

## PSAP Grant Program Grant Ranker

# View Application--34--Emporia/Greenville CPE

**Grant Period:** 2010

**Tier:** Replacement of out of service wireless E-911 equipment to enable primary PSAP to maintain current service levels to the general public (**OUT OF SERVICE**)

**Grant Program:** Continuity and Consolidation **Grant Type:** Regional Initiative

**Priority:** CPE (**CPE**)

**Primary PSAP Applicants:** Emporia Police Communications  
Greenville Sheriff's Communications

**Jurisdictions Served:** Emporia, City of  
Greenville, County of  
Jarratt, Town of

### **Project Director:**

Todd Anderson

Captain

310 Budd Street Emporia, Virginia 23847

434-634-7320 (phone)

434-634-7330 (fax)

tanderson@emporiapolice.org

### **Project Description:**

**Total Project Cost** \$382,000.00

**Amount Requested:** \$325,000.00

### **Statement of Need:**

Emporia and Greenville each have the responsibility of calltaking and dispatching of law enforcement, rescue, and fire services for it's own jurisdictions. Often these services overlap boundaries, and the same rescue and fire units serve both jurisdictions. Six years ago, both jurisdictions purchased Plant's Marris products from Verizon. Our two PSAPs not only serve as each other's backup in emergencies, but work together daily to coordinate calls for our jurisdictions. Once the initial \$15,000 per year five-year maintenance contract expired, we were faced with new proposals of up to \$40,000 per year for the same maintenance. We could not afford to pay that much for the maintenance. In April of this year, Plant issued a Product Discontinuation Notice for the Plant Marris equipment. The discontinuation of our Marris equipment means our maintenance will not only be out of our reach financially but also practically.

### **Comprehensive Project Description:**

This project will consist of replacing the CPE at both PSAPs. The participating agencies will conduct a joint Request for Proposals process to evaluate, and subsequently purchase equipment and maintenance services. This new equipment should meet the demands for existing and new IP services. The installation of equipment and training of personell should provide seamless service for our citizens due to the joint efforts of our PSAPs (ie: one PSAP can service both jurisdictions while the other is experiencing a transfer to the new equipment). The total project is expected to take an estimated six months and is separated as follows: 1 month-preparation of RFP, 2 months RFP process and award, and 2 to 3 months of installation and training.

**How will the equipment purchased will support future technologies for PSAP readiness?:**

We will be evaluating replacement equipment based on its ability to process IP based services including IM and video. The chosen CPE must also be easily converted to a consolidated PSAP which is in the planning stages.

**Budget and Budget Narrative:**

Each PSAP has received a "budgetary cost" estimate from Verizon of \$191,000 for each PSAP (attached documents), and includes equipment, installation, training, and site spares for two positions at each location. However, this estimate only includes one year of support and warranty. We propose to include four additional years of maintenance.

**Evaluation:**

The project will be considered a success when the existing equipment has been replaced by servicable CPE with capabilities to accept existing call base and IP based calls.

**Attachments**

<a href="#">Plant and Verizon letters.pdf</a>
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**South Inc.  
Branch Sales**

13930 Minnieville Rd.  
Woodbridge, Va 22193

September 19, 2008

Mike Veliky  
174 Uriahbranch Way  
Emporia VA. 23847

Dear Mr. Veliky

Verizon 911 vendor Plant/CML has informed us that their Marris product has been discontinued and their support for this product is limited, you are currently using this product. Verizon will continue to support this product as long as we can get parts. Your current software support and maintenance on your existing system has expired. Saying that I wanted to provide you with a budgetary quote for a new system that would replace your current system.

The following information will provide you with a budgetary cost for a new VESTA Pallas system. The system is configured for two 911 positions with 19" flat monitors and is equipped with wireline and wireless trunks and administrative lines and a new Magic system.

The budgetary cost includes equipment, installation, training, on site spares, one year software support and monitor and control and one year of warranty. Verizon will remove your existing system.

The budgetary cost to upgrade your system to Vesta Pallas is **\$191,000**

Sincerely

Tom Griffith  
Corporate Account Manager



South Inc.  
Branch Sales

13930 Minnieville Rd.  
Woodbridge, Va 22193

September 16, 2008

Captain Todd Anderson  
310 Bud Street  
Emporia VA. 23847

Dear Mr. Anderson

Verizon 911 vendor Plant/CML has informed us that their Marrs product has been discontinued and their support for this product is limited, you are currently using this product. Verizon will continue to support this product as long as we can get parts. Your current software support and maintenance on your existing system has expired. Saying that I wanted to provide you with a budgetary quote for a new system that would replace your current system.

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The budgetary cost to upgrade your system to Vesta Pallas is **\$191,000**

Sincerely

Tom Griffith  
Corporate Account Manager

# PLANT CML

## Product Discontinuation Notice

**Document ID:** PDN MA080428

**Title:** MAARS Systems – End of System Sales / Ongoing Support Plan

**Priority:** High

**Active Date:** April 28, 2008

### Introduction

PlantCML's communication to our valued customers, in order to set appropriate expectations of service support levels throughout the lifecycle of a product, is vital to ongoing relationships with our distributors and end-users. For our partners and end-users this information may be used to manage deployments, plan for upgrades, prepare for support needs, and develop migration and transition strategies.

This Product Discontinuation Notice (PDN) announces a change in the lifecycle support phase for MAARS, end of support dates, and discontinuance of new system sales (see Sales, Support, and Migration options below).

### Background

MAARS was introduced in 1988, by Plant Equipment Inc. (PEI) and became the most widely deployed ANI / ALI system in the 911 industry.

With the swift changes in technology, and the demand for newer, more robust digital technologies in the 911 network and the PSAP, the need for analog systems has declined dramatically while the cost to support the product continues to increase. The NENA Future Path Plan, the inevitable deployment of the Advanced Intelligent Network (AIN), the introduction of telematics, and the ever increasing demand for Voice over IP services/products is driving the need for the PSAPs to implement advanced digital systems. The introduction by PlantCML of complete end-to-end digital and IP systems such as VESTA Meridian, VESTA Pallas, and Sentinel Patriot has led to the decline in the demand for the traditional analog ANI / ALI controller systems.

### MAARS Future Sales & Support Plan

In order to continue to protect the current MAARS installed base's investment, while offering current customers investment protection by providing complete end-to-end digital/IP ready systems such as VESTA Meridian, VESTA Pallas, and Sentinel Patriot, PlantCML is introducing MAARS FRUs (Field Replaceable Units). The availability of the FRUs provides the customer the opportunity to maintain, expand and upgrade their current systems while budgeting for potential upgrade(s) to one of PlantCML's digital systems.

#### END OF NEW SYSTEM SALES DATE:

**PlantCML will no longer accept orders for new MAARS systems effective September 1, 2008, but will continue to support customers per the terms of the customer's contract with PlantCML or the PlantCML Hardware Repair and Warranty Policy, as applicable.**

The terms of this announcement are as follows:

- **New quotes:** Effective immediately, PlantCML will no longer produce quotes for new MAARS Systems.
- **Existing quotes:** PlantCML will honor outstanding orders based on original quote date for 120 days from date of issue of the quote.

- **Existing orders:** All existing orders will be honored as is.

### CONTINUED SUPPORT FOR EMBEDDED BASE:

PlantCML appreciates that our MAARS customers need time in order to plan and implement solution changes and we have structured our support to facilitate that transition. PlantCML will continue to support our embedded customers through:

- **Technical Support:** Phone support will be available regardless of warranty or support status. All calls will be taken and customer concerns addressed. If it is a firmware issue (and there is no active support agreement) Technical Support will inform the customer that no upcoming releases/fixes are planned, but will work with them in a best effort attempt to resolve any issues.\*
- **Spare parts / FRUs available** for purchase through September 1, 2011 or through the date identified in the customer's contract, if such date is later than September 1, 2011.
- **Existing MAARS system expansion:** Customers desiring to expand their existing MAARS system to address growth / capacity needs may purchase through September 1, 2011 or through the date identified in the customer's contract, if such date is later than September 1, 2011.
- **Repair:** For systems not covered under an active PlantCML warranty, out-of-warranty repair is available on a time & material basis per PlantCML's Hardware Repair & Warranty Policy.
- **Continued availability of Managed Services** offerings on MAARS systems – monitoring & reporting

While the above support strategy allows for an interim period of time to implement a migration strategy on installed systems, support options are limited and customers are encouraged to begin discussions with PlantCML sales in order to prepare for anticipated system migrations.

**VESTA Standard Customers:** This discontinuation notice relates specifically to the MAARS system components.

\*There are no upcoming firmware releases planned for MAARS due to addressing all previously existing issues in the latest firmware release.

### MIGRATION OPTIONS:

PlantCML offers options to take advantage of their investment in the MAARS System through the current terms of the support contract:

- MAARS VESTA Standard / VESTA EX Systems:
  - Expand system utilizing MAARS FRUs
  - Upgrade to VESTA Pallas, VESTA Meridian or Sentinel platforms
- MAARS ElectroKey Systems (including MAARS View):
  - Upgrade to VESTA Pallas, VESTA Meridian or Sentinel platforms
- MAARS ComCentrex Systems (including MAARS View):
  - Upgrade to VESTA Pallas, VESTA Meridian or Sentinel platforms

PlantCML offers a multitude of system types and configurations to meet your call-taking needs. We are also pleased to extend a variety of incentive programs to our loyal customers in appreciation for ongoing support of PlantCML solutions. Please contact your sales representative to discuss the options that best fit your system requirements.

## Ordering Information

### New FRU Part #s

The following part numbers will be available for ordering while component supplies last, at minimum through September 1, 2011 or through the expiration date of the customer's contract, whichever is later.

Customers are encouraged to review their spares inventory and account for future support while these units are still obtainable. Availability is subject to change based on supply & demand. PlantCML will notify customers formally if pricing or availability status changes.

Part Number	Description
850316-00201-FRU	BTRY Backup Unit (BBU)
850316-00102-FRU	BTRY Pack Unit (BPU)
850310-00701-FRU	CAD Intfc Unit (CIU)
850310-01001-FRU	Call Record Unit (CRU)
850310-00402-FRU	Database Unit (DBU)
850310-00502-FRU	Dial-Up XFR Unit (DTU)
850310-01703-FRU	Multi-Line Intfc Unit MIU
850315-00202-FRU	PWR Conv Unit (PCU)
850315-00301-FRU	PWR Monitoring Unit (PMU)
850315-00101-FRU	PWR Sply Unit (PSU)
850310-00801-FRU	PBX Intfc Unit (PXU)
850310-00302-FRU	Remote Maint Unit (RMU)
850310-01102-FRU	Remote Print Unit (RPU)
850310-01601-FRU	Stat Rprtng Unit
850310-00103-FRU	Trunk Intfc Unit (TIU)
850306-00805-FRU	APU 20L DSKTP 24V (APU)
850306-00103-FRU	APU STANDALONE DSKTP
850306-00205-FRU	APU 20 L DSKTP 10V
850307-00103-FRU	APU STANDALONE 19 PNL
850307-00204-FRU	APU 20 L PM 10 V
850307-00405-FRU	APU 60 L PNL CCX
850307-00604-FRU	APU 20 L PNL 24V
850307-00704-FRU	APU 50 L PNL 10V
850307-00804-FRU	APU 50 L PNL 24V
851006-00103-FRU	APU EK 20 L DSKTP 10V
851006-00203-FRU	APU EK 20 L DSKTP 24V
851007-00103-FRU	APU EK 20L 10V PM
851007-00203-FRU	APU EK 20L 24V PM
851007-00303-FRU	APU/CCX 60L PM
851007-00403-FRU	APU EK 50L 24 PM
851007-00503-FRU	APU EK 50L 10V PM
851007-00603-FRU	APU EK 4L 24V PM

### Discontinued Part #'s as of 9/2/08

Part Number	Description
850316-00201	BTRY Backup Unit (BBU)
850316-00102	BTRY Pack Unit (BPU)
850310-00701	CAD Intfc Unit (CIU)
850310-01001	Call Record Unit (CRU)

850310-00402	Database Unit (DBU)
850310-00502	Dial-Up XFR Unit (DTU)
850310-01703	Multi-Line Intfc Unit MIU
850315-00202	PWR Conv Unit (PCU)
850315-00301	PWR Monitoring Unit (PMU)
850315-00101	PWR Sply Unit (PSU)
850310-00801	PBX Intfc Unit (PXU)
850310-00302	Remote Maint Unit (RMU)
850310-01102	Remote Print Unit (RPU)
850310-01601	Stat Rprtnng Unit
850310-00103	Trunk Intfc Unit (TIU)
850306-00805	APU 20L DSKTP 24V (APU)
850306-00103	APU STANDALONE DSKTP
850306-00205	APU 20 L DSKTP 10V
850306-00805	APU 20 L DSKTP 24V
850307-00103	APU STANDALONE 19 PNL
850307-00204	APU 20 L PM 10V
850307-00405	APU 60 L PNL CCX
850307-00604	APU 20 L PNL 24V
850307-00704E05	APU 50 L PNL 10V
850307-00804E05	APU 50 L PNL 24V
851006-00103P02	APU EK 20L DSK 10V
851006-00203P02	APU EK 20L DSK 24V
851007-00103E02	APU EK 20L 10V PM
851007-00203E02	APU EK 20L 24V PM
851007-00303E06	APU/CCX 60L PM
851007-00403E05	APU EK 50L 24V PM
851007-00503E05	APU EK 50L 10V PM
851007-00603	APU EK 4L 24V PM
<b>The following part number will be available for NEW SYSTEM SALES ONLY through September 1, 2008</b>	
809800-16011	SUPPORT,FIRMWARE, 1 YEAR

**Discontinued Part #s – Effective Immediately**

809800-16019	FMWR SPT RNSTMNT
809800-16012	SUPPORT, FIRMWARE, 2-YEAR
809800-16009	SUPPORT FIRMWARE 3 YEAR
809800-16013	SUPPORT, FIRMWARE, 4-YEAR
809800-16010	SUPPORT FIRMWARE 5 YEAR

To place orders, please email [insidesales@plantcml.com](mailto:insidesales@plantcml.com) or call Order Management at 1-800- 491-1734 (International: 1-951-719-2895). Allow 8-10 weeks for delivery after receipt of order (ARO).

**Support**

Technicians needing assistance or information regarding this PCN may contact PlantCML’s Technical Support Team. Please note that the combined product line support number for the Gatineau and Temecula facilities is 1-800-491-1734. Please select 2 for Technical Support and listen for the product announcements. Additionally, you can contact Technical Support via email at [tsupport@plantcml.com](mailto:tsupport@plantcml.com). Emails received will be responded to within 24 hours.

**Training**

PlantCML training courses for the MAARS and CCX systems will only be available through December 1, 2008.

### **Closing**

Your immediate attention to this matter is greatly appreciated. If you have any questions or we may be of any further assistance, please contact us at 1-951-719-2100 or [productlinemanagement@plantcml.com](mailto:productlinemanagement@plantcml.com). We appreciate your continued support of our products and look forward to working with you in the continued evolution of PlantCML technology.

*The PlantCML Product Team*