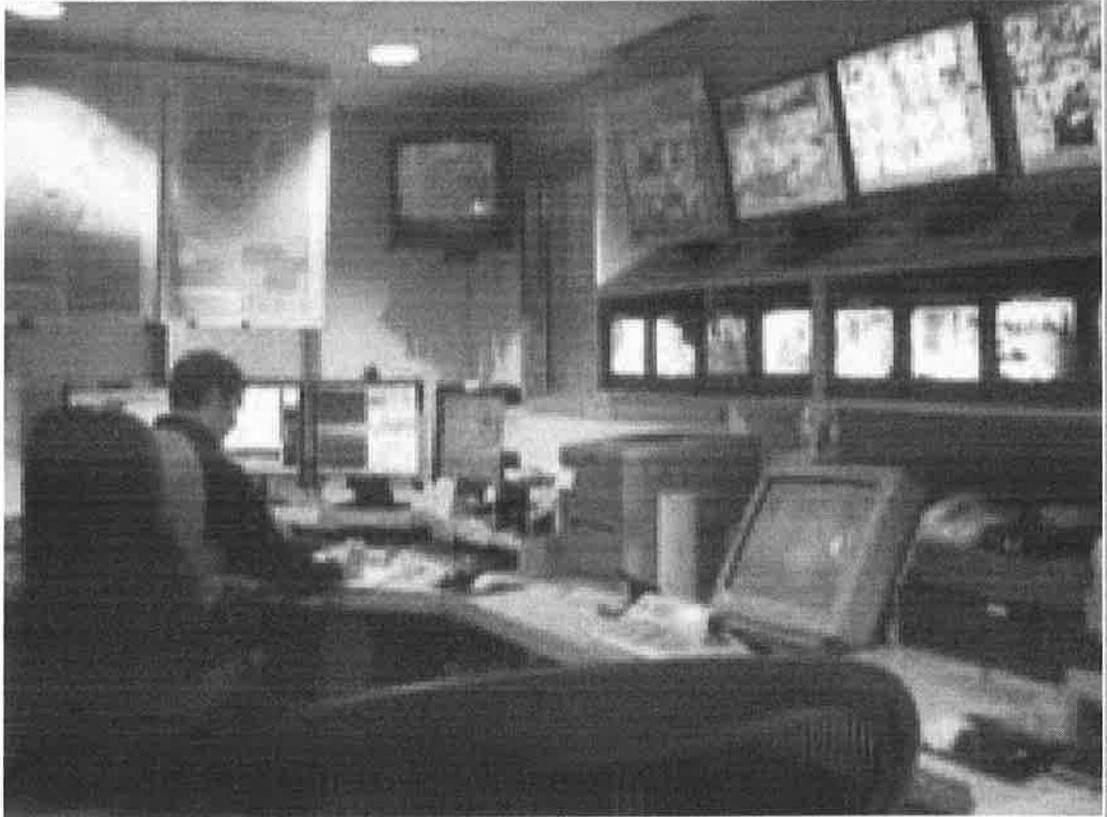


FY18

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

Bland County 911 CAD Grant

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Bland County 911 Center
 CONTACT TITLE: 911/Emergency Services Coordinator
 CONTACT FIRST NAME: Jenna
 CONTACT LAST NAME: Dunn
 ADDRESS 1: P.O. Box 510
 ADDRESS 2: 612 Main St, suite 207
 CITY: Bland
 ZIP CODE: 24315
 CONTACT EMAIL: jdunn@bland.org
 CONTACT PHONE NUMBER: 276-688-4641
 CONTACT MOBILE NUMBER: 276-613-2764
 CONTACT FAX NUMBER: 276-688-3453
 REGIONAL COORDINATOR: Tim Addington

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Bland County 911 Center

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- Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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

Interact Public Safety Systems- FG7

7

PRIORITY/PROJECT FOCUS CAD

FINANCIAL DATA

Amount Requested: \$ 150,000

Total Project Cost: \$ 181,550



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 Bland County 911 Center is seeking financial support to purchase a CAD system. In early 2015, the center lost the CAD system that was in operation. This was due to the server crashing, resulting in the loss of all data associated. Bland County, knowing a CAD system was critical for the operation of the PSAP, utilized an emergency procurement to implement an interim solution to manage calls until the next grant opportunity arose. It will be imperative for a proposal for a CAD system to go out this year due to the emergency procurement. The equipment that was in operation in 2015 was upgraded in 2008 to an Windows XP system. Currently the center utilizing Windows 7 with a web based CAD system and cloud for data storage.

Bland County covers 359 square miles and includes a population of approximately 6,651. In 2015, the annual average daily traffic volume was approximately 58,000 vehicles. Most of these vehicles will be equipped with some type of wireless device for contacting 911. Due to the impact of state funding cuts and a low tax base, Bland County does not have the necessary funding to purchase a CAD system. Without grant funding we will not have the resources to purchase a CAD. This will negatively impact emergency services operations. CAD is a critical part of the 911 Center's operations and will aid the Center in preparing for next generation 911 capabilities. This purchase will include 5 years of maintenance and will be sustained by the Bland County E911 fund after that time. It is anticipated that this software will be utilized for many years



PROJECT GOAL

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

A fully functioning CAD system would improve the quality of service for the citizens and those that travel through Bland County for many years. It is the goal of the Bland County 911 Center to ensure the safety of Emergency Services workers and those in the County. Having a CAD system in operation ensures more efficient capabilities be utilized by Communications Operators and Emergency Services. This project supports both goals of the Virginia Statewide Comprehensive 9-1-1 Plan and seeks to fulfill an important initiative. There are only two goals in the Virginia Statewide Comprehensive 9-1-1 Plan. The first goal is providing a standard level of 9-1-1 emergency dispatch services to the public. When achieved, this goal will provide consistent 9-1-1 emergency dispatch services to anyone residing in or passing through the Commonwealth, at any time of day, and during any event. Consistent service means that all 9-1-1 centers can receive, process, and dispatch “calls” in a dependable and repeatable manner. As reflected in the statement of our need for this project, IP capabilities are being developed and deployed at a rapid rate. This CAD project would improve consistency to the level of 9-1-1 emergency dispatch services available especially to those passing through on Interstate 77. The second goal of the Virginia Statewide Comprehensive 9-1-1 Plan is to position 9-1-1 centers to continuously meet the public’s expectations. When achieved, this goal will allow Virginia to keep up with the rapid pace of technology innovation and therefore the constant changes in customers’ expectations. However, again as reflected in the statement of our need for this project, public expectations will not be met if Bland County is unable to take advantage of the emerging IP technologies. This project will allow Bland County to select a vendor to embrace NG911 capabilities.



PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

Implement and maintain an IP based system; meet local and state needs for NG 911; and sustain continuity.

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.	03 / 31 / 17
DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented.	06 / 30 / 17
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 / 17
IMPLEMENTATION - Purchased components are delivered and installed and training is performed	11 / 30 / 17
TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes "live"	01 / 31 / 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.

CAD Software \$71,500
CAD Hardware \$45,700
Maintenance (Yrs 5) \$ 64,350
Detail quote attached

EVALUATION

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

Bland County will establish milestone goals to evaluate the progress and overall success of this project. This will include proper purchases of services, corrections or possible upgrades. Our performance measures will begin with proper purchases of services. Procurement will be in accordance with all federal, state and local procurement standards. The 911/Emergency Services Coordinator and the County Administrator will monitor the project. Once implemented, success will be measured by the improvement in dispatch capabilities.



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

September 22, 2016

Ms. Jenna Dunn
Emergency Services Coordinator
Bland County
612 Main Street
Bland, VA 24315



Hello Ms. Dunn,

As a follow-up to your request for additional information about ID Networks Public Safety Products, it is my pleasure to be providing you with a budgetary estimate as requested. This estimate is intended to represent the complete software, hardware and services necessary to fully implement ID Networks CAD system.

I appreciate you taking the time to talk with both Doug Blenman Jr. and myself so that we have a better understanding of your needs.

We thank you for your interest and look forward to the prospect of further discussions with you. If you have any questions, please feel free to call or e-mail me anytime.

Sincerely,

Doug Ebbink

Project Manager
debbink@idnetworks.com
Desk Phone: (804) 625-3698
Cell Phone: (440) 536-0084

CAD Summary					
1.	ID Dispatch Client & Server Software	Computer Aided Dispatch Software: CAD Server Software, Message Switch Software, 1 Full CAD Client, with State/NCIC interface, GIS Mapping, 9-1-1 Interface, Integrated texting, Fax Service, Rip-n-Run engine <i>(Customer supplied SQL Server Required)</i>	1	50,000	50,000
2.	Additional CAD Client	Additional Full CAD Position Client Licenses	1	10,000	10,000
3.	Read Only Client	Admin CAD workstation <i>(does not perform call entry)</i>	1	2,500	2,500
4.	Additional CAD Instance	Training/Test Environment for new builds and ongoing training <i>(includes pilot version rights)</i>	0	7,500	0
5.	ImageTrend Export	Calls for service export to ImageTrend	0	5,000	0
6.	Fire RMS Export	Calls for service export to Fire Records Management System <i>(per Fire Department interface)</i>	0	6,000	0
7.	Pre-Arrival Interface	Interface to Priority Dispatch, PowerPhone or APCO	0	10,000	0
8.	Data Conversion	Conversion of the existing DaPro System <i>(DaProSystems incentive – cost waived)</i>	0	10,000	0
9.	Training, Go Live Support, Installation	Onsite training conducted for entire dispatch staff, onsite assistance for the first 48 hours of go live, installation of software <i>(promotion – costs waived until August of 2017)</i>	4	1,000	4,000
10.	Project Management	Project Manager assistance and oversight to ensure implementation expectations are managed and met and agency specific features are configured as desired <i>(promotion – costs waived until August of 2017)</i>	5	1,000	5,000
CAD Subtotal					\$71,500

Experient 9-1-1 System					
11.	9-1-1 High Availability System	Experient 9-1-1 Server Software, 2 Client licenses; Stratus Server;	0	75,000	0
12.	Additional 9-1-1 Position	Additional Client license, phone equipment, and configuration	0	15,000	0
13.	Admin Phone Interface	Interface to make 9-1-1 phone system interface to admin phone system. <i>(Requires inspection of existing admin system)</i>	0	12,000	0
14.	Training, Go Live Support, Installation	Onsite training conducted for entire staff, onsite assistance for the first day after go live, installation of software on CAD PC's	0	1,000	0
15.	Project Management	Project Manager assistance and oversight to ensure implementation expectations are managed and met	0	1,000	0
				9-1-1 Subtotal	\$0

Optional Hardware					
16.	Dell VTRX Server	3 High performance Blades for Multiple Systems Implementation, Application, large SAN, VMware; capacity for 12 VM machines	0	50,000	0
17.	Single System Server	Dell R730 – 8x 600GB 10k RPM SAS HDD, 2x Intel Xeon E5-2630 v3 2.4 GHz, 64GB RDIMM	1	16,000	16,000
18.	LTO-7 Tape Drive	LTO-7 drive and back up software	1	6,000	6,000
19.	3 rd Party Software Licenses	Microsoft Windows Server, CALs and SQL Licenses	1	13,000	13,000
20.	CAD Workstations	Windows 10, i7 workstation with 8Gb RAM, 512Gb SSD, Quad Video output with four 24" monitors	3	2,900	8,700
21.	Hardware Implementation Services	Hardware installation, Operating System loading, and physical installation with documentation services	2	1,000	2,000
				Optional Hardware Subtotal	\$45,700

Budgetary Estimate Summary (if purchased prior to August 2017)	
Computer Aided Dispatch software and services	71,500
Experient 9-1-1 System	0
Optional Server Hardware	45,700
Initial Purchase Price:	\$117,200

Estimated Annual Maintenance and Support for Applicable Software Items			
Option Description	%	Software	Price
24/7 Maintenance & Support Due 365 Days after "Go Live" (Pre-Paid Annually) Includes all software updates	18%	71,500	\$12,870
8 x 5 Maintenance & Support (with \$250/incident after hours support option) Standard hours Mon-Fri 8:00am-5:30pm EST Due 365 Days after "Go Live" (Pre-Paid Annually) Includes all software updates	15%	71,500	\$10,725
8 x 5 Maintenance & Support (no after hours support) Standard hours Mon-Fri 8:00am-5:30pm EST Due 365 Days after "Go Live" (Pre-Paid Annually) Includes all software updates	12%	71,500	\$8,580
Recommended Annual Maintenance			\$12,870
Notes: <ul style="list-style-type: none"> Maintenance will be billed separately if "Go Live" dates are different for each product Fixed maintenance costs rates can be contracted for in 1 year increments for upwards to 5 years Promotional or Incentive Rate does lock in lower annual maintenance rates as well 			

X 5 = 64,350

117,200 + 64,350 = 181,550

Project Assumptions – Customer	
Hardware	It is the responsibility of the agency to provide all hardware required to operate the software proposed by ID Networks. Hardware includes: Servers, PC workstations, Laptops, Networks, and any required Firewalls. Please contact ID Networks for our hardware specification requirements.
Database/Server Software	The customer must supply all SQL licenses and must use the standard or enterprise version of Microsoft SQL. ID Networks supports all versions of Microsoft SQL 2012 and later but does not support SQL Express editions.
Network Protocol	ID Networks solutions require the use of TCP/IP.
Interfaces	Pricing for custom interfaces does not include any work from other 3 rd party software providers as required by the customer.
Legacy Database Conversions	DaProSystem customers must provide ID Networks with copies of all databases for technical evaluation, including ongoing support as ID Networks attempts to convert the existing systems, if applicable. This includes incremental reviews of the conversion efforts.
Wiring	All premise wiring for electrical and computer network connections are the responsibility of the customer prior to the installation of the system.
Additional IT Services	All additional IT services shall be the responsibility of the customer and shall be performed by qualified IT professional, either an employee or outside contractor.
Backups	All backups are the responsibility of the customer. ID Networks will assist with the configuration and scheduling of SQL backups, but it is the customer's responsibility to ensure that any backups that are put to any additional media such as tape and that are to be taken offsite are handled and monitored by the customer.

Project Assumptions – Implementation	
Timeframe	This project will begin upon the receipt of a purchase order or signed contract. The expected implementation time is estimated at 2-4 months.
Agency Personnel	The customer shall provide a daytime project liaison for the duration of the project, one that would coordinate all IDN activities that require cooperative efforts, to include system administration for security and configuration.
Delivery & Installation	Delivery will be scheduled after the receipt of your written purchase order and down payment. The customer is responsible for facility preparation including electrical service, furniture, equipment mounting, networking, etc. The scheduling of our installation is subject to the customer facility preparation being completed.
Training	IDN will conduct onsite training as part of this project. It is expected that the customer will coordinate the scheduling of personnel in order to attend all appropriate sessions. It is assumed that the customer will supply the necessary facilities for such training.
Remote Access & Support	We expect the customer to provide high speed internet access to enable remote support. ID Networks will provide a 24/7 support system in order to service the system, as applicable. Access to this system may be controlled through security measures provided by ID Networks and will be auditable by the customer any time they wish. Screen recordings of every remote support session will be gathered and catalogued for 90 days. ID Networks will also supply the customer with access to our helpdesk system so that they may track any or all open tickets for their agency at any time.
Mapping	ID Networks expects to use existing GIS data and for this information to be available in ESRI Shape file format.

Terms & Conditions of Sale	
Warranty & Maintenance	Our Service contract will begin 365 Days after "Go Live". This maintenance will include all software updates for as long as the customer is good standing maintenance with ID Networks as well as all telephone and remote support.
Special Items & Software Interfaces	Special items or software interfaces which may need IDN development, or the development or cooperation of a third party, will require separate planning with the customer and any third parties. ID Networks cannot be responsible for the delays of the customer or third parties and likewise, payments by the customer to ID Networks shall not be held up due to non-ID Networks delays.
Price Guarantees	All pricing contained herein is subject to change within 90 days, unless letter of intent is on file or otherwise approved in writing by ID Networks.
Contract Agreement	A contract will be drafted and approved by both parties in advance of any work being done. Attachments will be this proposal and a service/maintenance agreement, at a minimum.