



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

Shenandoah County Text-to-911 Implementation

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Shenandoah County Dept. of Emergency Communications

CONTACT TITLE: Director of Emergency Communications

CONTACT FIRST NAME: R. Jason

CONTACT LAST NAME: Malloy

ADDRESS 1: 600 N. Main St.

ADDRESS 2: Suite 109

CITY: Woodstock

ZIP CODE: 22664

CONTACT EMAIL: jmalloy@shenandoahcountyva.us

CONTACT PHONE NUMBER: 540-459-6323

CONTACT MOBILE NUMBER: 540-335-2209

CONTACT FAX NUMBER: 540-459-6200

REGIONAL COORDINATOR: Amy Ozeki

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- Technically Outdated\*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**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**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

# YEARS of HARDWARE/SOFTWARE:

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**PRIORITY/PROJECT FOCUS** TEXT-TO-911

**FINANCIAL DATA**

Amount Requested: \$ 69,202.50

Total Project Cost: \$ 69,202.50



## 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 911 Center is in need of upgrading our existing VESTA 911 Call Handling Equipment to enable integrated Text-To-911 to handle the increase in calls being delivered via Wireless Devices. Due to increased initiatives to allow cell phone users the ability to send and receive text messages to 911 Centers, the County feels it is necessary to adapt operations by implementing Integrated Text-to-911 in our existing CHE. Additionally, the deaf and hard of hearing community are mobile and many have wireless devices in which they text with routinely. Incidents in which callers may not be able to speak but can text 9-1-1 such as domestic violence, kidnapping, school violence etc., could summons help.

Although the current system only needs minor hardware upgrades to implement this feature, there are additional Firewalls, Training, as well as on site Field Engineering that will be required for a successful project. There will not be a large operational impact immediately due to the familiarity with the current interface and the option of using existing County internet service versus installing a new IP Circuit.

Current lack of additional operational funding would likely impact the ability to implement this important operational feature available to the County. There is no other current funding available to assist the County in the project cost.

This grant application is intended to cover current and future costs of implementing and maintaining Text-to-911 for a five-year period, as allowed by Grant Guidelines. Beyond the initial five-year period, it is understood and planned that continuing costs associated with Text-to-911 maintenance will be absorbed by the annual fiscal operating budget.



## 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 legacy systems to an i3 capable Call Handling System. This project will allow The County to implement the Text-To-911 integration that is an available feature of our current CHE product.

The project meets the following goals of the 9-1-1 Comprehensive Plan (July 2015):

**GOAL 1: FORMALIZE BASELINE LEVELS OF SERVICE AND CAPABILITIES THAT MEET PUBLIC EXPECTATIONS:** Emerging technology such as the NPSBN, NG9-1-1, Text-to-911, and CAD-to-CAD are opening floodgates for new sources of information to flow into PSAPs. Due to electronic devices the public has a wealth of information at their fingertips, and the public expects that when they initiate a call for help that PSAPs also have a wealth of information to assist them in whatever manner possible.

**GOAL 2: POSITION 911 CENTERS TO MEET CONTINUOUSLY THE PUBLIC'S EXPECTATIONS:** The public is becoming ever more mobile with every day that passes. The public in general, and the deaf and hard of hearing community particularly, are using SMS "text" messaging to communicate in ever increasing numbers. This was evident by the number of text messages sent to 911 during the Virginia Tech massacre. This project will allow the public's expectation to become a reality. Rockingham County, our neighboring county immediately to our south, shares Interstate 81 with our county; they are implementing Text-to-911 during the current fiscal year. Due to the emerging access of Text-to-911, it is plausible to theorize that the general public will expect this service of all PSAPs in the region once it is publicized that this service is available in part of the region.

**GOAL 3: ALLOCATE FUNDING FOR FUTURE STATE AND REGIONAL PSAP INITIATIVES TO MAINTAIN AND IMPROVE SERVICE:** This project will benefit not only our individual PSAP, but maximize efficiencies and set the stage for future projects for NG9-1-1. Capabilities to transfer Text-to-911 calls to the appropriate 911 Center will allow for greater interoperability in the Region.



## PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

The PSAP has upgraded the CHE Platform to an i3 capable solution in preparation to handle additional technologies associated with 911 call deliveries. The County has carefully studied other Virginia Agencies currently accepting Text-to-911 for Operational Impact. The CITY has the Operational resources in place and will have the proper training of personnel to meet the additional call/text volume expected. IP circuit delivery costs have been outlined that will allow TCC's to send Text-to-911 calls to the PSAP.

A planning meeting, following the suggested E9-1-1 Services Board's Text-to-911 whitepaper as a guide, will occur and all associated vendors will work with the County to establish an Implementation Plan. By receiving this Grant Funding we will be able to upgrade our current system to further increase its capability, as well as position the PSAP to be able to share data in the Region in the future.

## 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
<p><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.</p>	07 / 01 / 17
<p><b>DESIGN/PLANNING</b> - Requirements are documented, components to be purchased are identified, and general design is documented.</p>	08 / 01 / 17
<p><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.</p>	09 / 01 / 17
<p><b>IMPLEMENTATION</b> - Purchased components are delivered and installed and training is performed</p>	12 / 01 / 17
<p><b>TESTING/COMPLETION</b> - Performance of system/solution is validated and system/solution goes “live”</p>	03 / 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.

See attached Vendor Quotes.

The quoted system includes a turnkey installation of all hardware, software and SMS delivery method necessary to deploy the Text-to-911 system upgrade using an integrated CHE solution. Additionally, all services for implementation, training, testing, and cut live have been included as well as applicable support services and five years of connectivity. Additional long-term expenses shall be absorbed into the existing maintenance contracts and billing agreements already in place with these existing hardware/software vendors.

### West Safety Services (Text Delivery)

- |   |             |
|---|-------------|
| • ITS Service (5 Years of service @ monthly cost of \$150.00)   | \$ 9,000.00 |
| • ITS Equipment   | \$ 5,125.00 |
| • TXT29-1-1 Integrated Annual Recurring Fee per PSAP (5-10 Seats)(5 years of service @ annual cost of \$3250) | \$16,250.00 |

Category Total	\$30,375.00
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### Carousel Industries (CHE Integration)

- |                                   |             |
|-----------------------------------|-------------|
| • VESTA 9-1-1 (SMS Equipment)     | \$ 2,144.29 |
| • Managed Services                | \$ 2,462.86 |
| • Airbus Field Engineering        | \$17,142.86 |
| • V9-1-1 SMS Agent Delta Training | \$ 1,714.28 |
| • V9-1-1 SMS Admin Delta Training | \$ 1,714.29 |
| • Installation                    | \$ 9,791.79 |
| • Project Management              | \$ 3,857.14 |

Category Total	\$38,827.50
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Total Project	\$69,202.50
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## EVALUATION

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

The County will establish milestones and goals to evaluate the progress achieved and the overall success of the project. The project will be monitored throughout the process with periodic meetings between the stakeholders and the vendor(s). Final testing and completion will be based on manufacture and stakeholders specifications and goals.



**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](#)



**TXT29-1-1**

*for*

**Shenandoah County Dept. of Emergency Communications, VA**  
(Direct Sale)

**Quote Number: 14139**

**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 - Shenandoah County Dept. of Emergency Communications

Item	Cost
TXT29-1-1	\$30,375.00
<b>Total:</b>	<b>\$30,375.00</b>

## Configuration Parameters - Shenandoah County Dept. of Emergency Communications

Model#	Description	Qty	List Price	Selling Price	Total
<b>TXT29-1-1</b>					
P10064	ITS Service (Monthly) – 5 years	60			
P10063	ITS Equipment	1			
ATXT2	TXT29-1-1 Integrated Annual Recurring Fee per PSAP (5-10 Seats) – 5 years	5			
				<b>Subtotal</b>	<b>\$30,375.00</b>
				<b>Total</b>	<b>\$30,375.00</b>

## Notes

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- 1 West's integrated TXT29-1-1 solution is incorporated into Airbus Vesta solution with a five year term. Assumed the equipment onsite meets minimum standards of Airbus Vesta 6.1.

Airbus will be responsible for any upgrade and configuration of the Customer site.

Terms and Conditions specific to TXT29-1-1 Services are contained in the TXT29-1-1 Third Party T-ESRU-UA Service Guide located at <https://www.west.com/legal-privacy/terms-conditions>.

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- 2 ITS provides an alternative to customers that have not purchased our platinum level A9-1-1 Routing Service which provides 9-1-1 calls and signaling over redundant diverse MPLS links between the West Safety Solutions Corp. Data Center and the customer facility. The ITS solution establishes a secure VPN between the customer facility and the West Safety Solutions Corp. Data Center over a VPN utilizing the customer's Public IP connection.
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## Terms

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**SUBMIT P.O.**      [ordermanagement@intrado.com](mailto: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.



**Proposal For:** Shenandoah County ECC -VA

**Solution Proposed** VESTA® SMS Addition

**Date:** August 23, 2016

**Contract** RFP 12-32E (City of Hampton)

**Site Summary**

*Fully Integrated and Redundant SMS*

**Pricing is valid for 90 days**

**Shenandoah County ECC** \$38,827.50

**Total Solution:** \$38,827.50

All new products are guaranteed to be as specified by the manufacturer's documentation, and are provided with the manufacturer's standard Product warranty. All refurbished components are covered by a Carousel direct warranty.



**Proposal For:** Shenandoah County ECC -VA

**Solution Proposed:** VESTA® SMS Addition

**Date:** August 23, 2016

**VESTA® 9-1-1**

Qty.	Part No.	Description	Unit Price	U/M	Total
		<b>SMS Equipment</b> <i>Note: Customer is responsible for Text Control Center (TCC) services and network charges.</i>			
2	870899-0104R6.1U	V911 R6.1 LIC/DOC/MED UPGD	\$0.00	EA	\$0.00
2	870891-66301	VESTA 9-1-1 R6 SMS LIC	\$0.00	EA	\$0.00
2	03800-03040	FIREWALL MODEM 60D	\$621.43	EA	\$1,242.86
2	03800-03041	WARR FIREWALL 60D 1YR	\$212.86	EA	\$425.71
2	809800-00200	CFG NTWK DEVICE	\$190.00	EA	\$380.00
1	809800-51104	VM CFG ASN ON USB	\$0.00	EA	\$0.00
1	6400C-20027	HARD DRIVE PORTABLE 1TB	\$95.71	EA	\$95.71
<b>VESTA® 9-1-1 Subtotal</b>					<b>\$2,144.29</b>

**Managed Services**

Qty.	Part No.	Description	Unit Price	U/M	Total
		<b>Monitoring &amp; Response License &amp; Support Fees</b> <i>Note: (2) SMS Firewalls, (2) SMS Mgmt Nodes.</i>			
4	871499-01210	M&R 3.0 IP DEVICES LIC	\$101.43	EA	\$405.71
4	809800-16166	M&R 3.0 IP DEV SRVC 1YR	\$514.29	EA	\$2,057.14
<b>Managed Services Subtotal</b>					<b>\$2,462.86</b>

**Airbus DS Communications Services**

Qty.	Part No.	Description	Unit Price	U/M	Total
		<b>Field Engineering VESTA SMS</b>			
120	809800-17101	FIELD ENG-PRIMARY	\$142.86	EA	\$17,142.86
		<b>SMS Training</b>			
2	000001-06801	V9-1-1 SMS AGENT DELTA TR <i>Note: VESTA® 9-1-1 SMS Agent Delta training for agents. Includes (1) 2 hour class for up to 8 students. Includes trainer's daily training expenses and travel.</i>	\$857.14	EA	\$1,714.28
1	000001-06800	V9-1-1 SMS ADMIN DELTA TR <i>Note: VESTA® 9-1-1 SMS Admin Delta training for system administrators. Includes 4 hour class for up to 8 students. Includes trainer's daily training expenses and travel.</i>	\$1,714.29		\$1,714.29
<b>Airbus DS Communications Services</b>					<b>\$20,571.43</b>

**Summary**

Qty	Product Code	Product Description	Ext. Price
1		<b>VESTA® 9-1-1</b>	\$2,144.29
1		<b>Managed Services</b>	\$2,462.86
1		<b>Airbus DS Communications Services</b>	\$20,571.43
1		<b>Carousel Industries Installation</b>	\$9,791.79
1		<b>Carousel Industries - Project Management</b>	\$3,857.14

Pricing is valid for 90 days

**Total Equipment & Services Cost:** \$38,827.50

**Total This Site:** \$38,827.50