically provided by the CHE vendor. We have recently learned that there are options available and feel a more user friendly system may be available and would support us in the PSAP and simplify our reporting and providing additional useful information.

The Southwest Region of Virginia has experienced continued economic hardships with the loss of jobs, manufacturing, and reduced tax base that has made it a low priority project for local funding with County agencies vying for limited funds.

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

The call accounting equipment/software will be maintained and supported in the future by the requested 5 years of support. After the exhaustion of grant funds for the procurement of the system, we will request maintenance funds to be budgeted locally to maintain and support the system via the vendor. Daily maintenance and monitoring of the system will be managed by the PSAP Staff with more in depth maintenance and repairs made by the vendor via the service agreement. The vendor will provide detailed 24/7 remote monitoring of the system.



COMPREHENSIVE PROJECT DESCRIPTION

Identify the longevity or sustainability of the project.

Procurement of a call accounting system to replace our technically outdated system with a system capable of being web based and retrievable from remote locations. The system will provide multiple reporting capabilities and training to maximize the efficiencies that the reports may provide insight to.

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 (July 2015).

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

The call accounting software will allow the PSAP to accurately monitor and report its level of service.

Goal 6: Improve 9-1-1 service delivery through enhanced communications within stakeholder community.

The availability of detailed stats and information on the processing of 9-1-1 calls will improve the accuracy of information passed along to the stakeholder community.



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 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.

\$16,056.73 – 1 ea. Vesta Analytics for Geo-Diverse System

\$0.00 – 5 Years Software Support Included

\$1,350.00 – Installation

\$5,333.33 – 2 ea. Analytics On-Site Training

\$3,643.20 – 4 ea. 24x7 Maintenance Years 2-5

\$26,383.27 – Subtotal

\$2,638

\$26,383.27 – Subtotal

\$3,616.73 – Contingency

\$30,000.00 – Project Total

EVALUATION

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

Tazewell County will establish 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. The use of the call accounting software on an ongoing basis will evaluate PSAP levels of active and quality performance. Monthly reporting will insure operational functionality and to identify issues.



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

Microsoft Support Lifecycle

Microsoft Support Lifecycle policy provides consistent and predictable guidelines for product support availability when a product releases and throughout that product's life. By understanding the product support available, customers are better able to maximize the management of their IT investments and strategically plan for a successful IT future.

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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



September 28, 2015

Customer: Tazewell County - Russell County

Quote: Vesta Analytics MIS Quote

| QTY | DESCRIPTION | TOTAL |
|---------------|--|---------------------|
| 1 | Vesta Analytics for Geo-Diverse System | \$ 16,056.73 |
| 1 | 5 Years Software Support included | |
| 1 | Installation | \$ 1,350.00 |
| 2 | Analytics On-site Training | \$ 5,333.33 |
| 4 | 24x7 Maintenance Years 2-5 | \$ 3,643.20 |
| Total: | | \$ 26,383.27 |

(This is a turnkey quote for the Analytics software system including installation, training, warranty and software support for 5 years.)