

FY19

NG-911 GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY19NG-911 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 FY19NG-911 Grant Application Cycle starts July 1, 2017 and concludes on October 2, 2017 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.



FY19NG-911 GRANT APPLICATION

PROJECT TITLE

Non-Vendor Supported CHE Upgrade

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: County of Floyd E911 Center

CONTACT TITLE: Emergency Management

CONTACT FIRST NAME: Kevin

CONTACT LAST NAME: Sowers

ADDRESS 1: 120 West Oxford Street

ADDRESS 2: PO Box 218

CITY: Floyd,VA

ZIP CODE: 24091

CONTACT EMAIL: ksowers@floydcova.org

CONTACT PHONE NUMBER: 540-745-9313

CONTACT MOBILE NUMBER: 540-250-5251

CONTACT FAX NUMBER: 540-745-9305

REGIONAL COORDINATOR: Melissa Parsons

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

GRANT TYPE

Individual PSAP

Shared Services



Non-vendor supported application MUST include age and/or version of hardware/software, **along with a copy of the notice from the vendor.**

VERSION: Patriot 3.2 # YEARS of HARDWARE/SOFTWARE: 5.5

PRIORITY/PROJECT FOCUS NVS CHE

FINANCIAL DATA

Amount Requested: \$150,000

Total Project Cost: \$305,965



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:

2T

The 911 Center is in need of upgrading our existing CHE system in order to be vendor supported as well as NG911/Text Capable. Our existing CHE system is the Airbus DS Communications Sentinel Patriot and has been in service since 2012. The existing Operating system and Database Software no longer has Mainstream Support available by Microsoft and need upgrading to utilize the feature set of updated CHE Application. Airbus DS Communications has released the Sentinel Patriot Migration Notification and the End of Support Delivery dates for the Patriot platform. The County has not been upgraded since installation other than Service Pack or Hot Fixes. Current installed hardware/software is not Virtualized which is required by Vendor for the ASN Service (Advanced Service Node) to process Text-to-911 as well as i3 logging capabilities.

The upgrade of our System Hardware and Software will allow for integration of key Text-to-911 and NG911 Services being made readily available. It will allow for the County to have availability to integrate other 3rd Party Services such as Smart911 and RapidSOS which can provide additional service capabilities for our citizens. Implementing a fully redundant system with virtualization will assist in not only to minimize risk in 911 system failures but also reduce system footprint helping to reduce annual system costs. Virtualization will reduce annual Software Cost for Monitoring due to reduction in Servers/Appliances.

If awarded this grant through the FY'19 grant process, the CHE system will have been in operation over five years, which is stretching the life of 911 workstation computers and servers in operation 24/7/365.

There are limited local funds available to fund this entire CHE project on our own. If awarded this grant, the County will be left with the remaining funding to complete the project. This project will help the County leverage existing investment as part of our strategic plan while reducing Support Liabilities on both Operating Systems and the EoSD of our Patriot Equipment.



PROJECT GOAL

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

This project will migrate the County from a non-virtualized Patriot platform with the necessary ASN (Advanced Service Node) Services that will allow for Text-to-911 and NG911 integration/i3 Logging. The upgrade will allow for the most recent version of vendor software to be installed and allow Inter-Agency Interconnect between different VESTA 9-1-1 systems where transferring calls will not require going back through the Tandem. This will allow for Call Data (Ani/ALI/Text/etc) to be transferred with the call to the secondary agency. This is not possible today with current non-supported version. Additionally the required Virtualization of the CHE Software will allow for higher supportability and greater flexibility with additional projects in the future.



PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

2T

The 911 Center has a large current investment in the Airbus DS Patriot CHE System. We have used the system for many years and wish to extend the investment, however the hardware has reached the end of risk free usability as well as software supportability.

The intent is to upgrade the hardware and Operating System while using cost saving technology like Virtualization. A full Implementation plan outlining the software/hardware upgrade and training services will be provided at project Kick Off and will be conducted in a quick efficient manner without impacting 911 Operations at the County.

Capabilities to integrate Text-to-911 and future i3/Next Generation technologies will be possible with the system upgrade. After cut live the system will be monitored for any failures and provided necessary Anti-Virus and OS Patch Updates. This project would extend the use of new computer hardware and software for a minimum of five years. The 911 Center understands it is our responsibility to sustain the project following go-live of the proposed system, and all expenses not covered by grant funds. The County will work with existing Service Provider in making sure the current version or one release back will be maintained as required by the CHE vendor moving forward as possible.

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
INITIATION —Project concept is documented, local board or governing authority approval or endorsement is received, NG-911 Grant application is filed, local budgets are obtained, appropriated grant funds are approved, and budgetary estimates are obtained.	03 / 15 / 18
DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented.	05 / 15 / 18
ACQUISITION - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	08 / 01 / 18
IMPLEMENTATION - Purchased components are delivered and installed and training is performed	09 / 26 / 18
TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes “live”	10 / 26 / 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.

Call Handling Equipment - \$191,850

5 years Maintenance - \$77,842

Price includes 10% contingency

The quoted system includes a turnkey installation of all hardware and software necessary to deploy the CHE system. Additionally all services for implementation, training, testing, and cut live have been included as well as applicable support services.

EVALUATION

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

The system success will be evaluated by the vendor meeting our statement of work and the system handling and routing emergency calls correctly. This includes transferring/accepting calls outside our jurisdictional boundaries. This also includes proper handling of Text to 911 calls for service with necessary i3 Logging of Text data.



PHYSICAL CONSOLIDATION - (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



PHYSICAL CONSOLIDATION -(complete only if applicable) – continued

How should it be funded:

2T

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

2T