



**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

CHE System upgrade for VIPER 911

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Dinwiddie Fire EMS

CONTACT TITLE: Communications Director

CONTACT FIRST NAME: Denice

CONTACT LAST NAME: Crowder

ADDRESS 1: 13910 Courthouse Rd

ADDRESS 2: 2T

CITY: Dinwiddie

ZIP CODE: 23841

CONTACT EMAIL: Dcrowder@dinwiddieva.us

CONTACT PHONE NUMBER: 804-469-5388

CONTACT MOBILE NUMBER: 804-704-0517

CONTACT FAX NUMBER: 804-469-7663

REGIONAL COORDINATOR: Sam Keys

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### 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- Technically Outdated\*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**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**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: Power 911 / 5.5.4.522 # YEARS of  
HARDWARE/SOFTWARE: The version is 3 years old now but will be 5 years old at the time of upgrade.

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**PRIORITY/PROJECT FOCUS**

**FINANCIAL DATA**

Amount Requested: \$ 150,000  
Total Project Cost: \$ 155,000 (Based on conversation with West Corporation)



## 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:

Dinwiddie County has a current investment in the VIPER- Power 911 CHE that has since March 2013 been successful. If awarded this grant through the FY'18 grant process, it will allow Dinwiddie County to upgrade the CHE system that will have been in operation over five years, which is stretching the life of the 911 workstation computers and servers in operation 24/7/365. Without immediate replacement of this mission critical CHE system, we are risking system failure which would leave us with the inability to accept emergency 911 and non-emergency calls from the citizens of Dinwiddie County.

There are limited local fund available to fund the entire project on Dinwiddie County's own. If awarded this grant Dinwiddie County will be able to fund the remaining amount.

This project will help as part of Dinwiddie County's strategic plan to construct a new Public Safety Building in 2018 by implementing new CHE instead of enlarging, moving, and standing up an old outdated CHE inside of a new and larger ECC.



## PROJECT GOAL

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

The county has already upgraded off the legacy system to an i3 capable Call Handling System. This upgrade will all the County to stay consistent with industry standards and continue to handle not only wireline and wireless 9-1-1 calls but also Text-to-911.

## PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

The goal of this project is to upgrade the current CHE to the latest version and continue to provide wireless, wireline 9-1-1 calls as well as Text-to-911 to the citizens who live, work and visit Dinwiddie County.



**SHARED SERVICES (if applicable)**

Describe the relationship of the project to the participating PSAPs:

Not applicable

Describe the intended collaborative efforts and resource sharing opportunities:

2T

Not applicable



**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, PSAP grant application is filed, local budgets are obtained, appropriated grant funds are approved, and budgetary estimates are obtained.	<b>06/14/2016 to 09/30/16</b>
<b>DESIGN/PLANNING</b> - Requirements are documented, components to be purchased are identified, and general design is documented.	<b>06/14/2016 to 09/14/2016</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>07/01/17 to 09/30/17</b>
<b>IMPLEMENTATION</b> - Purchased components are delivered and installed and training is performed	<b>01/15/18 to 03/15/18</b>
<b>TESTING/COMPLETION</b> - Performance of system/solution is validated and system/solution goes “live”	<b>04 / 15 / 18</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.

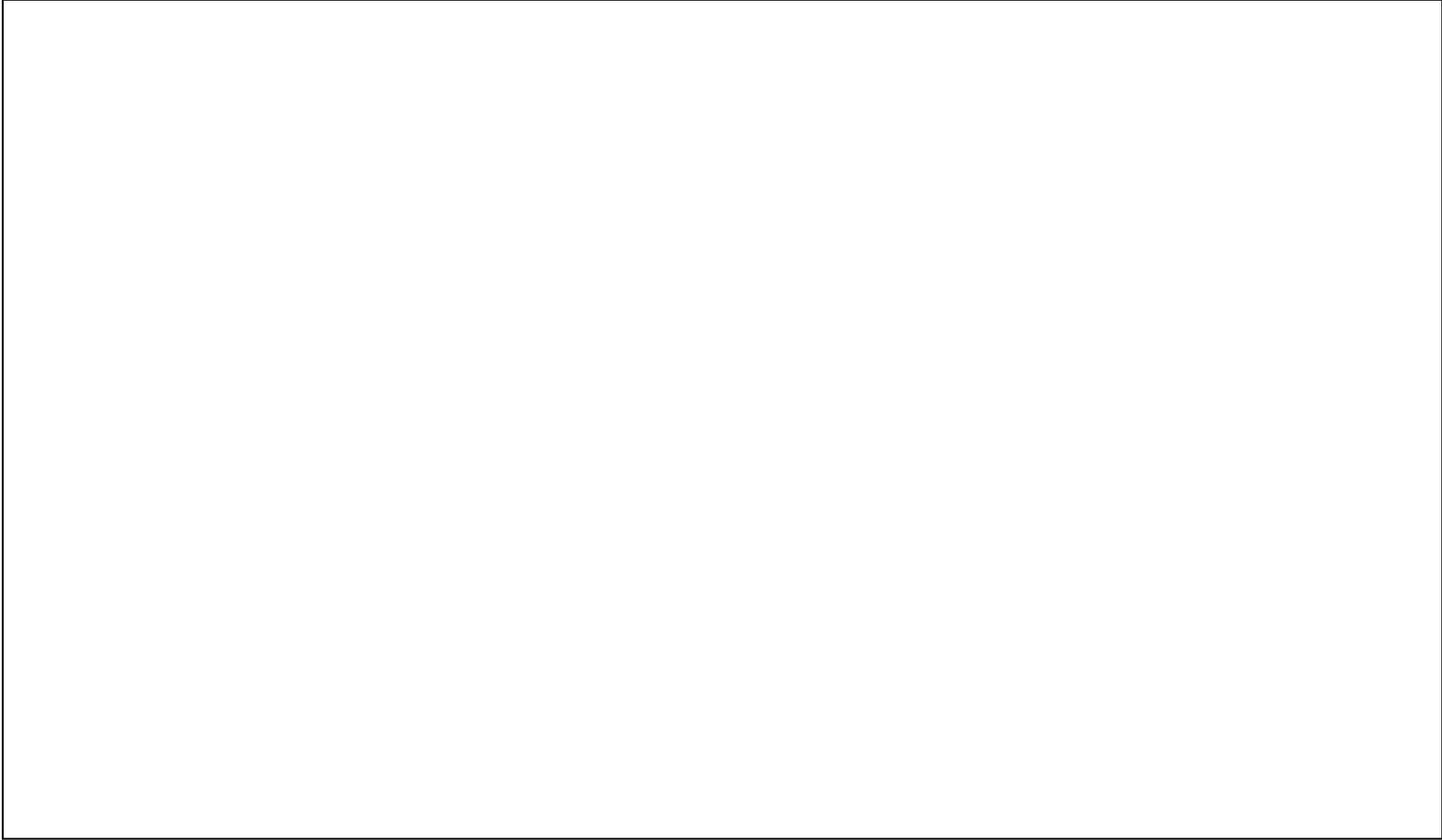
The budget items listed below are needed to upgrade our entire CHE system due to being technically outdated by this grant cycle. These line items will include a turnkey installation of all upgraded hardware and software necessary to upgrade the CHE system. Additionally all services for implementation, training, testing, and cut live have been included as well as applicable support services.



Dinwiddie County CHE- The following budgetary estimates are based on budget discussion with West Corporation (Intrado)

<u>VIPER: Backroom equipment Cabinet, Media kit, VIPER Gateway License upgrade Admin Interface, Recording Device, Power Cord, CISCO</u>	<u>\$42,258.05</u>
<u>A9-1-1 Connect: Call Handling Accessories, Headset Module, Radio Module, Desk Mounting Kit, Dual Core, Workstation Software and Configuration, Monitors Programmable Keypad-24 Buttons</u>	<u>\$29,178.90</u>
<u>Power 911 Hardware: IWS Server RACK Bundle TYPE A</u>	<u>\$ 5,415.00</u>
<u>Power MIS Hardware: IWS Server Rack Bundle TYPE A Additional Backup Executive SQL Agent</u>	<u>\$ 6,276.15</u>
<u>ePrinter Hardware: Rack, Server software cable kit</u>	<u>\$ 4,087.00</u>
<u>Common Hardware: Keyboard, KVM, Backup disk solution for Windows Server</u>	<u>\$ 5,200.00</u>
<u>UPS Hardware: Server rackmount UPS, workstation tower UPS</u>	<u>\$ 9,525.00</u>
<u>Peripheral Hardware: Color Laser Printer, Network Cabling</u>	<u>\$ 5,812.79</u>
<u>Staging: Front Room equipment staging per position, Back Room equipment staging per Cabinet</u>	<u>\$ 3,250.00</u>
<u>Project Survey; Project survey (per Site), living expense per day per person, Travel Fee per person</u>	<u>\$ 3,350.00</u>
<u>Installation: Professional Services (per day), living expense per day per person, Travel Fee per person</u>	<u>\$13,550.00</u>
<u>Refresher Training: Living expenses per day per person</u>	<u>\$ 6,750.00</u>
<u>Project Management Services; Project Management Services</u>	<u>\$20,391.29</u>

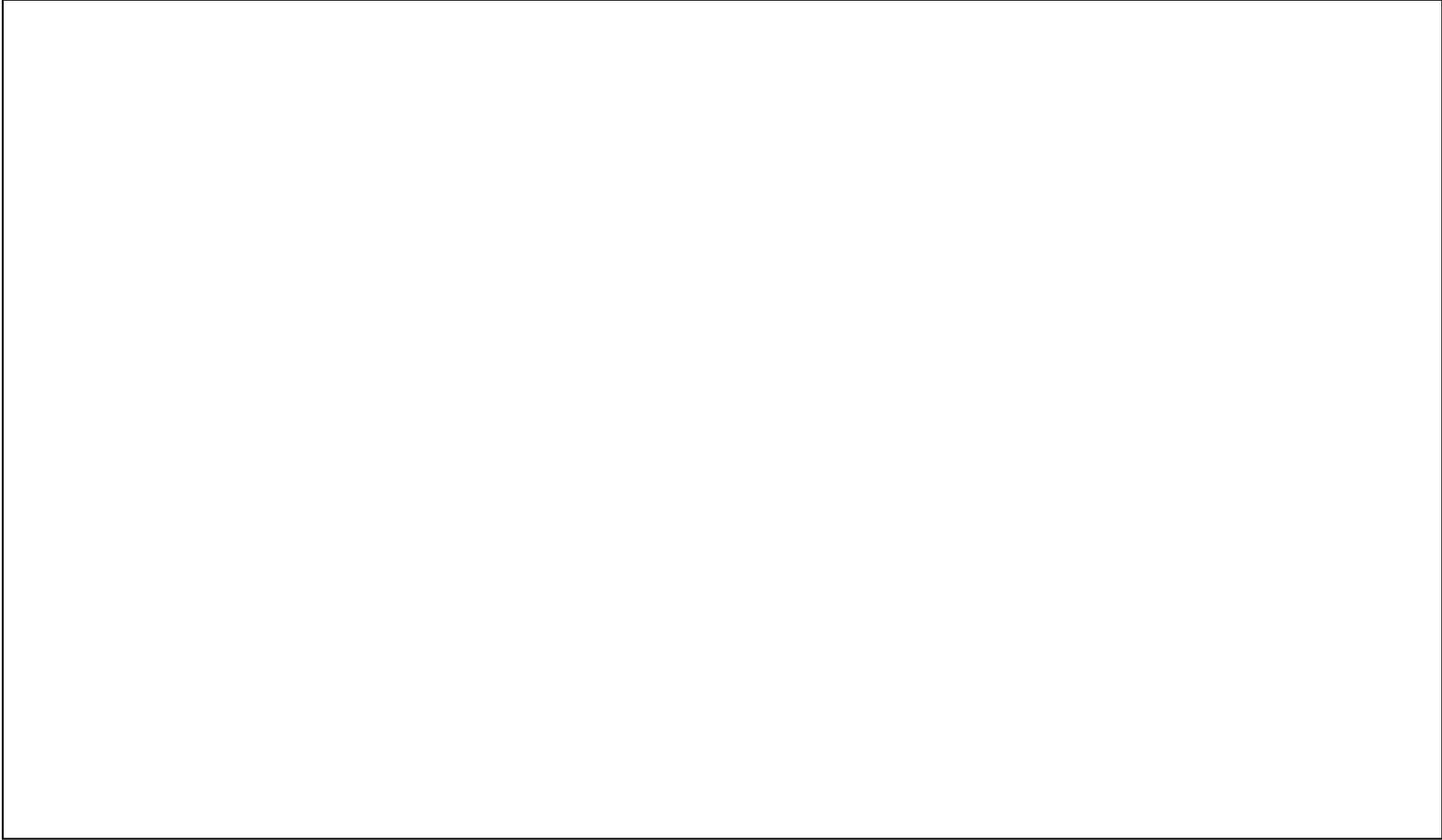








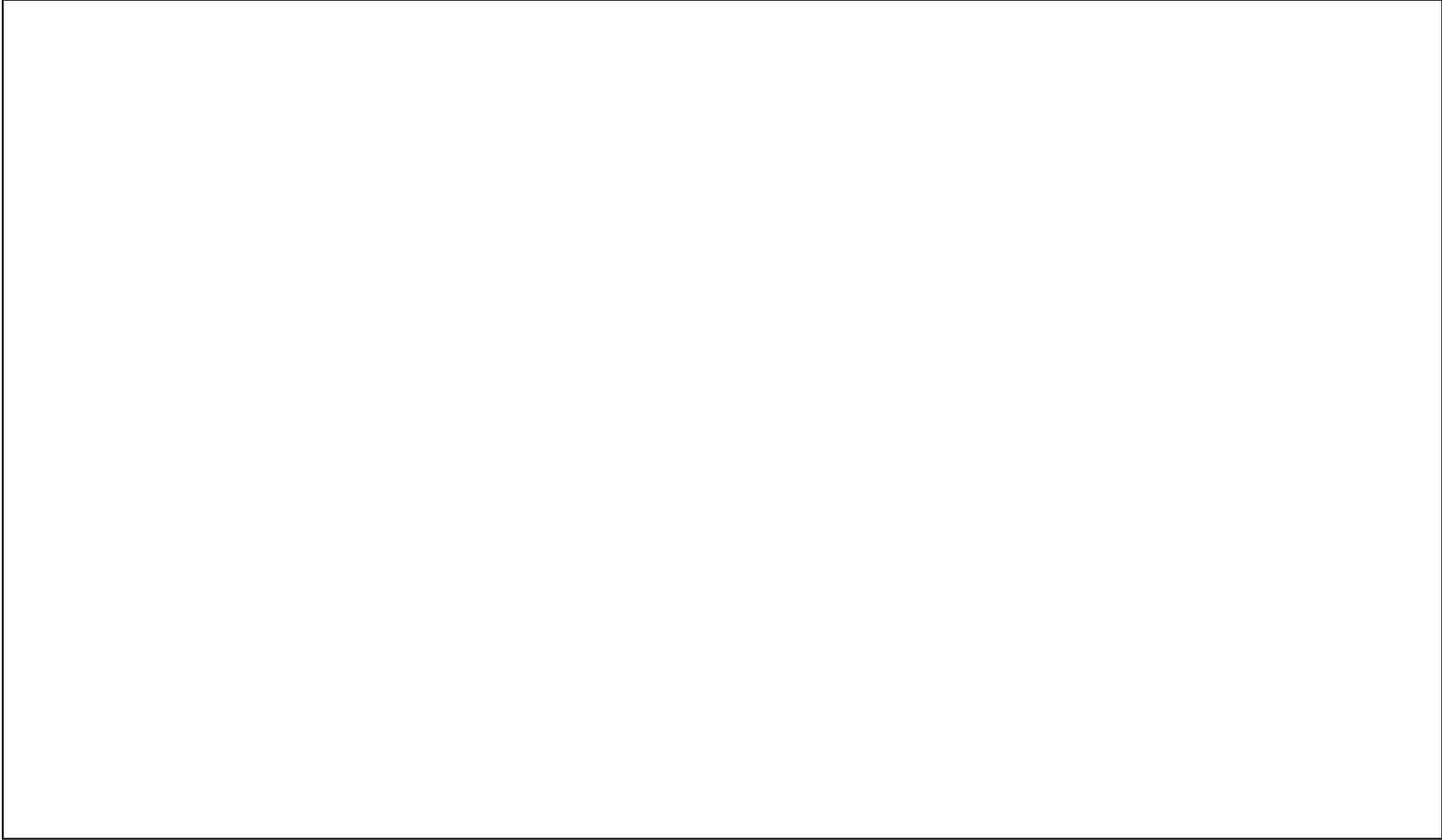




























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**EVALUATION**



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

The primary evaluation will be of the vendor's satisfaction of our statement of work and the call handling system ability to effectively receive and display emergency calls. The call handling system must work as it is intended to work. The Dinwiddie PSAP will track the number of calls received with accurate call identification features as well as administrative, E911, VOIP, and Text to 911, wireline and wireless calls.

We will also analyze the systems efficiency. Is the system more efficient? Does the system make the PSAP more productive? Has the standard of techniques improved? Knowing call volume and type of calls and answering questions related to level of performance of the system are focused measurements that will provide input on the project's accomplishments or failure.



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

How would a consolidation take place and provide improved service:

2T

Not Applicable

How should it be organized and staffed:

Not Applicable

What services should it perform:

Not Applicable

How should policies be made and changed:

Not Applicable



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

How should it be funded:

Not Applicable

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

Not Applicable.

# SHIELD TECHNOLOGY CORPORATION

*Public Safety Software Professionals*



September 1, 2016

Dear Shield Technology Corporation Customer,

The SWMAP program currently used by your agency is version 6.2.0.10. SWMAP is a Shieldware program wrapped around an ESRI Map Objects core. The software has not undergone any changes since 10/17/2010.

As of March 2016 we have notified all clients working with this software that it will not undergo any further development. Shield has partnered with GEOCOMM to provide their mapping solution and will integrate with SWCAD via an API that Shield is writing through a partner agreement. Geocomm has a transition discount for Shield Customers currently using SWMAP.

Shield will continue to provide support on the product while it remains in service at current customer locations.

Please feel free to call me with any questions or comments at 800-476-5264.

Sincerely,

A handwritten signature in black ink that reads "Daryl Douglass". The signature is written in a cursive, flowing style.

Daryl Douglass  
Technical Director  
Shield Technology Corporation