

FY19

# NG-911 GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY19 NG-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](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 FY19 NG-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.**



# FY19 NG-911 GRANT APPLICATION

## PROJECT TITLE

Replacement of Non-Vendor Supported (NVS) CAD System

## GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Richmond County Sheriff's Office

CONTACT TITLE: Technology Director / E-911 Coordinator

CONTACT FIRST NAME: Christopher H.

CONTACT LAST NAME: Jett

ADDRESS 1: P. O. Box 1000

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

CITY: Warsaw, Virginia

ZIP CODE: 22572

CONTACT EMAIL: [cjett@co.richmond.va.us](mailto:cjett@co.richmond.va.us)

CONTACT PHONE NUMBER: 804-333-1100

CONTACT MOBILE NUMBER: 804-761-8489

CONTACT FAX NUMBER: 804-333-3408

REGIONAL COORDINATOR: Sam Keys

## HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Richmond County

Town of Warsaw

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## 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:

# YEARS of HARDWARE/SOFTWARE:

DaProSystems IBR\_Plus Version 5.1.2

Utilizing software for over 15 years

PRIORITY/PROJECT FOCUS NVS CAD

**FINANCIAL DATA**

Amount Requested: \$ 75,000.00

Total Project Cost: \$ 215,875.00



## 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 Richmond County Sheriff's Office has been utilizing the IBR\_Plus system developed by DaProSystems to meet its Computer-Aided Dispatch (CAD) and Records Management System (RMS) functions for over 15 years. In recent years, it became apparent that the IBR\_Plus system was in need of update in order to keep pace with current technologies. However, these software updates were never produced and, in the spring of 2015, Richmond County learned that DaProSystems had been acquired by IDNetworks. With this acquisition, IDNetworks did agree to continue support of the IBR\_Plus software for existing DaProSystems customers, but only for a period of five (5) years. IDNetworks has provided a letter (which is included with this application) stating that the support of all DaProSystems software will end on April 1, 2020. As a result, the Richmond County Sheriff's Office's CAD and RMS will soon become non-vendor supported (NVS), forcing the need for the office to begin the system replacement process now. -

-----Since fiscal year 2013, Richmond County has been fortunate to receive funds through the PSAP Grant Program allowing the Sheriff's Office to replace its call handling equipment (CHE), mapping system, and voice logging recorder with new systems that are NG-911 ready. With this current grant application, our desire is to also replace the office's CAD with a vendor-supported system that will interface with the other systems already in place and fully prepare us to meet the coming demands of NG-911. -----Budgetary pricing received for the replacement of the office's CAD, RMS, and mobile data systems totals \$142,975, with \$18,225 of this total being annual support costs. If an additional four (4) years of pre-paid support costs are added, the resulting total cost of the project increases to \$215,875. Of the initial \$142,975 cost, \$51,220 is related to the CAD system utilized within dispatch. Of this \$51,220, \$7,200 is annual support cost. Adding an additional four (4) years of pre-paid CAD support, the total 5-year cost of the CAD portion of the system is estimated at \$80,020. -----Richmond County's total E-911 Management budget is only \$69,500, which must also be utilized to pay recurring costs associated with the landline 911 trunks, 911 address maintenance, as well as maintenance of the CHE and radio system. While the necessary replacement of the CAD, RMS, and mobile data systems have been identified within the County's capital improvements plan due to their critical nature, funding sources for their replacement have yet to be identified. Having to utilize local funds for this entire project would place significant strain on an already tight financial situation.



## PROJECT GOAL

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

Two (2) of the strategic goals of the Virginia Statewide 9-1-1 Comprehensive Plan are to “formalize baseline levels of service and capabilities that meet public expectations” and “protect the reliability and security of the 9-1-1 system.” While citizens expect to be able to quickly and reliably receive an answer to a 9-1-1 call to the PSAP, they also expect emergency response to be quickly and accurately dispatched as a result of that call. The CAD system is a major component in the overall 9-1-1 system that allows dispatchers to consistently meet these expectations of the public. By replacing the CAD system currently utilized within the Sheriff’s Office with one that is vendor supported and is keeping pace with current technologies, the reliability and security of the 9-1-1 system will be enhanced for all individuals living in or traveling through Richmond County.

## PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

Project Objectives: -----1. Replace the existing DaProSystems IBR\_Plus CAD system with one (1) that is vendor supported. -----2. Ensure that adequate user and administrator training is provided with the new CAD system so that all users of the system are able to confidently utilize the software and quickly and accurately dispatch units on calls for service.-----3. Ensure that the new CAD software is continuously being updated based on ever changing technologies, in order to meet the expectations of the public and the upcoming NG-911 demands.-----4. Ensure that the new CAD system will interface with the NG-911 ready CHE and mapping systems already acquired utilizing PSAP Grant Program funds.



### SHARED SERVICES (if applicable)

Describe the relationship of the project to the participating PSAPs:

[Click here to enter text](#)

Describe the intended collaborative efforts and resource sharing opportunities:

[Click here to enter text](#)



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

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

<b>PROJECT PHASE</b>	<b>PLANNED COMPLETION DATE</b>
<b>INITIATION</b> – 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.	<b>07 / 31 / 18</b>
<b>DESIGN/PLANNING</b> - Requirements are documented, components to be purchased are identified, and general design is documented.	<b>09 / 30 / 18</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>02 / 28 / 19</b>
<b>IMPLEMENTATION</b> - Purchased components are delivered and installed and training is performed	<b>06 / 30 / 19</b>
<b>TESTING/COMPLETION</b> - Performance of system/solution is validated and system/solution goes “live”	<b>08/ 31 / 19</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.

Richmond County is requesting a total of \$75,000 in grant funds to assist with costs that will be incurred with the replacement of the Sheriff's Office Computer-Aided Dispatch system, including five (5) years of pre-paid support. The estimated total costs for the CAD portion of this project are \$80,020, which are based on a vendor provided budgetary quote (This quote is attached for further detail). The break-down of these estimated costs are as follows: 1. CAD software - \$33,500 2. Project Management - \$10,520 3. Annual Support - \$36,000 (5 years at \$7,200 each) ----- Any recurring costs beyond year five (5) will be covered through the County's E-911 Management budget.

## EVALUATION

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

Evaluation of the success of Richmond County's CAD replacement project will include demonstration that the newly selected system has been purchased, installed, and is operational within the PSAP, along with appropriate interfaces to the existing CHE and mapping systems already operational within the dispatch center. Success will also be based on the completion of adequate training for all users of the system and a demonstrated comfort level by these users in the operation of the software. -----The newly selected CAD vendor will be required to submit a full project schedule with specific milestone events, as well as an acceptance test plan. Final vendor payment will be withheld until the replacement system is operating as proposed and the acceptance test plan results have been submitted to and been approved by the project director.



## PHYSICAL CONSOLIDATION - (complete only if applicable)

How would a consolidation take place and provide improved service:

[Click here to enter text](#)

How should it be organized and staffed:

[Click here to enter text](#)

What services should it perform:

[Click here to enter text](#)

How should policies be made and changed:

[Click here to enter text](#)



## PHYSICAL CONSOLIDATION - (complete only if applicable) – continued

How should it be funded:

[Click here to enter text](#)

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

[Click here to enter text](#)



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an employee-owned company

## **Richmond County Sheriff's Office, VA Proposals**

September 19, 2017

Total CAD	\$51,220.00
Total RMS	\$62,261.00
Total Mobile Data Information System (MDIS)	\$29,494.00
<b>TOTAL</b>	<b>\$142,975.00</b>

### ***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](mailto:slibera@southernsoftware.com)



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**Agency:** Richmond County Sheriff's Office, VA

**Contact:** Chris Jett

**Date:** 9/19/2017

CAD SOFTWARE		Qty
CAD - Full Positions		1
CAD - Additional Admin Positions		1
CAD Reporting Station		10
Preliminary CAD Build		1
<b>Total Software:</b>		<b>\$33,500.00</b>

PROJECT MANAGEMENT	
<b>Project Management Fee</b> - including Installation, Training and Project Management	
<b>Total Project Management:</b> \$10,520.00	

YEARLY SUPPORT	
CAD	24/7 SUPPORT
	1
<b>Total Support:</b> \$7,200.00	

<b>TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED)</b>		<b>\$51,220.00</b>
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**NOTE: MICROSOFT® SQL SERVER 2008™ R2 OR HIGHER IS REQUIRED (2012 OR HIGHER IS PREFERRED).**

**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.



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**Agency:**

**Richmond County Sheriff's Office, VA**

**Contact:**

**Chris Jett**

**Date:**

**9/19/2017**

**RECORDS MANAGEMENT SYSTEM (RMS) FOR SHERIFF'S OFFICES Qty**

<b>RMS Base with 1 License</b>	SHERIFF RECORDS MANAGEMENT SOFTWARE INCLUDES: INCIDENT, ARREST AND CITATION REPORTING IN ACCORDANCE WITH STATE SPECIFICATIONS.	1
<b>RMS Additional Licenses</b>	ADDITIONAL RMS LICENSE(S) <i>(CONCURRENT LICENSING - FOR WORKSTATIONS OR LAPTOPS ON NETWORK EITHER HARDWIRED OR THROUGH VPN CONNECTION)</i>	9
<b>Bar Coding Equipment</b>	BARCODE PRINTER, LASER SCANNER, CASE OF BAR CODE LABELS, CASE OF BARCODE THERMAL TRANSFER RIBBON, PRINTER CABLE.	1
<b>Data Conversion</b>	RMS DATA CONVERSION	
<b>Data Sharing Network</b>	DATA SHARING NETWORK <i>(WEB BASED)</i>	FREE

**QUARTERMASTER Qty**

<b>Quartermaster with 3 Licenses</b>	STAND ALONE QUARTERMASTER (CONCURRENT LICENSES)	1
		<b>Total Software: \$32,285.00</b>

**DATA CONVERSION Qty**

<b>Data Conversion</b>	RMS DATA CONVERSION. PLEASE SEE NOTES FOR FURTHER INFORMATION	1
		<b>Total Conversion: \$12,500.00</b>

**PROJECT MANAGEMENT**

<b>Project Management Fee</b>	INSTALLATION, TRAINING AND A PROJECT MANAGER. TRAINING INCLUDES 1 SESSION OF SETUP & MAINTENANCE TRAINING (UP TO 5 PEOPLE) AND 3 SESSIONS OF USER TRAINING (UP TO 10 PEOPLE PER SESSION). IF ADDITIONAL SESSIONS OF TRAINING ARE REQUIRED PLEASE REQUEST AN UPDATED PROPOSAL.	
		<b>Total Project Management: \$10,726.00</b>

**YEARLY SUPPORT**

<b>RMS Support</b>	8:30-5, M-F RMS ANNUAL SUPPORT FEE COVERS TELEPHONE AND MODEM SUPPORT. THIS INCLUDES REGULAR PROGRAM UPDATES.	1 <b>YEAR</b>
<b>Additional Licenses</b>	SUPPORT FOR ADDITIONAL RMS LICENSE(S)	1 <b>YEAR</b>
<b>Quartermaster</b>	8:30-5, M-F SUPPORT FOR QUARTERMASTER	1 <b>YEAR</b>
<b>Additional Licenses</b>	SUPPORT FOR ADDITIONAL QUARTERMASTER LICENSE(S)	1 <b>YEAR</b>
		<b>Total Support: \$6,750.00</b>

**TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) \$62,261.00**

**NOTE: MICROSOFT® SQL SERVER 2008™ R2 OR HIGHER IS REQUIRED (2012 OR HIGHER IS PREFERRED).**

To convert data from one vendor to another has inherent limitations. Data fields may not always match or be in compatible formats, Data may or may not be readable or in a format that can be read (i.e. compressed or encrypted). It is our standard procedure to deliver a complete conversion when attempting this task. We will explore all ways in attempting this conversion, however we cannot guarantee a 100% conversion.

**\*\*\*RMS Data to be converted (if available in data provided) :**

Master Name	Evidence/Stored Property	Sex Offender
Accident	Incident	Warning Tickets
Civil papers	Ordinance	Warrants
Citation	Pawn	Gun/Property Registration
Criminal Papers	Property	User Information ( <i>Permissions cannot be converted</i> )
Employee Information	Arrest (including Mugshots if available)	

IBR/UCR Statutes – Can be manually entered or imported/converted from old data

NOTE: Other modules/additional fields will need to be evaluated by Southern Software for conversion compatibility and may require an updated proposal

**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.**



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Agency: **Richmond County Sheriff's Office, VA**

Contact: **Chris Jett**

Date: **9/19/2017**

<b>MOBILE DATA INFORMATION SYSTEM (MDIS)</b>		<b>Qty</b>	
<b>MDIS Server Software</b>		1	
<b>MDIS Interface for NCIC</b>		1	
<b>MDIS License</b> ( <i>Concurrent Licenses; Assumes 10 Installed</i> )		5	
<b>MDIS License (in house)</b>	<i>Concurrent</i>	1	FREE
<b>AVL (with USB Connection)</b>		1	
<b>GPS Units for AVL</b>		10	
		<b>Total Software:</b>	<b>\$18,500.00</b>

**PROJECT MANAGEMENT**

**Project Management Fee** - including Installation, Training and Project Management

	<b>Total Project Management:</b>	<b>\$6,719.00</b>
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**YEARLY SUPPORT**

<b>MDIS Support</b>	<i>24/7</i>	<b>1</b>	
		<b>YEAR</b>	
<b>MDIS Interface for NCIC Support</b>	<i>24/7</i>	<b>1</b>	
		<b>YEAR</b>	
<b>AVL</b>	<i>24/7</i>	<b>1</b>	
		<b>YEAR</b>	
		<b>Total Support:</b>	<b>\$4,275.00</b>

**TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) \$29,494.00**

NOTE: MICROSOFT® SQL SERVER 2008™ R2 OR HIGHER IS REQUIRED (2012 OR HIGHER IS PREFERRED).

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](http://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.





September 24, 2017

Chris Jett  
Richmond County Sheriff's Office  
106 Wallace Street  
Warsaw, VA 22572

Hello Mr. Jett,

The intent of this letter is to confirm for Richmond County that the end of life date for support of your existing DaProSystem will cease on April 1, 2020. As of this date, ID Networks will no longer be providing support for any DaProSystems applications.

When ID Networks committed to the emergency acquisition of DaProSystems on April 1, 2015, we did so because we felt as though it was in the best interest of DaProSystems customers to continue to have support for that product. Had we not done so, hundreds of agencies would have been without support and with almost no chance to prepare for a transition. Our feeling was that by providing those customers with time to evaluate their options and to be provided with the opportunity to properly plan and budget for their next product, we would be doing the customer a favor and also providing ourselves with the opportunity to earn their business as their next vendor.

Over the course of that time, ID Networks has continued to offer significant incentives to all agencies who have requested budgetary estimates from us. One incentive that will remain in place until April 1, 2020 is our no cost conversion commitment. Many vendors charge tens or even hundreds of thousands of dollars to convert the data from systems like DaPro. However, hoping all of the DaPro customers realize our commitment to them, ID Networks is offering a no charge conversion for switching to our systems.

Should you have any additional questions for us, please do not hesitate to ask. Thank you for the opportunity to compete for your replacement business.

Sincerely,

*Doug Blenman Jr.*

Product Manager  
[dblenman@idnetworks.com](mailto:dblenman@idnetworks.com)  
Desk Phone: (440) 695-3800  
Cell Phone: (440) 536-0189