

## PSAP Grant Program Grant Ranker

# View Application--121--Emporia Recorder

**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:** Individual PSAP

**Priority:** Voice Recorders and logging system (**VOICE**)

**Primary PSAP Applicants:** Emporia Police Communications

**Jurisdictions Served:** Emporia, City 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** \$30,338.00

**Amount Requested:** \$30,338.00

### **Statement of Need:**

The Emporia Police Department has been notified by Dictaphone of a "sunset plan" for the current Dictaphone Freedom Voice Recorder located in our PSAP. The ability to upgrade the current model of equipment ended earlier this year, and full support will end in March of 2010. The system needs replacing with an updated model which will be servicable and supportable.

### **Comprehensive Project Description:**

The goal of this project is to put a voice recording system in our PSAP which is dependable and servicable. The new recorder will replace an existing system which is no longer supported by the manufacturer. The system includes a recorder, concurrent user licenses, multichannel monitoring, and support services. A RFP process will be followed to purchase the equipment and maintenance services. This total replacement project is expected to take less than three months.

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

The new system will be evaluated based on its ability to keep up with upgrades and changes in the "911 world". It will also possess the ability to interface with existing equipment.

### **Budget and Budget Narrative:**

We have received a budgetary cost proposal from Applied Digital Solutions (the company that presently repairs our system). Applied Solutions has estimated the replacement cost at \$16,000, and a five year

support and warranty agreement at \$14,337.98, for a total cost of \$30,337.98. The proposal is attached. The two concurrent licenses listed in the proposal allow the system to be monitored on a workstation (other than the main server).

**Evaluation:**

This project will be successful upon the completed intallation of the new recorder.

**Attachments**

<a href="#">Dictaphone Sunset Plan and Applied Estimate.pdf</a>
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210 Townepark Circle  
 Suite 102  
 Louisville, KY 40243  
 Tel: 502-253-0134  
 Toll Free: 866-389-0911  
 Fax: 480-247-5270

# BUDGETARY QUOTE

Date	Quote #
10/15/08	SKDSQ1760
Prepared by	Stacey Stover
Sales Rep	Lisa Board

**Prepared For:** Emporia Police Dept.  
 June Ray  
 310 Budd St.  
 Emporia, VA 23847

Phone: (434)634-2121  
 Fax: (434) 634-7326  
 E-mail: tanderson@emporiapolice.org

**Ship To:** Emporia Police Dept.  
 June Ray  
 310 Budd St.  
 Emporia, VA 23847

Phone: (434)634-2121  
 Fax: (434) 634-7326  
 E-mail: tanderson@emporiapolice.org

**Proposed Work:** BUDGETARY PRICING for 16 channel Recording Solution with single DVD Drive, two concurrent user licenses and synchronized playback and multi channel monitoring capabilities. Pricing includes Implementation charges, 1st year Extended Warranty and Shipping

### PRODUCTS

Item #	Qty	Description	Price	Ext. Price
BUDGET-16CH	1	BUDGETARY PRICING for 16 channel Recording Solution with single DVD Drive, two concurrent user licenses and synchronized playback and multi channel monitoring capabilities. Pricing includes Implementation charges, 1st year Extended Warranty and Shipping /Handling Charges	\$16,000.00	\$16,000.00
Products SubTotal				\$16,000.00

### SERVICES

Implementation Services	\$0.00
Services SubTotal	\$0.00

Project Subtotal: \$16,000.00

Shipping: \$0.00

Grand Total: \$16,000.00

### Prepaid Maintenance Options

(The amounts checked below will be added to the Grand Total of this quotation)

- Years 2 through 5 - 8x5 \$11,470.39  
 Years 2 through 5 - 24x7 \$14,337.98

Initials

Initials

# Sunset Announcement for Dictaphone CRS Voice Recorders and Applications

## Overview

As part of its continual process of product development and improvement, NICE has announced the end of sale (EOS) of the Dictaphone CRS products and associated applications. NICE is continuing to honor its agreements with its customers and partners, offering customers ongoing support for the products in accordance with the NICE Sunset Policy – see details below.

This statement effects the following products:

1. Dictaphone Freedom, Combo and FT
2. Dictaphone Prolog and Guardian
3. Dictaphone Davinci
4. Dictaphone 5000 and 9000 series
5. Dictaphone Call Check (& Encore)
6. Dictaphone Call Watch (& Trackdown)

Please see the specific section below

## 1. Dictaphone Freedom & FT

The dates below relate specifically to the Dictaphone Freedom, Combo and FT product lines and associated applications, including:

- Freedom recorder and workstation application (System Manager, Events System & Manager, Archive System & Manager)
- ContactPoint™ application
- Freedom Enterprise & Freedom Enterprise CTI
- Freedom Select – Selective recording
- Freedom Connect – CTI and API integration
- Freedom QMS—Quality monitoring
- Freedom™ Call Check— instant message recall
- Freedom Authentication
- Freedom Explorer ( Web based Call retrieval software)
- Freedom Navigator
- Freedom Capture Pro
- Freedom Custom Data Module (ANI/ALI and MACOM trunking radio application)
- Freedom SDK (software developer's kit)
- Freedom rDT (radio detrunking for Motorola systems)
- Freedom VoIP

Please note:

Freedom rDT (Trunk radio recording) and Freedom VoIP (VoIP recording) are discontinued with immediate effect. These products should not be offered and should be replaced with the NiceLog variants that are approved with this type of interfaces

## Key Dates

<b>End of Sale Announcement</b>	- Now – April 2006
<b>End of Sale Date</b>	- March 1 <sup>st</sup> 2007
<b>End of Software Development</b>	- March 1 <sup>st</sup> 2008
<b>End of Expansion</b> (Last upgrade Order)	- March 1 <sup>st</sup> 2008
<b>End of Support Date</b>	- March 1 <sup>st</sup> 2010

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### **End of Sale**

This document announces the end of sale date for the sale of NEW Freedom and Freedom FT systems. The product(s) will be discontinued and unavailable for new sales from this date forward.

All orders must be placed far enough in advance to ensure shipment before this date. It is recommended that orders are placed prior to **5<sup>th</sup> February 2007**.

Please use this information to plan the withdrawal of these products from your portfolio and to understand your commitment for the ongoing supply and the associated support of this product line.

**NOTE:** sales of spares, such as interface modules etc. are unaffected by the End Of Sale date and restrictions, as these fall under the support commitment and as such will be available to order until the end of support date.

### **What Does End Of Software Development Mean?**

The final date on which NICE will cease to provide code fixes and changes, and third party software certifications for a product or version. If a fault resulting from a software defect should arise after this date, NICE will propose alternative solutions or remedial work to resolve problems up to the 'End of Support Date'. Any such problems will be managed on a case by case basis.

### **What Does End of Expansion (Last upgrade Order) Mean?**

NICE will continue to sell licenses and product expansions / enhancements to customers already utilizing this product, up to this date. This means that current customers and channel partners have until **March 1<sup>st</sup> 2008** to enhance current installations. Channel partners and distributors should use this time to manage the withdrawal of the product.

### **What Does End Of Support Mean?**

The End of Support Date for is **March 1st, 2010**. This means that spares and modules for the products will continue to be available until the End of Support Date, enabling ongoing system support for the installed configuration up to that date.

Provision of all spares is under a best endeavors policy, meaning all spares and accessories for the products are subject to availability and alternative parts may be offered from time to time where obsolescence prevents supply of the original parts.

### **Support Arrangements**

Support for the products will cease as from **March 1st, 2010** for all NICE channels and end users, unless NICE has made specific contractual agreements with individual customers that extend this date. If in doubt please contact your NICE representative and we can confirm specific dates and any contractual agreements.

### **Migration to NiceLog**

NiceLog offers all the recording capability of Freedom plus advanced applications and storage options. NICE recommends moving to NiceLog as soon as possible to ensure customers are offered the latest supported solutions and impact on support is minimized.

**Capability Summary**

Below is a brief comparison between NiceLog and Freedom. For full details please refer to specific product collateral and documentation

Capability	Guardian	NiceLog	Benefit
Operating System	DOS5	Windows 2003 appliance edition	Standards based, secure and supports latest drivers, integrations, and COTS hardware, etc.
Mixed Telephony Recording	Yes	Yes	
Internal HDD Capacity	9GB = 1280 ch/hrs	200GB = 48,000ch/hrs	Instant access to records for longer – improved stand alone capability
Archive Options : DVD (4.7GB) DDS (13GB) AIT (60GB)	No Yes No	Yes Yes Yes	More offline archive options to suit your preference within the recorder. Less media, changes and maintenance reducing cost of ownership
Compression	PCM, ADPCM 32, ADPCM 16, GSM	PCM, ADPCM 32, ADPCM 16, G729a, G723	Increased storage capacity, lower bandwidth requirement, and improved quality of audio, optimizing online storage, network utilization and utilization of network storage
Internal RAID 1 HDD (Mirrored HDD)	No	Yes	Large capacity, resilient, reliable online storage within the box
Internal RAID 5 HDD	No	Yes	Huge capacity, fully resilient, reliable online storage within the box
Direct Attached Storage (External RAID 5)	No	Storage Center	Intelligently managed network-based storage and retention of data
NAS - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
SAN - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
Media Management	Yes, Basic Media Library	Yes	Total media library and referencing for media
Evidence Disclosure - Scenario Replay	No	Yes	Fast, powerful disclosure of evidence
Instant Replay – ‘New’ Last	Call Check only	Yes	Call detail verification, from the

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Message Replay			latest .net application – fully integrated with the recording system
Quality Management - NICE Universe	Symphony only	Yes	Market-leading quality management solutions fully integrated with recording system
Multimedia Recording and Evidence Distribution – NICE Inform (in development)	No	Yes	Complete reconstruction of incidents involving audio, video, CAD, GIS, and other media types.

**2. Dictaphone Prolog & Guardian**

The Prolog and Guardian products are currently in the support phase of their lifecycle and NICE offers support for these systems on a best endeavors basis. NICE will end support for these products on February 1<sup>st</sup> 2008, and partners, channels and customers are urged to offer alternative solutions to any customers with this type of equipment.

Including but not limited to: 30000 Series & 40000 Series

**Key Dates**

**End of Support Date** - March 1<sup>st</sup> 2008

**What Does End Of Support Mean?**

The End of Support Date for is **March 1st, 2008**. This means that spares and modules for the products will continue to be available until the End of Support Date, enabling ongoing system support for the installed configuration up to that date. Provision of all spares is under a best endeavors policy, meaning all spares and accessories for the products are subject to availability and alternative parts may be offered from time to time where obsolescence prevents supply of the original parts.

**Capability Summary**

Below is a brief comparison between NiceLog and Freedom. For full details please refer to specific product collateral and documentation

Capability	Guardian	NiceLog	Benefit
Operating System	Windows 2000 Pro	Windows 2003 appliance edition	Standards based, secure & supports latest drivers, integrations and COTS hardware, etc.
Mixed Telephony Recording	Yes	Yes	
Internal HDD Capacity	9GB = 1280ch/hrs	200GB = 48,000ch/hrs	Instant access to records for longer – improved stand alone capability
Archive Options : DVD (4.7GB)	Yes	Yes	More offline archive options to suit your preference within the recorder. Less media, changes, and maintenance reducing cost of
DDS (13GB)	No	Yes	
AIT (60GB)	No	Yes	

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			ownership
Compression	PCM, ADPCM 32, ADPCM 16, GSM	PCM, ADPCM 32, ADPCM 16, G729a, G723	Increased storage capacity, lower bandwidth requirement, and improved quality of audio, optimizing online storage, network utilization and utilization of network storage
Internal RAID 1 HDD (Mirrored HDD)	No	Yes	Large capacity, resilient, reliable online storage within the box
Internal RAID 5 HDD	No	Yes	Huge capacity, fully resilient, reliable online storage within the box
Direct Attached Storage (External RAID 5)	No	Storage Center	Intelligently managed network-based storage & retention of data
NAS - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
SAN - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
Media Management	Yes, Basic Media Library	Yes	Total media library and referencing for media
Evidence Disclosure - Scenario Replay	No	Yes	Fast, powerful disclosure of evidence
Instant Replay – 'New' Last Message Replay	Call Check Only	Yes	Call detail verification, from the latest .net application – fully integrated with the recording system
Quality Management - NICE Universe	Symphony Only	Yes	Market-leading quality management solutions fully integrated with recording system
Multimedia Recording and Evidence Distribution – NICE Inform (in development)	No	Yes	Complete reconstruction of incidents involving audio, video, CAD, GIS, and other media types.

**3. Dictaphone daVinci**

The daVinci product has now been withdrawn from sale and NICE are supporting current customers with upgrades and ongoing support.

NICE will end support for this product on **March 1<sup>st</sup> 2007**, and partners, channels and customers are urged to offer alternative solutions to any customers with this type of solution. Including Guardian/Prolog:

**Key Dates**

**End of Expansion Date** - Now – April 2006  
**End of Support Date** - March 1<sup>st</sup> 2007

**What Does End Of Support Mean?**

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The End of Support Date for is **March 1st, 2007**. This means that spares and modules for the products will continue to be available until the End of Support Date, enabling ongoing system support for the installed configuration up to that date.

Provision of all spares is under a best endeavors policy, meaning all spares and accessories for the products are subject to availability and alternative parts may be offered from time to time where obsolescence prevents supply of the original parts.

#### **What Does End of Expansion (Last upgrade Order) Mean?**

NICE will not sell licenses or product expansions / enhancements to customers already utilizing this product, beyond this date.

#### **4. Dictaphone 5000 and 9000 Series Voice Recorders**

The 5000 and 9000 Series of voice recorders have been in the support phase of their lifecycle for many years now, and NICE is formally announcing the end of support for these products. NICE will end support for these products on **April 15, 2006**. All partners, channels and customers with this type of product should urgently seek to offer alternative solutions to ensure ongoing functionality.

Including but not limited to:

- 5700
- 5712
- 57xx
- 5900
- 5901
- 5912
- 59xx
- Model 5842
- Model 9800's
- Sentinel 51100-xxx
- Sentinel 51200-xxx
- Veritrac reel to reel, 5000, 5600, 9000
- 9700 Series
- 9900 Series

#### **Key Dates**

**End of Support Date** - Now – April 2006

#### **What Does End Of Support Mean?**

This means that spares and modules for these products are no longer available . NICE will not commit to providing any further spares, software or support for these products

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#### **What Does End of Support Mean?**

This means that spares and modules for these products are no longer available . NICE will not commit to providing any further spares, software or support for these products

Product Management

Adam Smith

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