



**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

Call Handling Equipment (CHE) Replacement

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Norfolk 911

CONTACT TITLE: Manager, Emergency Communications (E911)

CONTACT FIRST NAME: Anthony

CONTACT LAST NAME: Castillo

ADDRESS 1: 3661 E. Virginia Beach Blvd.

ADDRESS 2: 2T

CITY: Norfolk

ZIP CODE: 23502

CONTACT EMAIL: Anthony.castillo@norfolk.gov

CONTACT PHONE NUMBER: 757-441-5599

CONTACT MOBILE NUMBER: 757-274-9409

CONTACT FAX NUMBER: 757-444-0752

REGIONAL COORDINATOR: Lyle Hornbaker

### 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- Technically Outdated\*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**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**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: Airbus DS Sentinel Patriot 3.3

# YEARS of HARDWARE/SOFTWARE: 5

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**PRIORITY/PROJECT FOCUS** CALL HANDLING EQUIPMENT

**FINANCIAL DATA**

Amount Requested: \$ 150.000

Total Project Cost: \$ 400.000



## 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 Norfolk 911 Center is in need of upgrading existing Call Handling Equipment (CHE) system that is technically outdated and has reached its end of service life. Our existing CHE system is the Airbus DS Communications Sentinel Patriot and has been in service in our 911 Center since 2012. The existing Carousel Industries/Airbus DS support contract expires in 2017, with an anticipated 1 year extension. If awarded this grant through the FY2018 grant process, the CHE system will have been in operation over six (6) years, which is stretching the effective lifespan of 911 workstation computers and servers in operation 24/7/365. Without immediate replacement of this mission critical CHE system, we are risking a system failure which could cripple our ability to accept emergency wireless and wire line 911 calls from the citizens and visitors of the City. The upgrade of our system hardware and software will allow for integration of key Text-to-911 and NG911 Services being made readily available. This project will help the City leverage existing investment as part of our strategic plan while upgrading to the most recent technologies available in CHE equipment. All equipment purchased through this grant will be supported and maintained by maintenance service contracts funded by the City of Norfolk. All necessary funds for support, maintenance, etc. beyond what is allowed through this grant, will be the responsibility of the City.



## 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 City off a legacy system that is technically outdated to a more robust platform allowing for Text-to-911 and NG911 integration. The project will allow for the most recent version of vendor software to be installed and reduce the amount of various platforms deployed across the Commonwealth. This 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:

This grant request is to replace only the existing CHE system that is technically outdated, reached its end of service life, and due to equipment age is in danger of being out of service. A full Implementation plan outlining the hardware refresh and training services will be provided at project Kick Off and will be conducted in a quick and efficient manner without impacting 911 Operations at the City.

## 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.

<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>11 / 15 / 16</b>
<b>DESIGN/PLANNING</b> - Requirements are documented, components to be purchased are identified, and general design is documented.	<b>05 / 30 / 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>08 / 30 / 17</b>
<b>IMPLEMENTATION</b> - Purchased components are delivered and installed and training is performed	<b>11 / 30 / 17</b>
<b>TESTING/COMPLETION</b> - Performance of system/solution is validated and system/solution goes “live”	<b>03 / 30 / 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.

We anticipate purchasing Vesta 911 equipment for 10 Calltaking positions, back room servers for Side A/Side B, critical spare parts, and ancillary equipment. The cost for this equipment is estimated at \$208,000.

## 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 with 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.



**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