



FY18

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY18 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 the electronic mailbox for grant applications - psapgrants@vita.virginia.gov. Any supporting documentation must also be submitted along with the application when making your grant application submission.

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 FY18 PSAP Grant Application Cycle starts July 1, 2016 and concludes on September 30, 2016 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.



FY18 PSAP GRANT APPLICATION

PROJECT TITLE

Chesapeake VESTA system upgrade, Text to 911

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Chesapeake PSAP

CONTACT TITLE: 9-1-1 Coordinator

CONTACT FIRST NAME: Thomas

CONTACT LAST NAME: Foster

ADDRESS 1: 304 Albemarle Drive

ADDRESS 2: 2T

CITY: Chesapeake

ZIP CODE: 23322

CONTACT EMAIL: tfoster@cityofchesapeake.net

CONTACT PHONE NUMBER: 757-382-8746

CONTACT MOBILE NUMBER: 757-240-1940

CONTACT FAX NUMBER: 757-382-6149

REGIONAL COORDINATOR: Lyle Hornbaker

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- Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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

PRIORITY/PROJECT FOCUS TEXT-TO-911

FINANCIAL DATA

Amount Requested: \$ 75,000.00

Total Project Cost: \$ 75,000.00



PROJECT DESCRIPTION

Provide a detailed description of the project for which funding is being sought, including the impact on operational services and consequences of not receiving funding; the relationship to local strategic and capital improvement plans; and sustainability:

The City of Chesapeake is moving into a new PSOB and will upgrade its current 9-1-1 call processing system to allow for text to 911. This is the next step in the evolution of Chesapeake's PSAP towards NG 9-1-1 and realizing the vision of the Virginia Statewide Comprehensive Plan. Instead of citizens having to rely on third party access to our 9-1-1 call center that could delay the emergency response process, this interim SMS text-to-9-1-1 solution allows direct access to 9-1-1 telecommunicators for individuals who are deaf, hard of hearing, or have speech disabilities, and possibly save lives in other dangerous situations where voice calls are not possible, such as active shooting incidents where silence may be necessary and a voice call would put the caller at risk. Once implemented This VESTA SMS solution for Short Message Service (SMS) to 9-1-1 capability will become part of our strategic plan for Chesapeake's 9-1-1 Operation. As such, we will work with the manufacturer to comply with industry standards for maintenance and replacement. The City of Chesapeake requires all information technology systems have an identified funding source for required maintenance, prior to procurement. As such, the City would be obligated to any maintenance cost and up keep for the system. The funding source for this project will be supported through 9-1-1 revenue and supplemented as required by the City's general funds.



PROJECT GOAL

Describe how this project addresses locally identified need(s) and supports the Virginia 9-1-1 Comprehensive Plan:

This enhanced functionality of the City's 9-1-1 call processing system is the next step in the evolution of Chesapeake's PSAP towards NG 9-1-1 and realizing the vision of the Virginia Statewide Comprehensive Plan. SMS has been available for some time in carrier networks for general texting support. As such, the necessary standards and capabilities already exist and are in use. SMS is viewed as the most easily and quickly adaptable method to support a text-to-9-1-1 service and will only become more functional in the future. This project supports the Statewide Comprehensive 9-1-1 Plan by preparing the City of Chesapeake's PSAP for the next step in the evolution of 9-1-1 service delivery through text to 9-1-1. This is a crucial step towards NG 9-1-1 and preparing the PSAP for connectivity to the State's IP Backbone.

Describe the objectives that will support the goals identified above:

The Chesapeake PSAP along with the City's Information Technologies Department will work with the PSAP's current vendor (Carousel Industries) to ensure that the PSAP is technically ready to receive 911 text messages and the method in which they will be received. The Federal Communications Commission registration form for text-to-911 will be completed and submitted. In August/September of 2017 the Chesapeake PSAP will transition into the City's new PSOB. After the transition to the new facility, text to 911 policies will be drafted, reviewed, and approved. Training will then be prepared and delivered. Following text to 911 training the upgrade will be provided by the City's vendor working with the PSAP and the City's Department of Information Technology.

PROJECT OBJECTIVES



SHARED SERVICES (if applicable)

Describe the relationship of the project to the participating PSAPs:

N/A

Describe the intended collaborative efforts and resource sharing opportunities:

N/A



**IMPLEMENTATION PLAN
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the planned completion date.

PROJECT PHASE	PLANNED COMPLETION DATE
INITIATION – 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.	11 / 1 / 16
DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented.	5 / 1 / 17
ACQUISITION - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	9 / 1 / 17
IMPLEMENTATION - Purchased components are delivered and installed and training is performed	10 / 1 / 17
TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes “live”	1 / 1 / 18



BUDGET AND BUDGET NARRATIVE



List the planned expenditures to be made with grant funds. 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.

NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment, but a narrative is still required. 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.

If approved, grant funds will be used to purchase the PSAP's VESTA upgrade to enable text-to- 911. The estimated cost for the project is \$70,000.00. The project includes a VESTA 9-1-1 R6 upgrade at an estimated cost of \$9,000.00. This upgrade will allow telecommunicators to receive and manage text messages. Along with a VESTA Analytics server upgrade estimated at \$1,300.00, which enables SMS calls to be recorded for recall and chain of event documentation. Monitoring, license, warranties, and support fees are estimated at \$3,100.00. Engineering, installation, management and training is estimated at \$45,000.00. Training will include the trainer's daily training and travel expenses, for a total cost of \$58,400.00. This amount will be used to upgrade side A of Chesapeake's geo diverse system. The same application applied to side B is estimated at \$11,600.00. An additional \$5,000.00 is included for any unforeseen expenses which may occur during installation. This brings the total project price to \$75,000.00. The VESTA 9-1-1 solution not only enhances our call center's previous capabilities, but will provide Chesapeake the opportunity to be NG 9-1-1 ready. By taking this next step, we can ensure our community continues to have the most advanced and dependable 9-1-1 services for years to come.

See attached quote from Carousel Industries for additional breakdown of expenditures.

EVALUATION



How will the project as identified in the project description be evaluated and measured for achievement and success:

Success of the program will be ensured through structured training of all Telecommunicators employed by the City of Chesapeake. The City will provide media announcements to the general public advertising the addition of text to 9-1-1 within the City's Emergency Communication Center. The information provided will inform the citizenry of the necessary information on how and when text to 9-1-1 should be used. Telecommunicators will conduct weekly test texts to ensure proficiency and system functionality and texts received will be evaluated and measured by statistical analysis comparing accidental to actual 9-1-1 texts.



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



CONSOLIDATION (Primary or Secondary) - (complete only if applicable) – con't

How should it be funded:

N/A

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

N/A



Proposal For: City of Chesapeake, VA
Solution Proposed VESTA SMS Upgrade
Date: August 22, 2016
Contract # Chesapeake 13-071-958-89 (RFP 12-82E)

Multi-Site Summary

Vesta SMS

Pricing is valid for 90 days

City of Chesapeake - Side A	\$57,362.86
City of Chesapeake Backup	\$11,572.85
Total Solution:	\$68,935.71

All new products are guaranteed to be as specified by the manufacturer's documentation, and are provided with the manufacturer's standard Product warranty. All refurbished components are covered by a Carousel direct warranty.

Customer is responsible for any electrical service, environmental conditions and cable work needed to support the quoted Products, unless otherwise specified on the Quote. Any changes to the above Products and /or Scope of Work will require the written authorization of both Carousel and the Customer. Pricing does not include taxes and freight charges, and as applicable, these costs will be added to the invoice.

All work is done subject to the terms and conditions of Carousel's Master Sales Agreement (available at <http://www.carouselindustries.com/services/master-sales-agreements/>), unless Carousel and the Customer have previously agreed to otherwise in writing.

By signing below, Customer makes an offer to purchase the Products and/or Services above from Carousel. Carousel's acceptance of offer to purchase shall be evidenced by the conversion of the Quote into a Carousel Service Order, and the return of the Service Order number to the Customer.

By: _____ **Title:** _____ **Date:** _____



Proposal For: City of Chesapeake, VA
Solution Proposed VESTA SMS Upgrade
Site Name: City of Chesapeake - Side A
Date: August 22, 2016

VESTA® 9-1-1 R6 Upgrade

Qty.	Part No.	Description	Unit Price	U/M	Total
		VESTA® 9-1-1 R6 Upgrade			
1	870899-0104R6.0U	VESTA 9-1-1 L/D/M UPGD	\$0.00	EA	\$0.00
1	870891-66301	VESTA 9-1-1 SMS LIC	\$0.00	EA	\$0.00
		SMS Equipment			
		<i>Note: Customer is responsible for Text Control Center (TCC) services and network charges.</i>			
1	03800-03040	FIREWALL MODEM 60D	\$621.43	EA	\$621.43
1	03800-03041	WAR FIREWALL 60D 1YR	\$212.86	EA	\$212.86
1	809800-00200	CFG NTWK DEVICE	\$190.00	EA	\$190.00
		VESTA® Servers			
		<i>Note: Existing servers will be used.</i>			
		VESTA 9-1-1 R6 Standalone SMS Server Bundles			
1	853031-SMS-1	V-ASN DED SVR BNDL	\$7,397.14	EA	\$7,397.14
1	04000-68005	V-SVR BASIC SPT 1YR	\$135.71	EA	\$135.71
		VESTA® Workstation Equipment			
		<i>Note: Existing Z220 workstations will be used.</i>			
		Peripherals & Gateways			
		<i>Noe: Existing peripheral equipment will be used.</i>			
		<i>SMS server will use existing 19in rack, server monitor and keyboard/mouse.</i>			
VESTA® 9-1-1 R6 Upgrade Subtotal					\$8,557.14

VESTA™ Analytics

Qty.	Part No.	Description	Unit Price	U/M	Total
		VESTA™ Analytics - Standard Multi Product Purchase			
1	873399-00102.4U	V-ANLYT 2.4 D/M UPGD	\$0.00	EA	\$0.00
1	873391-00501U	V-ANLYT STD LIC UPGD	\$0.00	EA	\$0.00
		VESTA™ Analytics Server Equipmen:			
		<i>Note: Existing server will be used. Analytics server to be upgraded. Based on an annual call volume not to exceed 500,000. If the annual call volume exceeds this amount a revised quote is required.</i>			
2	64000-20064	HD DRIVE 300GB SAS 10K GE	\$627.14	EA	\$1,254.29
VESTA™ Analytics Subtotal					\$1,254.29

Managed Services

Qty.	Part No.	Description	Unit Price	U/M	Total
2	871499-01210	Monitoring & Response License & Support Fees M&R 3.0 IP DEVICES LIC	\$101.43	EA	\$202.86
		<i>Note: Includes (1) Mgmt/Node VM, (1) Firewalls for EIM/SMS</i>			



2	809800-16166	M&R 3.0 IP DEV SRVC 1YR	\$514.29	EA	\$1,028.57
<i>Managed Services Subtotal</i>					\$1,231.43

Extended Warranties

Qty.	Part No.	Description	Unit Price	U/M	Total
1	04000-01573	Server Extended Warranty <i>Note: Includes (1) VESTA® SMS Server</i> WARR 24X7 DL120G9 5YR <i>Note: Upgrade & uplift from 3YR warranty 9x5 NBD to 5YRs, 24x7, 4 hour response time.</i>	\$1,784.29	EA	\$1,784.29
<i>Extended Warranties Subtotal</i>					\$1,784.29

Airbus DS Communications Services

Qty.	Part No.	Description	Unit Price	U/M	Total
144	809800-17101	Field Engineering Service: FIELD ENG-PRIMARY	\$142.86	UN	\$20,571.43
1	000001-06800	Training V9-1-1 SMS ADMIN DELTA TR <i>Note: VESTA® 9-1-1 SMS Admin Delta training for system administrators. Includes (1) 1/2 day class for up to 8 students. Includes trainer's daily training expenses and travel.</i>	\$1,714.29	EA	\$1,714.29
7	000001-06801	V9-1-1 SMS AGENT DELTA TR <i>Note: VESTA® 9-1-1 SMS Agent Delta training for agents. Includes (1) 2 hour class for up to 8 students. Includes trainer's daily training expenses and travel.</i>	\$857.14	EA	\$6,000.00
<i>Airbus DS Communications Services Subtotal</i>					\$28,285.71

Summary

Qty	Product Code	Product Description	Ext. Price
1		VESTA® 9-1-1 R6 Upgrade	\$8,557.14
1		VESTA™ Analytics	\$1,254.29
1		Managed Services	\$1,231.43
1		Extended Warranties	\$1,784.29
1		Airbus DS Communications Services	\$28,285.71
1		Carousel Industries Installation	\$11,750.00
1		Carousel Industries - Project Management	\$4,500.00

Pricing is valid for 90 days

Total Equipment & Services Cost: \$57,362.86

Total This Site: **\$57,362.86**



Proposal For: City of Chesapeake, VA
Solution Proposed: VESTA SMS Upgrade
Site Name: City of Chesapeake Backup
Date: August 22, 2016

VESTA® 9-1-1 R6 Upgrade

Qty.	Part No.	Description	Unit Price	U/M	Total
1	870899-0104R6.0U	VESTA® 9-1-1 R6 Upgrade			
1	870891-66301	VESTA 9-1-1 L/D/M UPGD	\$0.00	EA	\$0.00
		VESTA 9-1-1 SMS LIC	\$0.00	EA	\$0.00
		SMS Equipment			
		<i>Note: Customer is responsible for Text Control Center (TCC) services and network charges.</i>			
1	03800-03040	FIREWALL MODEM 60D	\$621.43	EA	\$621.43
1	03800-03041	WAR FIREWALL 60D 1YR	\$212.86	EA	\$212.86
1	809800-00200	CFG NTWK DEVICE	\$190.00	EA	\$190.00
		VESTA® Servers			
		<i>Note: Existing servers will be used.</i>			
		VESTA 9-1-1 R6 Standalone SMS Server Bundles			
1	853031-SMS-1	V-ASN DED SVR BNDL	\$7,397.14	EA	\$7,397.14
1	04000-68005	V-SVR BASIC SPT 1YR	\$135.71	EA	\$135.71
		Peripherals & Gateways			
		<i>Noe: Existing peripheral equipment will be used.</i>			
		<i>SMS server will use existing 19in rack, server monitor and keyboard/mouse.</i>			
VESTA® 9-1-1 R6 Upgrade Subtotal					\$8,557.14

Managed Services

Qty.	Part No.	Description	Unit Price	U/M	Total
2	871499-01210	Monitoring & Response License & Support Fees			
		M&R 3.0 IP DEVICES LIC	\$101.43	EA	\$202.86
		<i>Note: Includes (1) Mgmt/Node VM, (1) Firewalls for EIM/SMS</i>			
2	809800-16166	M&R 3.0 IP DEV SRVC 1YR	\$514.29	EA	\$1,028.57
Managed Services Subtotal					\$1,231.43

Extended Warranties

Qty.	Part No.	Description	Unit Price	U/M	Total
1	04000-01573	Server Extended Warranty			
		<i>Note: Includes (1) VESTA® SMS Server</i>			
		WARR 24X7 DL120G9 5YR	\$1,784.29	EA	\$1,784.29
		<i>Note: Upgrade & uplift from 3YR warranty 9x5 NBD to 5YRs, 24x7, 4 hour response time.</i>			
Extended Warranties Subtotal					\$1,784.29

Summary

Qty	Product Code	Product Description	Ext. Price
1		VESTA® 9-1-1 R6 Upgrade	\$8,557.14
1		Managed Services	\$1,231.43
1		Extended Warranties	\$1,784.29

Pricing is valid for 90 days

Total Equipment & Services Cost: \$11,572.85

Total This Site: **\$11,572.85**