



**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](mailto: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

2T

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Winchester

CONTACT TITLE: Director of Emergency Communications

CONTACT FIRST NAME: Erin

CONTACT LAST NAME: Elrod

ADDRESS 1: 231 E Piccadilly St

ADDRESS 2: 2T

CITY: Winchester

ZIP CODE: 22601

CONTACT EMAIL: erin.elrod@winchesterva.gov

CONTACT PHONE NUMBER: (540) 545-4715

CONTACT MOBILE NUMBER: 2T

CONTACT FAX NUMBER: (540) 542-1312

REGIONAL COORDINATOR: Amy Ozeki

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Winchester Emergency Communications**

_____	_____
_____	_____
_____	_____
_____	_____

### 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- Technically Outdated\*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**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**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: 6.2.0.10

# YEARS of 6

HARDWARE/SOFTWARE: Shieldware SWMAP

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**PRIORITY/PROJECT FOCUS** MAPPING SYSTEMS

**FINANCIAL DATA**

Amount Requested: \$ 150,000

Total Project Cost: \$ 150,000



## 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 Winchester 9-1-1 Mapping System Upgrade Project directly relates to the funding priority established by the PSAP Grant Program's Grant Committee under the Non-Vendor Supported project tier. The Winchester Communications Center is in need of upgrading its Dispatch Mapping system. This upgrade would include server hardware and Dispatch mapping software.

The Winchester Communications Center has utilized Shieldware's SWMAP software since June, 2009. In March 2016 Shieldware advised their customer's they are discontinuing further development for the SWMAP application as outlined in the attached end-of-life letter. Furthermore, the current SWMAP application is based on ESRI's MapObjects which is also end-of-life. <http://www.esri.com/software/mapobjects>

The current support agreement for SWMAP will expire in 2017. For these reasons Winchester Communications Center is forced to look for an alternative solution.

**Financial Need:** We seek funds from the grant program for this project because it is unlikely the Communications Center would receive local funding for this project, based on traditional organizational budget policy, and current budget priorities. The County has not budgeted for any upgrades to the Dispatch Mapping system.

**Impact to Operational Services:** First and foremost, the project will provide a state of the art, modern, dispatch mapping system that is fully vendor supported. The system will be server based and fully redundant making the process of map data updates seamless and time efficient. The project will also improve the GIS data used in the PSAP through NG9-1-1 compliancy, data cleanup for E9-1-1 and Synchronization between the GIS/ALI/MSAG databases

**Impacts:**

- Provides a modern fully vendor supported solution which is compatible with the latest versions of ESRI.
- Mapping software and data will no longer have to be added and updated on each Dispatch machine.
- Will allow for more seamless GIS data dissemination from the City GIS Office to the mapping clients at the Communication Center.
- Will enable the Communications Center to be more NG911-capable.

**Consequences of Not Receiving Funding:** The current mapping system is no longer vendor supported and is end-of-life. There are no future releases or updates available for the current system. If The City of Winchester does not receive funding for this project, we will have to remain reliant upon this end-of-life solution.

**Inclusion of Project in a Long-Term or a Strategic Plan:** Whenever possible, the Winchester 911 Communications Center has strived to use the most current technologies in order to deliver the best possible emergency services to its citizens. The Mapping system upgrade will provide dispatchers with fully supported hardware and software, and adoption of the server mapping solution enables the Communications Center to be prepared for Next Generation 911.

**Local Sustainability:** Local sustainability will be achieved by having equipment (hardware and software) that will be covered by a manufacturer's warranty that includes both vendor support and maintenance. Once the hardware manufacturer's warranty expires, and the software maintenance is no longer funded by the grant funds, then the Communications Center will include future maintenance and/or purchasing fees in the local budget.



## PROJECT GOAL

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

The Winchester 911 Map Display Upgrade Project mirrors the vision of the Virginia Statewide E-911 Comprehensive Plan to allow 9-1-1 emergency response to operate at an optimal level of service and capability. This project also follows the Strategic Goals established in the Plan to provide consistent emergency response services to anyone residing in or passing through The City of Winchester, or the Commonwealth, at any time of day, and during any event. This project also allows the Communications Center to keep up with the rapid pace of technology, innovation, and the constant changes in customer's expectations.

The proposed system can easily be incorporated into an Emergency Services Network (EsiNet) and serve as the primary mapping system for regional or statewide NG9-1-1 efforts. The system can be deployed to any computer with a network connection and a browser as it runs through an internet browser and is easily scalable.

### Goals:

- Replace current non-vendor supported mapping application with latest ESRI Enterprise Server based solution
- Reduce the amount of software and map data to be installed and maintained
- Update the current GIS data layers to NG9-1-1 NENA standards
- Perform GIS Data remediation and cleanup for E9-1-1 and NG9-1-1 compliancy
- Synchronize GIS/ALI/MSAG data.



## PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

### Goals and Objectives:

- Identify and procure a new dispatch mapping solution
- Implement a system with central software, GIS data, and configurations repository.
- Maintain compatibility with ESRI geodatabase format.
- Provide Active/Passive Server Redundancy.
- Identify and procure GIS services from a vendor to:
  - update GIS data for NG9-1-1
  - increase synchronization rates between GIS/MSAG/ALI databases
- Save work time through better automation of compiling and delivering data from GIS database to Dispatch clients.
  - Provide advanced Map/CAD integration.
  - Implement a NG9-1-1/ESInet ready mapping system.
  - Ensure accurate location reporting of all inbound 911 Wireless and Landline calls.
  - Provide a better Common Operating Picture (COP) by allowing user access to mapping from any computer connected to the network.





**SHARED SERVICES (if applicable)**

Describe the relationship of the project to the participating PSAPs:

2T

Describe the intended collaborative efforts and resource sharing opportunities:

2T



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

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

PROJECT PHASE	PLANNED COMPLETION DATE
<b>INITIATION</b> – 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.	<b>04 / 01 / 17</b>
<b>DESIGN/PLANNING</b> - Requirements are documented, components to be purchased are identified, and general design is documented.	<b>04 / 15 / 17</b>
<b>ACQUISITION</b> - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	<b>07 / 15 / 17</b>
<b>IMPLEMENTATION</b> - Purchased components are delivered and installed and training is performed	<b>10 / 15 / 17</b>
<b>TESTING/COMPLETION</b> - Performance of system/solution is validated and system/solution goes “live”	<b>12 / 15 / 17</b>



## 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.

1. Servers Hardware: Hardware for two (2) servers to support 911 mapping display software. Includes active/passive redundant software system.
2. Load Balancer: Hardware & software to support active/passive redundancy.
3. GIS Services: Evaluation of County's existing mapping data to ensure synchronization between GIS Data, MSAG, and ALI Database and to prepare data for NG-911.
4. **Dispatch Mapping Software:** will provide 911 Dispatcher Mapping, call plotting and administrative functions.
5. Extended Maintenance & Support: The amount shown is for extended maintenance and support for years 2-4 and do not exceed a total five (5) year period.

### Hardware

• Servers	\$24,000
• Load Balancer	<u>\$8,000</u>
Category Total	\$32,000

### Software & GIS Services

• Server Dispatch Mapping System Software	\$71,032
• Dispatch CAD Interface	\$12,000
• GIS Services, ALI Database, & MSAG Analysis Service	\$8,030
• Extended Support & Maintenance (years 2-4)	<u>\$26,938</u>
Category Total	\$118,000
Total Project	\$150,000



## EVALUATION

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

This project will be monitored through periodic communications between the PSAP, City IT, City GIS, and the Vendor. The selected vendor(s) will be required to submit a full project schedule with specific milestone events. The vendor(s) will also be required to provide an Acceptance Test Plan (ATP). Final vendor payment will be withheld until the system is operating as proposed and the ATP has been approved and signed by the project director



**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