



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

CAD software replacement

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Rockbridge Regional Emergency Communications

CONTACT TITLE: Director

CONTACT FIRST NAME: Scott

CONTACT LAST NAME: Bedell

ADDRESS 1: 306 Park Ave

ADDRESS 2: Suite A

CITY: Buena Vista, Virginia

ZIP CODE: 24416

CONTACT EMAIL: sbedell@lexingtonva.gov

CONTACT PHONE NUMBER: 540-261-9300

CONTACT MOBILE NUMBER: 540-784-0577

CONTACT FAX NUMBER: 540-261-9303

REGIONAL COORDINATOR: Melissa Parsons

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Rockbridge Regional ECC

Rockbridge County

Lexington City

Buena Vista City

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- Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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: 5.4.1 (bought 2013) # YEARS of HARDWARE/SOFTWARE: 3

PRIORITY/PROJECT FOCUS CAD

FINANCIAL DATA

Amount Requested: \$ 150,000

Total Project Cost: \$ 650,000



PROJECT DESCRIPTION

The current CAD being used by the Rockbridge Regional ECC is in no way capable of being NG911 ready nor is it adequate for E911 service. The CAD program itself is not up to date with even the most basic E911 functions and the maintenance for this CAD program has dropped to subsistence level with no further development planned. Our CAD does not meet current standards and has routinely made the dispatcher's job more difficult and is, operationally, at an unacceptable level. The CAD has routine problems with disconnection of auxiliary programs (mobile, paging, AVL, 911 call mapping) and has had numerous unexpected complete shutdowns. We have now come to expect complete, unexplained, shutdown of our CAD system on a monthly basis (average). During these shutdowns all active call handling is inaccessible and no information can be put into the CAD. The dispatchers have to operate off of paper entry until the server reboots. Total down time for each occurrence is between 8 to 10 minutes.

Grant funding will not cover the entire cost of the proposed replacement project but will assist the financially strained area jurisdictions accumulate the needed funding to move forward with the project. The grant funds will allow the CAD project to move forward with the remaining funds for the CAD, and all auxiliary modules, being provided by the local jurisdictions.

Without funding assistance the local jurisdictions will not be able to generate the required funds to make the full replacement happen. Obtaining this grant funding, and subsequent CAD replacement, will make Rockbridge Regional ECC operate at level expected of a modern 911 Center and allow for the move towards NG911 standards. The effect of a CAD change on the operational abilities of the Rockbridge ECC will be immediate as the dispatchers will not need to perform various "work arounds" that have replaced basic automatic functioning and they will have information immediately at hand and displayed, unlike the current CAD. The current CAD has inherent limitations that prevent the ECC from efficiently interoperating with neighboring jurisdictions. The goal for the Rockbridge ECC, as agreed upon by the multiple jurisdictions involved, is to have one CAD system that allows all the jurisdictions to share and access information. If we are not able to replace our defective CAD system, our local and regional goals are unattainable.

Our current CAD routinely limits the effectiveness of the ECC and the agencies that depend on it. The grant is listed as "Non-Vendor Supported" because, though Dapro was absorbed into ID Networks, they have indicated that no programming will be done to the Dapro software. ID Networks, in good faith, indicated they would attempt to identify the issues Rockbridge was having with the software and correct them. ID Networks has not been able to correct the issues that are causing our system to operate so poorly. Many of the issues appear to be unique to our installation. With no ability to correct problems, identified or unidentified, the system is for all intents and purposes "Non-Vendor Supported." Most recently, on the weekend of September 16 -18, 2016 our CAD shut down completely on two separate occasions. ID Networks could not identify why.



PROJECT GOAL

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

The CAD replacement project for the Rockbridge Regional ECC directly supports several of the goals stated in the VITA 911 Plan. Specifically, the need to improve communications, target implementation of new technology, improve interoperability, and “foster collaboration.” This project will improve the 911 Center’s ability to communicate quickly and efficiently, will enable the center to integrate new technology such as electronic “protocol cards” and will make possible the ability to interoperate with neighboring PSAPs (provide emergency backup), and will allow a centralized and commonly accessible operating system for numerous local agencies. The local jurisdictions objectives mirror those of the State and the Comprehensive Plan. The Dapro CAD currently in use is not only functionally unpredictable but directly inhibits any effort to move forward with a regional effort. The purpose of the CAD is to make the job of call taking, information gathering, data recording, and emergency services dispatching more efficient in order to increase safety. Our local jurisdictions and agencies do not currently benefit from our DaPro software deployment. The CAD must be replaced in order to provide our local dispatchers with the appropriate tools to do the job they are being asked to do.



PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

The objectives of this project are: 1) to install new CAD software at all dispatch workstations 2) provide a system that can interface with neighboring areas for the purpose of establishing a “backup center” that can effectively handle call taking and documentation in the event Rockbridge Regional ECC goes off-line 3) provide a system for the dispatchers that can incorporate local SOP’s and third party Protocol Card software to make access to information easier 4) maintain a system that is able to record pertinent call information quickly and effectively 5) deploy a system that is stable and highly dependable and not subject to random shut down 6) deploy a system that is capable of incorporating new technology so that our service to our communities can improve 7) deploy a system that is able to be maintained. These objectives, if met, will allow this PSAP to begin to function to the expected standard and also allow for planning to incorporate new or upcoming technology. We currently do not have any option for advancing with any new technology or services.

SHARED SERVICES (if applicable)

Describe the relationship of the project to the participating PSAPs:

2T



Describe the intended collaborative efforts and resource sharing opportunities:

The collaborative effort envisioned with this project involves only the Rockbridge Regional ECC as the defined PSAP but will involve the collaboration of 3 separate governmental jurisdictions attempting to unify systems that have been, up to this point, separate. By unifying and standardizing the operating system the agencies and the dispatchers will have ready access to a larger information base which will increase efficiency for both the ECC and the field user. The specific functioning of the CAD system effects 4 primary law enforcement agencies, 11 fire agencies, 7 EMS agencies, and the daily functioning of regular dispatch duties. Any improvement in the ability to do the job for our dispatchers will improve the service to our agencies and our community.



**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.	09 / 15 / 2016
DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented.	01 / 15 / 2017
ACQUISITION - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	07 / 15 / 2017
IMPLEMENTATION - Purchased components are delivered and installed and training is performed	08/ 01 / 2017
TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes “live”	09 / 30 / 2017



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.

Attached is a budgetary quote for one of the CAD vendors being considered for the CAD replacement project at the Rockbridge Regional ECC. The quote provided is given as a general indication of the project cost and also to indicate that the project will still require a significant outlay from the local jurisdictions. The total end project cost will likely exceed the quote as needed interfaces and “modules” are identified and defined in the proposed system. The project cost will vary depending on which vendor is selected. All anticipated quotes for CAD will exceed the \$150,000 grant funding total.

EVALUATION

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

After implementation the project will be evaluated for success by its ability to consistently perform daily/routine/required functions. The system will be tested during maintenance and installation of updates to confirm functioning. The system’s ability to document calls, produce reports and call sheets, and efficiently provide information to dispatchers and associated systems will indicate its successful deployment.





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

How would a consolidation take place and provide improved service:

2T

How should it be organized and staffed:

2T

What services should it perform:

2T

How should policies be made and changed:

2T



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

How should it be funded:

2T

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

2T



SOUTHERN SOFTWARE, INC.
an employee-owned company

Rockbridge ECC, VA Proposals

May 14, 2015

Total CAD	\$216,855.00
Total RMS	\$42,081.00
Total Mobile Data Information System (MDIS)	\$69,750.00
TOTAL	\$328,686.00

Contact information for Public Safety Representative:

Steve Libera
Southern Software
150 Perry Drive
Southern Pines, NC 28387

Business: 800.842.8190
Mobile: 828.291.9147
Fax: 910.695.0251
E-Mail: slibera@southernsoftware.com



Agency: Rockbridge ECC, VA

Contact: Scott Bedell

Date: 5/14/2015

CAD SOFTWARE

	Qty	
CAD - Full Positions	6	
CAD - Additional Admin Positions	2	
CAD and MDS - For EOC	1	FREE
CAD Reporting Station	3	
Preliminary CAD Build	1	
Wireless Messaging (CAD Paging) with 5 Additional Connectors	1	
Mapping Display System (MDS)	6	
Mapping Display System (MDS) - Admin Positions	2	
Evaluation of GIS/911 Centerline Base Map	1	
CAD interface for NCIC	1	
Total Software:		\$170,740.00

PROJECT MANAGEMENT

Project Management Fee - including Installation, Training and Project Management

Total Project Management: \$24,665.00

YEARLY SUPPORT

CAD	24/7 SUPPORT	1	
Mapping Display System (MDS)	24/7 SUPPORT	1	
CAD Wireless Messaging	24/7 SUPPORT	1	
CAD Interface for NCIC	24/7 SUPPORT	1	
Total Support:			\$21,450.00

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) \$216,855.00

NOTE: MICROSOFT® SQL SERVER 2008™ R2 IS REQUIRED.

NOTE: PROPOSAL DOES NOT INCLUDE PROVISIONS FOR DATA CONVERSION, DATA IMPORT, OR FIELD MAPPING (WITH EXCEPTION OF INITIAL BUILD WHICH INCLUDES MSAG, ESN, INTERSECTIONS AND ADDRESSES THAT ARE PROVIDED TO US IN NENA STANDARD FORMAT AS APPLICABLE. NOTE: DISPATCH ZONES AND LANDMARKS WILL BE VIEWED ON A CASE BY CASE BASIS DEPENDING ON THEIR FORMAT.)

Proposal of software is valid for (60) days from date of proposal.

Proposal of hardware is valid for (30) days from date of proposal.

Software includes (30) days of free support, including all updates.

Management fees include training, installation, and project management.

Southern Software will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.



SOUTHERN SOFTWARE, INC.
an employee-owned company

Agency: Rockbridge ECC, VA
Contact: Scott Bedell
Date: 5/14/2015

RECORDS MANAGEMENT SYSTEM (RMS) FOR SHERIFF'S OFFICES		Qty
RMS Base with 1 License	SHERIFF RECORDS MANAGEMENT SOFTWARE INCLUDES: INCIDENT, ARREST AND CITATION REPORTING IN ACCORDANCE WITH STATE SPECIFICATIONS.	1
RMS Additional Licenses	ADDITIONAL RMS LICENSE(S) <i>(CONCURRENT LICENSING - FOR WORKSTATIONS OR LAPTOPS ON NETWORK EITHER HARDWIRED OR THROUGH VPN CONNECTION)</i>	6
Bar Coding Equipment	BARCODE PRINTER, LASER SCANNER, CASE OF BAR CODE LABELS, CASE OF BARCODE THERMAL TRANSFER RIBBON, PRINTER CABLE.	1
HandHeld Unit for Evidence	DOLPHIN 6100 HANDHELD UNIT FOR INVENTORY/EVIDENCE WITH CONNECTION CABLE	1
Signature Pad	TOPAZ SIGNATURE GEM 1X5	1
* Data Sharing Network	DATA SHARING NETWORK <i>(WEB BASED)</i>	FREE
Total Software:		\$27,820.00

PROJECT MANAGEMENT

Project Management Fee	INSTALLATION, TRAINING AND A PROJECT MANAGER. TRAINING INCLUDES 1 SESSION OF SETUP & MAINTENANCE TRAINING (UP TO 5 PEOPLE) AND 1 SESSION OF USER TRAINING (UP TO 10 PEOPLE PER SESSION). IF ADDITIONAL SESSIONS OF TRAINING ARE REQUIRED PLEASE REQUEST AN UPDATED PROPOSAL.	
Total Project Management:		\$8,661.00

YEARLY SUPPORT

RMS Support	8:30-5, M-F RMS ANNUAL SUPPORT FEE COVERS TELEPHONE AND MODEM SUPPORT. THIS INCLUDES REGULAR PROGRAM UPDATES.	1 YEAR
Additional Licenses	SUPPORT FOR ADDITIONAL RMS LICENSE(S)	1 YEAR
Total Support:		\$5,600.00

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) **\$42,081.00**

NOTE: MICROSOFT® SQL SERVER 2008™ R2 IS REQUIRED.

NOTE: PROPOSAL DOES NOT INCLUDE PROVISIONS FOR DATA CONVERSION, DATA IMPORT, OR FIELD MAPPING

Proposal of software is valid for (60) days from date of proposal.

Proposal of hardware is valid for (30) days from date of proposal.

Southern Software's RMS includes (30) days of free support, including all updates.

Management fees include training, installation, and project management.

Southern Software will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.



SOUTHERN SOFTWARE, INC.
an employee-owned company

Agency: Rockbridge ECC, VA

Contact: Scott Bedell

Date: 5/14/2015

MOBILE DATA INFORMATION SYSTEM (MDIS)		Qty	
MDIS Server Software		1	
MDIS Interface for NCIC		1	
MDIS License <i>(Concurrent Licenses; Assumes 46 Installed)</i>		20	
MDIS License (in house)	<i>Concurrent</i>	1	FREE
GPS Units for AVL		46	
		Total Software:	\$50,450.00

PROJECT MANAGEMENT

Project Management Fee - including Installation, Training and Project Management

Total Project Management: \$10,200.00

YEARLY SUPPORT

MDIS Support	<i>24/7</i>	1	
		YEAR	
MDIS Interface for NCIC Support	<i>24/7</i>	1	
		YEAR	
		Total Support:	\$9,100.00

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) \$69,750.00

SQL Server 2008 R2 and a backup system will be required.

Wireless modems ("Air Cards") are required for each mobile unit (providers include Southern Linc, Sprint, Nextel, Verizon, Alltel, US Cellular, etc.). Wireless service plans are required for each wireless modem and are provided by Agency. (\$35-75/month/user typical)

Cisco ASA 5505 Router may be required the State. (Approximate cost - \$ 500 - to be provided and configured by the Agency)

A VPN Router in addition to the Cisco ASA 5505 Router is required to secure access to the mobile units if RMS is being run in addition to MDIS (NetMotion preferred). (All connections and fees to Agency LAN including hardware provided by Agency. 100MB Ethernet LAN Required.)

Agency must configure all networking for mobile and CAD workstations to ping servers before installation begins. Use a static IP for private address.

Secure High Speed Internet Access (VPN, Remote Desktop, etc) to servers for support provided by Agency.

All connections and fees to State NCIC including hardware provided by Agency. TCP/IP Interface Required.

Hardware Specifications are located at www.southernsoftware.com
 Proposal of software is valid for (60) days from date of proposal.
 Proposal of hardware is valid for (30) days from date of proposal.
 Management fees include training, installation, and project management.