

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

Implementation of Verizon/Intrado's A9-1-1 routing network and ALL services

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Stafford County

CONTACT TITLE: Director

CONTACT FIRST NAME: Carol

CONTACT LAST NAME: Adams

ADDRESS 1: P.O. Box 189

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

CITY: Stafford

ZIP CODE: 22555

CONTACT EMAIL: cadams@co.stafford.va.us

CONTACT PHONE NUMBER: 540-658-4712

CONTACT MOBILE NUMBER: 540-295-7814

CONTACT FAX NUMBER: 540-658-4419

REGIONAL COORDINATOR: Chris Hardesty

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Stafford County

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



GRANT PROGRAM TYPE

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

TIER

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- Technically Outdated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

PROJECT FOCUS CPE

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

FINANCIAL DATA

Amount Requested: \$ 133,716.00

Total Project Cost: \$ 133,716.00



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:

Stafford County would like to begin a project with Verizon and Intrado that will include a 9-1-1 Network that will replace the existing legacy network that has been in existence in the County for more than 25 years. Verizon and Intrado will route 9-1-1 calls through a state-of-the-art network, where services will include processing and routing of wireline, wireless and Voice of Internet Protocol (VoIP) 9-1-1 calls for the county PSAP. This will also include managing the 9-1-1 records and Automatic Location ID Database (ALI DB).

New replacement technology is desperately for two reasons:

1. The technology is needed since the existing network has outlived its capacity to support new consumer devices such as mobile phones (Text Messaging), PDAs, and mobile device digital cameras.
2. Stafford's routing is received from multiple tandems. It is positioned geographically along disparate boundaries which existed between different telephone companies for years (i.e. Bell Atlantic, C&P, Verizon). This out-of-date technology severely and critically hampers Stafford's effort and ability to provide efficient 9-1-1 services. It cannot automatically transfer 9-1-1 calls to its neighbors because of the old infrastructure which provides for call routing. Technologies used in other localities through automatic call distribution limits and prevents the rapid exchange of data.
3. Re-routing of calls through the network control modem is cumbersome and difficult, at best. As such, special routing instructions and efforts which are time-consuming must be taken if Stafford's 9-1-1 calls have to be re-routed.

The County will use the Verizon network to experience benefits such as 9-1-1 communication center interoperability across county boundaries (mutual backup in event of a disaster), as well as receiving supplemental information to aid in an emergency such as text messages, streaming video, and mobile device digital photos.

Stafford County hopes to be one of the first 9-1-1 Centers in the County area to implement this new successful technology. The County would like to use a grant award from the Virginia E-911 Continuity and Enhancement program to help pay for this project.

In today's demanding PSAP environment, manual processes consume valuable personnel time that could be devoted to saving lives. The need for increased automation in the PSAP during periodic events or major emergencies further enforces the need to modernize. The proposed 9-1-1 Network is built to continue to meet citizens' evolving 9-1-1 expectations. Citizens expect that they will receive help from emergency responders, even in cases where the caller cannot convey their location and/or the nature of their problem or hear due to age, circumstances, or disability (i.e., they can only send a text message).

Improve Interoperability – Enable the ability to transfer and share emergency calls across the region with call specific information to an expanded set of authorized agencies, including first responders, neighboring PSAPs, medical facilities, and other public safety mutual aid agencies for improved emergency response.

Improve Survivability – In the event of a disaster, County could move their operations to their backup facility in a neighboring county that has similar resources ready to assist. This backup center would serve as their temporary communications center during an adverse event. The move to the backup center would be seamless due to the IP virtual connection with secure access provided to the County.

Gain Advanced Reporting and Metrics – Verizon's unique reporting tools provides PSAPs with a web-based reporting package that utilizes powerful business intelligence engines giving PSAP managers actionable data to effectively make decisions concerning their organization. In addition, Verizon's standard metric reports can assist in risk management by allowing the PSAP to query and view audit trails of all calls that come into the network either destined for their center, or transferred from another PSAP.



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

Stafford plans to begin picking up the reoccurring and maintenance costs for this project in year three (3). Monies saved will offset the costs to the County in year two (2) and put Stafford in a position to begin its cost responsibility in year three (3).

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.

Not applicable.



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.

Goal:

Allow Stafford County to (in no particular order):

1. Utilize infrastructure capabilities to allow the transfer of calls to other PSAPs through 9-1-1 trunk lines for which it is currently unable to do;
2. Utilize technologies afforded through advancements in 9-1-1 by utilizing the new NG9-1-1 technologies;
3. Provide a means by which the public can communicate to 9-1-1 through current and future technologies (i.e. text messaging, picture messaging, video messaging, and VoIP calls for 9-1-1 service);
4. Enable connectivity to both legacy and the new NG9-1-1 network(s);
5. Utilize a network which supports redundancy within the PSAP or a backup facility;
6. Utilize Verizon in its provisioning of its state-of-the-art network to provide ALI database management, routing of all types of 9-1-1 calls, disaster routing, etc.

Implementation:

Our implementation strategy began earlier in January 2008 when the County facilitated a major upgrade to its 9-1-1 CPE equipment which was designed to support NG9-1-1 technologies – we just now provide it with an infrastructure that is NG9-1-1 capable. Verizon through its partnership with Intrado is able to provide the network. Although this project would be facilitated through Verizon, its relationship with Intrado, the leader in 9-1-1 technology, Stafford will continue to use a proven network for 9-1-1.

Work Plan:

If funding is approved –

- July 2011, the project will begin.
 - Stafford will work with Verizon and Intrado to review its current configuration and define any configuration changes to be made in the CPE.
 - Stafford will also work to ensure all database information is current and up-to-date.
 - Stafford will work with Verizon to provide fully functional and operating of 9-1-1 routing, a function which Stafford has not been able to use in the past.
 - The County will ensure access to legacy networks and infrastructure allowing for interoperability with our contingent localities using legacy networks.



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.

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders)	Already completed (see above)
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	07 / 01 / 11
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	Already completed (see above)
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	07 / 01 / 11
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	08 / 01 / 11

Identify the longevity or sustainability of the project.

As it currently does with the legacy services provided by Verizon to Stafford, the County will continue to support its current infrastructure, the NG911 infrastructure and its service through its continued relationship with Verizon.



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

This project supports 100% the VA. Statewide E911 Strategic Plan in its NG911 strategy. It is, in more detailed supported as outlined in

2.1 (Vision and Future)

Allows callers to have their calls received, processed, and dispatched from any geographical location, any communication device, and in any language.

This project supports and addresses the need for a 'statewide IP network' (pg. 7), and

Allows for the secure and fluid data transfer between 911 centers.

Goal B of Section 2.2 – Strategic Goals

Meets the needs of the caller to ensure access to 9-1-1 through emerging technologies.

REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs:

Not applicable.

Intended collaborative efforts:

This is not a regional projective; however, I believe there are probably many other localities in the Commonwealth who will be looking in the near future through Wireless Board grant opportunities or other means of funding (local or otherwise) to take on a very similar project. I believe a collaborative effort through communication amongst agencies will enhance such a project, provide lessons learned from many facets, and provide help and guidance towards similar future applications.

Resource sharing:

As indicated above, this is not a regional project; however, any information obtained which could benefit any other locality in the Commonwealth to utilize NG9-1-1 technologies, would be available and accessible.

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

Not applicable.



CONSOLIDATION (Primary or Secondary) - (if applicable)

<p>How would a consolidation take place and provide improved service:</p> <p>Not Applicable.</p>
<p>How should it be organized and staffed:</p> <p>Not Applicable.</p>
<p>What services should it perform:</p> <p>Not Applicable.</p>
<p>How should policies be made and changed:</p> <p>Not Applicable.</p>
<p>How should it be funded:</p> <p>Not Applicable.</p>
<p>What communication changes or improvements should be made in order to better support operations:</p> <p>Not Applicable.</p>

BUDGET AND BUDGET NARRATIVE

<p>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:</p> <p>In a budgetary quote from Verizon/INTRADO – the cost for this service is \$133,716 for FY12. A budgetary quote provided by Tom Griffith, Verizon 911 Accounts Manager (copy attached). The services provided, as mentioned above, by Verizon includes ALI Database Management, Access to the INTRADO Network for routing traditional and non-traditional network 911 calls.</p>



EVALUATION

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

The deployment of ALI management and selective routing services from this solution will be closely monitored throughout the longevity of this project – and lifecycle of solution/equipment. Stafford County will rely on Verizon/INTRADO's expertise and 'public safety class' support during implementation and well as project longevity.

The evaluation process will conclude with extensive testing and verification processes. Additionally, any 'risk management' issues will be identified and plans will be put in place to minimize and reduce risks.



FINANCIAL AND PROGRAMMATIC REPORT

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"



VERIZON BUSINESS
4951 Lake Brook Drive
Glen Allen, VA. 23060

Carol Adams
ECC Manager
1300 Courthouse Rd.
Stafford, VA. 22555

Dear Carol:

The following is the budgetary cost for Verizon/Intrado's A9-1-1™ routing network and ALI services, which is a complete turnkey offering that is designed to replace your existing 9-1-1 service.

There is a monthly recurring charge for ALI Management services and Routing of all 9-1-1 call types to include Wireline, Wireless, and VoIP and a cost for the Verizon MPLS network for redundant IP circuit connections. In summary, the total budgetary cost for these turnkey services from Verizon is a **monthly recurring charge of \$11,143** and no up front charges (one time fees). This total cost would replace the equivalent monthly ILEC costs for Wireless Trunks, ALI/Selective Routing. Admin lines to the PSAP would still remain through the ILEC.

Please let me know if you have any questions. I look forward to working with you further on this project.

Sincerely

Tom Griffith
Senior Account Manager
571-248-4034