



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

Supplemental ALI Shared Services

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Roanoke E-911

CONTACT TITLE: E-911 Systems Coordinator

CONTACT FIRST NAME: John

CONTACT LAST NAME: Powers

ADDRESS 1: 215 Church Ave SW

ADDRESS 2: Suite 162

CITY: Roanoke

ZIP CODE: 24011

CONTACT EMAIL: john.powers@roanokeva.gov

CONTACT PHONE NUMBER: 540-853-5485

CONTACT MOBILE NUMBER: 540-588-4892

CONTACT FAX NUMBER: 540-853-2985

REGIONAL COORDINATOR: Melissa Parsons

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

City of Roanoke E-911

County of Roanoke ECC

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- Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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

PRIORITY/PROJECT FOCUS CALL HANDLING EQUIPMENT

FINANCIAL DATA

Amount Requested: \$ 42,800.00

Total Project Cost: \$ 42,800.00



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:

Both Roanoke City and Roanoke County use West Power 911 for Call Handling Equipment. West offers a service called Power Locate to leverage information available in commercial databases and device location technologies to supplement location information for wireless calls. The additional location information is integrated into the 911 Call screens and readily available to the call taker. This service is a subscription-based offering and provides supplemental information relating to the address and/or phone number of the 9-1-1 caller. It can also be used with Text-2-911 calls and dropped or abandoned calls. This project would be a pilot to determine how useful supplemental location information is to the PSAP and to determine if this type of technology should be implemented on a larger scale. This project can be implemented as a change to existing support contracts each PSAP has with the vendor.



PROJECT GOAL

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

Wireless calls are 75% to 80% of the 911 calls handled by each PSAP and the volume of wireless calls continues to climb. Approximately 50% of wireless calls do not include location information and some that do include location are not accurate. This is especially true for abandoned calls and Text-2-911 calls where there is not opportunity to re-bid for more accurate location information. If successful this project supports goal 1 of the 2015 Comprehensive Plan by meeting citizen expectation that the PSAP knows their location. It also supports Goal 3 by allocating funding to improve service and goal 7 by leveraging GIS technology to better locate callers.

PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

Operate the Supplemental ALI service for two years in each PSAP. Roanoke City is predominately urban and Roanoke County is mixed suburban and rural providing a range of potential callers. This should test the availability of the supplemental information in a range of settings.



SHARED SERVICES (if applicable)

Describe the relationship of the project to the participating PSAPs:

Each PSAP will receive the service through existing interfaces and displayed on existing call handling equipment.

Describe the intended collaborative efforts and resource sharing opportunities:

Both PSAPs operate on the same Call Handling Equipment platform and operate using a shared radio system. The PSAPs serve as backup facilities and provide overflow services to each other under an existing MOU. Using this supplemental ALI in both PSAPs would ensure a consistent level of service in the event of failure at either PSAP.



**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. | 07 / 01 / 2017 |
| DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented. | 07 / 01 / 2017 |
| ACQUISITION - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained. | 09 / 01 / 2017 |
| IMPLEMENTATION - Purchased components are delivered and installed and training is performed | 10 / 01 / 2017 |
| TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes “live” | 10 / 01 / 2017 |



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.

Priced per PSAP based on number of positions. Roanoke City - 15 positions, Roanoke County - 20

| | | | | | | | | |
|-------|-----------|-------------|-----|------|---|---|-------|-------------|
| 1-4 | Positions | \$4,200.00 | per | year | x | 5 | years | \$21,000.00 |
| 5-10 | Positions | \$6,200.00 | per | year | x | 5 | years | \$31,000.00 |
| 11-16 | Positions | \$9,200.00 | per | year | x | 5 | years | \$46,000.00 |
| 17+ | Positions | \$12,200.00 | per | year | x | 5 | years | \$61,000.00 |

Supplemental ALL is offered as a subscription service based on number of positions in the PSAP. The funding sought would cover the subscription for all positions at both PSAPs for 2 years.

EVALUATION

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

At the end of each quarter the PSAPs will review the number of calls where data is available compared with the number of calls where the cellular provider was able to provide wireless phase II location information. This will provide a measure of whether or not the location available is enhanced or not. Additionally each PSAP will have call takers report specific incidents where the service enhanced or failed to enhance the call processing. This will be anecdotal but will also provide a measure of the service effectiveness.



CONSOLIDATION (Primary or Secondary) - (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](#)



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

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](#)



Power Locate

for

City of Roanoke, VA

(Direct Sale)

Quote Number: 14635

Version: 1

The applicable terms and conditions located at <https://www.west.com/legal-privacy/terms-conditions> will apply to this Quote, unless (i) the parties have entered into a separate mutually executed agreement relating to the products or services under this Quote, or Customer is purchasing under a cooperative purchasing agreement referenced in this Quote. Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. The terms of this Quote will govern any conflict with any of the foregoing or any Customer purchase order, and no additional terms in Customer's purchase order will apply.

Summary - City of Roanoke

| Item | Cost |
|---------------|--------------------|
| Power Locate | \$18,400.00 |
| Total: | \$18,400.00 |

Configuration Parameters - City of Roanoke

Answering Positions

Total Number of Positions 15

| Model# | Description | Qty | List Price | Selling Price | Total |
|---------------------|---|-----|------------|-----------------|--------------------|
| Power Locate | | | | | |
| P10151 | POWER LOCATE - (11-16 Seats) Annual Fee | 2 | \$9,200.00 | \$9,200.00 | \$18,400.00 |
| | | | | Subtotal | \$18,400.00 |
| | | | | Total | \$18,400.00 |

Notes

- 1 This quote provides 2 years of Power Locate services to City of Roanoke, VA.
-

Terms

SUBMIT P.O. ordermanagement@intrado.com

PRICING All prices are in USD
Taxes, if applicable, are extra.
Shipping charges are extra unless specified on the quote.

SHIPPING TERMS FCA (Montreal), INCOTERMS 2010

PAYMENT Per Contract

DELIVERY TBD

VALIDITY Quote is valid for **120 Days**. However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.

Revision History

| Revision Level | Proposal Writer | Notes | Date Revised |
|----------------|-----------------|----------|--------------------|
| 1 | RSOOR | Original | September 21, 2016 |



Power Locate

for

Roanoke County, VA
(Direct Sale)

Quote Number: 14636
Version: 1

The applicable terms and conditions located at <https://www.west.com/legal-privacy/terms-conditions> will apply to this Quote, unless (i) the parties have entered into a separate mutually executed agreement relating to the products or services under this Quote, or Customer is purchasing under a cooperative purchasing agreement referenced in this Quote. Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. The terms of this Quote will govern any conflict with any of the foregoing or any Customer purchase order, and no additional terms in Customer's purchase order will apply.

Summary - Roanoke County

| Item | Cost |
|---------------|--------------------|
| Power Locate | \$24,400.00 |
| Total: | \$24,400.00 |

Configuration Parameters - Roanoke County

Answering Positions

Total Number of Positions 18

| Model# | Description | Qty | List Price | Selling Price | Total |
|---------------------|---------------------------------------|-----|-------------|-----------------|--------------------|
| Power Locate | | | | | |
| P10152 | POWER LOCATE - (17+ Seats) Annual Fee | 2 | \$12,200.00 | \$12,200.00 | \$24,400.00 |
| | | | | Subtotal | \$24,400.00 |
| | | | | Total | \$24,400.00 |

Notes

- 1 This quote provides 2 years of Power Locate services to Roanoke County, VA.
-

Terms

SUBMIT P.O. ordermanagement@intrado.com

PRICING All prices are in USD
Taxes, if applicable, are extra.
Shipping charges are extra unless specified on the quote.

SHIPPING TERMS FCA (Montreal), INCOTERMS 2010

PAYMENT Per Contract

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