



FY12

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division
FY12



FY12 PSAP GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The grant application will be available and accessible from VITA's Integrated Services Program's website (<http://www.vita.virginia.gov/isp/>). Upon completion of the application, it is to be submitted to the PSAP Grant Manager, Lisa Nicholson, at lisa.nicholson@vita.virginia.gov. Any supporting documentation must also be submitted along with the application.

After submission, the PSAP Grant Manager will assign a Grant ID and send an e-mail notification to the project contact e-mail address listed on the application received.

All funding requests must be submitted using the grant application. In addition to the grant application reference manual, technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY12 PSAP Grant Application Cycle deadline is December 22, 2010 at 11:59 pm.



FY12 PSAP GRANT APPLICATION

PROJECT TITLE

Phase II Upgrading Primary Networking Servers and Work Stations

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Wise County
 CONTACT TITLE: Geographic Information Officer
 CONTACT FIRST NAME: Jessica
 CONTACT LAST NAME: Swinney
 ADDRESS 1: Po Box 570
 ADDRESS 2: 206 E Main St
 CITY: Wise
 ZIP CODE: 24293
 CONTACT EMAIL: gio@wisecounty.org
 CONTACT PHONE NUMBER: 276-328-7110
 CONTACT MOBILE NUMBER: 276-393-2513
 CONTACT FAX NUMBER: 276-328-9780
 REGIONAL COORDINATOR: Donna Brown

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Wise County PSAP	Town of St Paul, Town of Appalachia
Town of Big Stone Gap, Town of Wise	
Town of Coeburn, Town of Pound	

GRANT TYPE

- Individual PSAP
- Consolidation
- Regional Initiative
- Secondary Consolidation

GRANT PROGRAM TYPE



- Wireless E-911 PSAP Education Program
- Continuity and Consolidation
- Enhancement

TIER

- Out of Service
- Non-Vendor Supported
- Technically Outdated
- Strengthen
- Not Applicable

PROJECT FOCUS MAPPING SUPPORT

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

FINANCIAL DATA

Amount Requested: \$ \$47454.53

Total Project Cost: \$ \$47454.53

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. Additional items to discuss that referenced need should include: impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

Wise County is located in the rural mountainous region of far Southwest Virginia. Wise County is an economically challenged county and ranks near the bottom of all Virginia Counties for per capita income and household income. The current per capita income in Wise County is (\$17,322) which stands at 54 percent of the state level (\$32,224) and 63 percent of the national level (\$27,466), while median household income stands at 54 and 63 percent respectively.



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

In the future, funding will need to be requested from the local County Board of Supervisors. Line items are added to the five year capital improvement plan which is based on the current GIS strategic plan and the County's Comprehensive Plan. Each year the budget will be reviewed for increases or decreases in the budgeted line items. It will be up to the County Board to determine the increases on a yearly basis. With the current economic climate it is very doubtful that any additional funding for this project will be provided by the County in the upcoming fiscal year.

COMPREHENSIVE PROJECT DESCRIPTION

FOR WIRELESS E-911 PSAP EDUCATION PROGRAM GRANT REQUESTS:

Describe how the education/training is 9-1-1/public safety communications specific and how this will benefit E-911 and the employee(s) and/or PSAP.

[Click here to enter text](#)

FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

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

The Wise County PSAP utilizes the GIS mapping daily. Verified 911 calls are mapped on the dispatcher's consoles when they come in. The data is geocoded using the road centerline dataset as well as the structure point addresses. The emergency responders rely heavily on this mapping technology to locate incidents. Accurate data is imperative for emergency responders.

A crucial element of 911 PSAP operations is to ensure the GIS map data, ALI database, and MSAG are maintained properly for accurate 9-1-1 call plotting. This grant project will provide Wise County with industry standard hardware and software necessary to keep the GIS data up-to-date. This project will be used to provide continued services of the GIS mapping capability, connectivity, and data that is already being used on a daily basis in the Wise County 911 PSAP. Funding supports the second phase of upgrading non vendor supported networking equipment for the primary mapping servers and workstations.

In fiscal year FY10 funding was awarded for the purchase of a new mapping server for the GIS data and a new server for updated dispatch mapping software. After installing the servers and beginning the configuration process it was discovered that there is a severe bottleneck in the network and maxed out routers that have been discontinued and are coming to the end of support life cycle in 2011. To alleviate these bottlenecks and discontinued/out of service/non vendor supported equipment funding is being requested for updated switches, uplink cabling, and fiber installation between the primary mapping servers and workstations.

According to a Network Assessment that was conducted by SyCom Technologies "The current Wise County network topology uses the "router on a stick" concept. The 2600 series router has one physical interface and several sub interfaces; all VLAN's are trunked over that one interface. This particular design is outdated and a Layer 3 switch is the recommended replacement for best practice in this scenario." It was also recommended that existing 2950 switches be replaced as well. The 2950s have been identified as coming to the end of support life cycle in 2011.

The goal of this effort is the continued timely creation, maintenance, and enhancement of an integrated public safety mapping system for the PSAP and to analyze the performance of the system in supporting operations and planning. Wise County has the following objectives which were obtained from the GIS Strategic Plan:

- Provide dispatchers and emergency responders with the most current and accurate mapping data in order to assist with emergency response
- Strive for continued improvement of data standards and accuracy of the public safety mapping data system
- Automate update procedures to public safety mapping data
- Continue to combine the valuable GIS resources from Wise County with the PSAP as well as Emergency Response Organizations and Regional PSAPs


FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

PROJECT TIMELINE – Select each applicable phase of the project and indicate the estimated completion date. Sample activities for each phase can be found in the PSAP Grant Program Guidelines as well as on the addendum to this form.

Implementation plan

The following tasks have been completed or are currently in the process:

- A 911 structure point address and road centerline database exists and is being utilized in the PSAP (Spring 2008)
- Install addressing and MSAG tools for the in house maintenance of the data as the county becomes E-911 verified (Spring 2010)
- Creation of Standard Operating Procedures for quality control of the PSAP mapping data and an automated synchronization of the MSAG, ALI, and Map databases (Spring 2010)
- Update of PSAP mapping software and hardware (Fall 2009)
- Upgrade of existing network equipment to current industry standards (Fall 2011)

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders)	12 / 15 / 10
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	12 / 15 / 10
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	08 / 01 / 11
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	11 / 01 / 11
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	11 / 15 / 11



Identify the longevity or sustainability of the project.

Wise County has ordered equipment to utilize hosted CAD and CPE equipment with Dickenson County, Lee County, and the City of Norton. Wise County has also requested funding to be added to the Regional MERG project. These projects depend upon current up to date mapping data. The networking infrastructure is non vendor supported in Wise County and this funding is needed to support other projects that are in the process of being implemented. Current and up to date mapping will be required for Next Generation 911 as well.

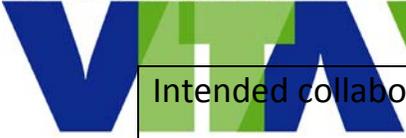
Describe how this project supports the Virginia Statewide E-911 Strategic Comprehensive Plan.

A crucial element of 911 PSAP operations is to ensure the GIS map data, ALI database, and MSAG are maintained properly for accurate 9-1-1 call plotting. This project will provide Wise County with industry standard hardware and software necessary to keep the GIS data up-to-date. This project will be used to provide continuity of operations in the Wise County 911 PSAP by providing a standard level of emergency response service to the public.

REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs:

[Click here to enter text](#)



Intended collaborative efforts:

Click here to enter text

Resource sharing:

Click here to enter text

How does the initiative impacts the operational or strategic plans of the participating agencies:

Click here to enter text

CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service:

Click here to enter text



How should it be organized and staffed:

Click here to enter text

What services should it perform:

Click here to enter text

How should policies be made and changed:

Click here to enter text

How should it be funded:

Click here to enter text

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

Click here to enter text

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.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

This project will be used to provide continued services of the GIS mapping capability, connectivity, and data that is already being used on a daily basis in the Wise County 911 PSAP. Funding supports the second phase of upgrading technically out of date equipment for the primary mapping servers and workstations.

The grant request totals **\$47454.53**

The current networking equipment is the Cisco Catalyst G2950-48 which is a discontinued model and the Cisco 2610XM with only one 100MB port -- "router on a stick", which is being maxed out (CPU and throughput). The Cisco Catalyst G2950-48 has been identified as having a Last Date of Support in 2011. The setup is a bottleneck and this along with the slow shared DS1 circuit is the main reason for our internet connection issues. The Sycom engineer recommended a 48-port Layer 3 gigabit switch to combine the router and switch along with a separate and higher capacity internet circuit in order to alleviate the problems. Much better network response times are anticipated by replacing this equipment. In many instances the updates "time out" and have to be restarted or reran which can cause mapping problems in the dispatch mapping by only copying partial mapping files.

Wise County has completed their Wireline Project and is now E-911 verified. Wise County has assumed the responsibility of maintaining the MSAG and total maintenance of the 911 addressing. "Time-outs" and slow response times of the map generation really slows address and road maintenance. The large files including the VGIN Orthophotography can really put a strain on a sluggish network.

Funding is being requested for new 48 port switches and maintenance along with an interface converter and patch cables, installation and service.

EVALUATION



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

Objective: Continued improvement of data standards and accuracy of public safety mapping data

Measure: Review of Data Report Card and Standard Operating Procedures for 911 addressing & public safety mapping on a quarterly basis

Objective: Create on demand update procedures of public safety mapping data

Measure: Communication with the technical staff of the PSAP and County as well as the vendors of software and equipment for automating processes and procedures to maximize productivity

Objective: Provide dispatchers and emergency responders with the most current and accurate mapping data in order to assist with emergency response

Measure: Meet with Fire and Rescue Associations to insure the responders have the proper maps and data for emergency response

Objective: Continue to combine the valuable GIS resources from Wise County with the PSAP as well as Emergency Response Organizations and Regional PSAPs

Measure: Meeting with Emergency Response Organizations and communicating with PSAP and GIS offices on a regular basis



PROJECT PHASES

SAMPLE ACTIVITIES

PHASE

SAMPLE ACTIVITIES

INITIATION

(Project approved by appropriate stakeholders)

- 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
- Budgetary estimates are obtained

DESIGN/PLANNING

(Project, system, or solution requirements are developed)

- Requirements are documented
- Components to be purchased are identified
- General design is documented

ACQUISITION

(Selected system or solution is procured)

- RFP (or other bid related processes) are drafted
- Proposals are evaluated
- Contract is signed
- Purchase orders are issued
- Quotes are obtained/grant funds draw down

IMPLEMENTATION

(Selected system or solution is configured and installed)

- Purchased components are delivered and installed
- Training is performed

TESTING/COMPLETION

(Selected system or solution is tested and put in production)

- Performance of system/solution is validated
- System/solution goes "live"



SyCom Technologies
 1802 Bayberry Court
 Richmond, VA 23226
 tel. 804-262-7100
 fax. 804-262-5157

December 15, 2010

Wise County
Attn: Susan Brundage
Phone: 276-328-2321
Email: brundage_s@wisecounty.org

Quote# Wise Co Cisco 3750G 121510sp

Qty	Description	Part #	Price	Ext Price
Cisco 3750G				
1	Catalyst 3750 24 10/100/1000T PoE + 4 SFP + IPB Image	WS-C3750G-24PS-S	\$4,989.00	\$4,989.00
1	Cisco StackWise 50CM Stacking Cable	CAB-STACK-50CM	\$0.00	\$0.00
1	AC Power cord, 16AWG	CAB-16AWG-AC	\$0.00	\$0.00
1	YR1 SMARTNET 8X5XNBD Cat 3750 24 10/100/1000T PoE + 4 SF	CON-SNT-3750G24P	\$0.00	\$0.00
1	YR2 SMARTNET 8X5XNBD Cat 3750 24 10/100/1000T PoE + 4 SF	CON-SNT-3750G24P	\$490.50	\$490.50
1	YR3 SMARTNET 8X5XNBD Cat 3750 24 10/100/1000T PoE + 4 SF	CON-SNT-3750G24P	\$490.50	\$490.50
1	YR4 SMARTNET 8X5XNBD Cat 3750 24 10/100/1000T PoE + 4 SF	CON-SNT-3750G24P	\$490.50	\$490.50
1	YR5 SMARTNET 8X5XNBD Cat 3750 24 10/100/1000T PoE + 4 SF	CON-SNT-3750G24P	\$490.50	\$490.50
			Total:	\$6,951.00

These items quoted in compliance with and under VCU Contract# UCP-3491557JC
 *First year of SMARTNet Next-Business Day (SNT) maintenance services which is discounted 100.0%.

Notes:

Quote Valid for 30 days
 Prices subject to change
 Net 30 Terms

Products included in this quote are subject to the original manufacturer's terms and conditions on returns, which typically include a re-stocking fee and original, factory-sealed packaging. SyCom Technologies must be notified of any RMA request within 15 days of receipt of equipment.

Quote prepared by Sarah Peachee. (Phone) 804-474-5243
 (Fax) 804-262-5157, email: speachee@sycomtech.com

If your organization does not use purchase orders, please sign and fax signed copy of quote to SyCom @ 804-262-5157

Signature: _____ Date: _____

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Quantity	Product	CDW-G	Availability	Price	Ext. Price
1	Cisco Catalyst 3560G-48PS - switch - 48 ports - managed - desktop	721513	In Stock	\$6,658.30	\$6,658.30
5	Cisco SMARTnet Premium extended service agreement - 1 year	964176	In Stock	\$961.58	\$4,807.90

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